

## Where to find information on home care providers

If you are looking for information on a service that provides care to people in their own home, please visit Surrey Information Point. It contains a directory of all regulated providers of home care services as well as an extensive range of local care and support choices for residents. Simply search for 'domiciliary care services' by using the search function.

### Surrey Information Point

This website is managed by Surrey County Council and was developed with local health services and voluntary, community and faith agencies.

[www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)



Promoting and supporting independence for adults

If you do not have access to the internet you can always get someone to help in your local Hub, library or Citizens Advice Bureau.

## Surrey Safeguarding Adults Board

The Surrey Safeguarding Adults Board (SSAB) is a partnership that works to protect adults at risk of harm. Local councils, the County Council, Police, Surrey Care Association, Surrey Fire and Rescue, NHS organisations, the independent voluntary sector and people who use our services and carers all work together on the Board to safeguard adults at risk of harm. The Board's objectives are much broader than just protecting adults at risk. They are also about allowing adults to live their lives and make decisions, whilst taking reasonable measures to ensure that risks of harm are minimised.

### If you would like this information in large print, Braille, on CD or in another language please contact us on:

Tel: 03456 009 009

Minicom: 020 8541 9698

Fax: 020 8541 9575

SMS: 07527 182861

Email: [contact.centre@surreycc.gov.uk](mailto:contact.centre@surreycc.gov.uk)

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如欲索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو ہمارے ممبرانے اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔

Are you being  
provided with  
good care  
at home  
that keeps  
you safe?



# Many residents in Surrey arrange for someone to come to their home, or the home of a relative or friend, to provide care services. For most people, this works well and the care is delivered to a high standard. But what happens if you have concerns about the standard of care that is being given?

The Surrey Safeguarding Adults Board would like to help residents recognise the standards of good care and understand their rights. The information in this leaflet aims to help you know what to look for when care is being provided and where to go for help if you feel the care is not being given to the right standard.

## What is good care?

Here are some characteristics of good care:

- I am treated with respect and dignity
- I am listened to
- My care needs are met
- If I ask care staff to leave my home they do so

- I am bathed and dressed in private
- My home is treated with respect
- I am able to keep my personal information private
- I am handled gently
- The correct equipment is used to move me
- My medicines are given to me on time
- My money and valuables are safe
- I am able to choose what I eat
- I am supported to maintain relationships with family and friends
- I am supported to go out of my home
- I am called by my preferred name and staff speak to me.

If you are concerned your care is not good, the first point of call should always be the care agency that provides the service. Contact them and inform them of the problems you are experiencing. A good care agency will respond and ensure the care is improved.

If you do not already have a written contract or plan that sets out what they've agreed to do, this is the time to get one in place.

## What happens if your care agency still does not deliver a good service?

If you are concerned about the care you are receiving and the agency has not responded to your concerns, you can call the following number:

**Adult Social Care Helpline:**  
0300 200 1005

If you are being harmed please call:

**Surrey Police:**  
101 (In an emergency always dial 999)

**Adult Social Care Out of Hours Emergency Duty Team:**  
01483 517898

## Organisations who monitor the quality of care

The Care Quality Commission (CQC) makes sure care services in England provide people with safe, effective, compassionate and high quality care. They do this by inspecting services and publishing the results on their

website to help residents make better decisions about the care they receive.

Please contact the Care Quality Commission (CQC) if you are concerned about care and call **03000 616161** or email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or complete the online form on [www.cqc.org.uk](http://www.cqc.org.uk).

## Healthwatch Surrey

Healthwatch Surrey, part of the Healthwatch England national network, is an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care services.

Tel: **0303 303 0023**  
(local rate number)

Text Relay:

**18001 0303 303 0023**

SMS Text: **07592 787533**

Email: [enquiries@healthwatchesurrey.co.uk](mailto:enquiries@healthwatchesurrey.co.uk)

**There are many voluntary sector agencies that are available to support you also, for example:**

## Age UK

Age UK Surrey is an independent local charity. They work for all people over the age of 50 offering a wide range of services to help them make the most of life.

[www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)

Tel: **01483 503414**

## Citizens Advice Bureau

The Citizens Advice service provides free, confidential and impartial advice.

[www.citizensadvice.surrey.org.uk](http://www.citizensadvice.surrey.org.uk)

## Victim and witness support

Victim Support is a national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected. The helpline number is **0845 30 90 900**, Monday-Friday 8am to 8pm. [www.victimsupport.org.uk](http://www.victimsupport.org.uk)