

The Harwood Care & Support Charter

For people using social care and support services in Norfolk

.....
has signed up to this Charter and will:

Join in an **honest, ongoing conversation** about care and support services in Norfolk – with people who use services, commissioners and other organisations

Use the Charter card to ensure their staff put **the needs and wishes of each individual at the heart** of their approach: every day, in every situation

Ask people using services to **review** their care / support staff regularly – if they want to – and use this feedback about how things are going to build on what works and make services better

Encourage people to **voice** their thoughts about their service, **listen** to them and **act**:

- Signposting
- Developing services
- Making sure feedback gets to commissioners

Treat people using services with **respect, dignity and courtesy**

Be **open** and let people know it is ok to raise a concern

Work together with other organisations towards a **shared approach** to tackling poor quality care / support

Respect people's **right to choose** how and where their care / support is delivered

What people using care and support services in Norfolk should expect:

That there is a commitment to people using services

The Charter card gives a commitment that care / support staff will work with the individual to understand how their needs can be best met. The Charter card is available from your care / support provider if they have signed up to this Charter.

That providers signed up to the Charter and their staff share these principles:

We will...

Make sure you have contact details for Norfolk County Council and support groups

Offer you a personalised service

Ask – and keep asking – you for your ideas about the service

Encourage you to use your checklist/review to ensure that your needs are still being met

Tell you how much it will cost and how to access financial assistance

Ensure people working with you are appropriately trained

Make sure people working with you have been police checked

Make sure you have a copy of the Quality Standards leaflet

We won't...

Share your information with other organisations without your permission (There may be times we have to share information, for example if there is an emergency – but we will explain this)

Leave you unsupported

Charge you for things you have not asked for

Listen...respond...report

Providers who have signed up to this Charter and their staff will listen to individuals, respond promptly to any concerns or needs raised and encourage the individual to report back to Norfolk County Council as needed.

To know there is a safety net

You can always contact Norfolk County Council for advice, information and support whenever you need it. This applies if you make your own care and support arrangements too. Norfolk County Council can help you find and manage services. You will never be left unsupported.

To understand what the standards are

The quality standards which apply to services in Norfolk are clearly explained in a leaflet available to everyone – and given out by organisations who have signed the Charter.

That everyone takes responsibility for quality

When something is not right, Charter organisations will deal with it and they welcome feedback from people using services.

To be involved

If you want to, you can feedback how things are working for you – and what other services you would like to see – to your provider and to Norfolk County Council.

To be listened to

If things don't feel ok and you can't or don't want to sort them out with your provider, contact Norfolk County Council and you will be listened to. We want to know if you have concerns: 0344 800 8020.

To be able to share the good news!

If things are working well we need to share it and make services better for everyone by encouraging people to share good practice.

Organisations who have signed up to the Charter will not all receive routine checks by Norfolk County Council. Organisations have signed up with the intention to work towards what is set out in the Charter; this will not always be monitored. Individuals should make sure they are happy with the organisation they are supported by and should raise concerns if needed.



If you need this booklet in large print, audio, Braille, alternative format or language

please contact us on 0344 800 8020 and we will do our best to help.