



our promise to you

This charter explains what you can expect from all homecare services arranged for you by Leeds City Council, whether they are delivered directly by the council or by an independent sector provider.

We will ensure you receive high quality services to enable you to live as independently and confidently as possible in your own home and community.

This support will be designed to help you to:

- live as independently as possible
- stay healthy or recover as quickly as possible from illness
- have maximum control over your life
- participate in your community as an active and equal citizen
- have the best possible quality of life, irrespective of illness or disability
- maintain your dignity and privacy

All homecare staff will:

- arrive in good time
- keep you informed of any change or unavoidable delay to your service
- clearly display identification and dress in a presentable manner
- have professional skills and training appropriate to their role and your needs
- work in a safe way that does not put you, your family or homecare staff in any danger – and help you stay safe from any form of abuse
- treat you with courtesy, and respect your dignity, personal circumstances, privacy and confidentiality
- take a personal approach to meet your needs and goals as agreed in your care plan
- listen to you and tailor your support to your preferences wherever possible
- support you irrespective of your age, cultural background, ethnicity, sexual orientation, gender or personal support needs
- involve your family members and carers if you want us to
- help you get the information you need to make decisions or find out about, or contact, other services and support.

The council and independent providers will ensure services are properly staffed and funded, and that staff are properly trained, vetted, supervised and supported.

are we getting it right?

We want to get things right first time. Please let us know if you think someone is doing a particularly good job, or if you're unhappy with the service you are getting from your homecare provider.

If you're unhappy with a service, **speak first to the organisation providing the service**, if you can. This will give them a chance to put things right.

If you don't feel comfortable doing this, or if you don't get the response you hoped for, we will be happy to help you make a complaint.

Contact us by letter, email or phone at the following address:

Compliments and complaints

Leeds Adult Social Care
Level 2 West
Merrion House
110 Merrion Centre
Leeds LS2 8QB

Telephone: 0113 247 8679

Textphone: 0113 222 4410

Email: complaints.SOCS@leeds.gov.uk

If you do not speak English and need help understanding this document please telephone 0113 222 4401 and state the name of your language. We will then contact an interpreter.

This document can be provided in large print, Braille and audio – please telephone 0113 247 8630.



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