

Getting good care in care homes and in your own home

November 2012

What is this leaflet about?	
	<p>Walsall Council wants everyone to get the best care.</p>
	<p>We have to look after older and disabled people who may struggle to speak up for themselves.</p>
	<p>Some older and disabled people live in care homes or get help from care agencies.</p>
	<p>We try to make sure that these homes and agencies give people good care.</p> <p>This leaflet explains how we do this.</p>

Care homes and care agencies



Care homes are for older or disabled people who can no longer look after themselves.

They move out of their home and into a care home where they can be looked after.



Care agencies help older or disabled people living in their own homes who need extra help with things like washing, getting dressed and cooking.



Care homes and care agencies have to follow rules to make sure they are giving people good care.

<h2 style="text-align: center;">How Walsall Council works with care homes and care agencies</h2>	
	<p>There is a team at the council that works with homes and agencies.</p> <p>They are called the Quality Assurance Team.</p>
	<p>The team visits care homes and agencies to see how they are looking after people.</p>
	<p>If there is something wrong at the home or the agency, our team works with them to put it right.</p>
	<p>The team also tells people what their rights are when they are receiving care.</p>
	<p>They tell people what things to look for in good care homes and agencies.</p>

What are your rights?



If you are receiving care you have rights. These are things that should always happen.

- The care you get will meet your needs.
- Your privacy will be respected.
- You will still be able to enjoy life.
- You will be treated with dignity and respect.
- We will keep you safe.
- The people who look after you will be trained to do their job.
- The people who look after you will ask you what you think of the care you get and change things if you are not happy.
- The people who look after you will listen to what you say and give you answers to all your questions.

Walsall Care Pledge






Walsall Council

This is called the Walsall Care Pledge.



If these things don't happen you can:

- Speak to your care home or care agency
- Make a complaint to the customer care team on Telephone 01922 650487

To find out what we are doing in Walsall	
	Quality Assurance Team Allen's Centre Hilton Road Willenhall WV12 5XB
	Telephone 0845 111 2922
	E-mail qualityassuranceteam@walsall.gov.uk
	Website www.walsall.gov.uk/quality

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