

Charter

For people using social care and support services in Norfolk



My name is

My job title is

Contact me

Emergency contact

You can expect me and the organisation I work for to:

- Treat you with respect and dignity
- Listen to you and respond promptly to your choices and needs
- Act with integrity and honesty
- Identify and support opportunities for service improvement with you

It is my job to support you to maintain and wherever possible to improve your health and wellbeing. Please tell me what you need to help you do that. We can talk about how I and other services could help.

It is your right to have an advocate (family/friend, health/care worker, support worker) to help or speak for you if you wish.

Care and support that will be successful for you may take some time to be achieved and may change over time. This checklist may help you:

- What do I want and need?
- What can we do about it?
- What happened?
- What happens next?

If you need more or different support, please contact me.

Alternatively, you can contact Norfolk County Council for information or assistance to find and manage services: 0344 800 8020