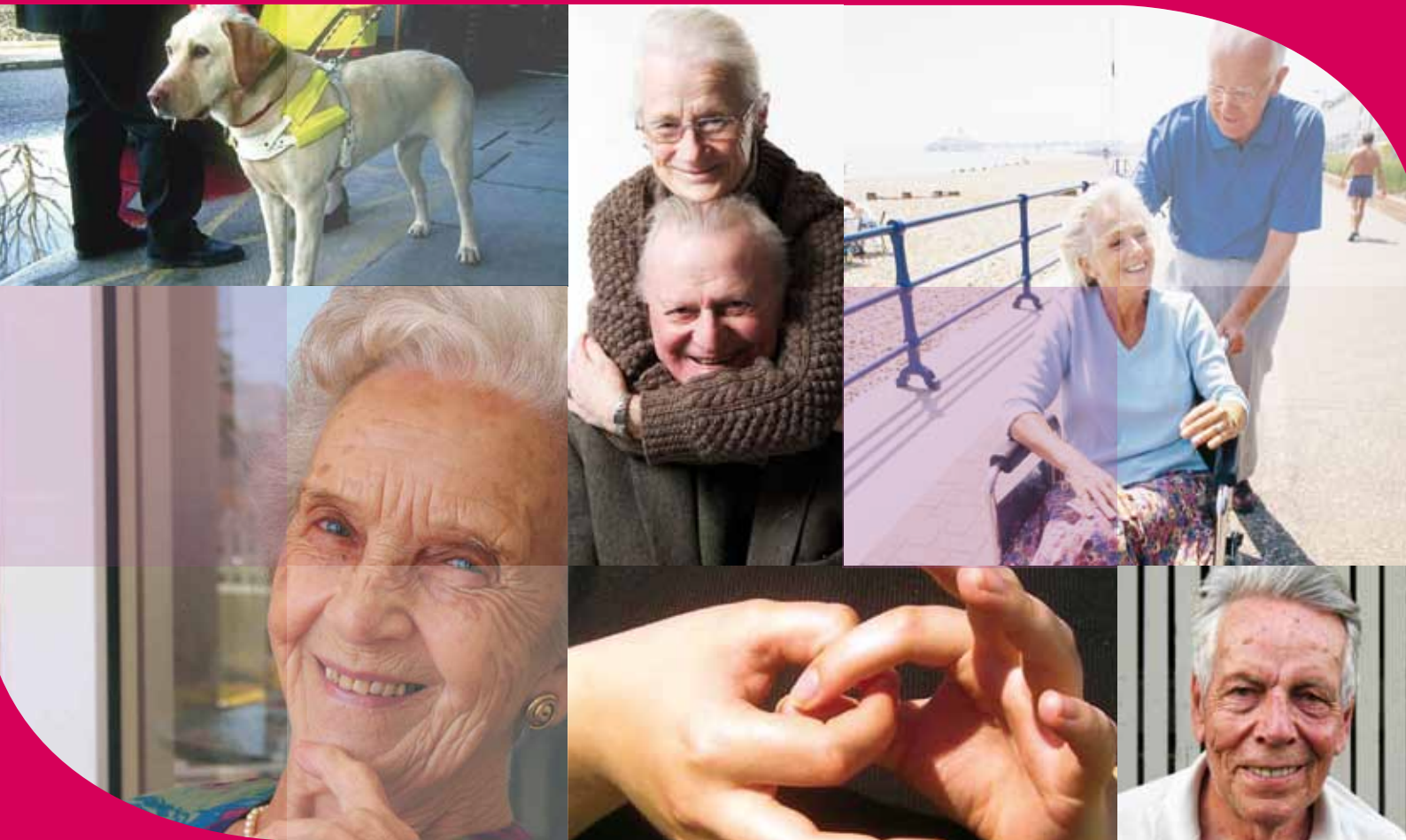


# Walsall Care Pledge



Walsall Council

If you would like this information in another format or language contact us on 0845 111 2922.

## Walsall Care Pledge

### What you can expect from your care provider

Below are the things you can expect from your care provider. It is your life and you

have the right to be respected and to ask for certain things. You also have the right to be heard and to complain if you are not happy.

If you are receiving care and/or living in a residential home you have the right to:

## Standard 1

### Expect care, treatment and support that meets your needs

#### MINIMUM STANDARD

- Your personal needs will be assessed to make sure you get care that is safe and meets your needs.
- You will get the food and drink you need to meet your dietary and cultural/religious needs.
- You will get the treatment that you and your health or care professional agree will make a difference to your health and wellbeing.
- You will get safe and co-ordinated care where more than one care provider is involved or if you are moved between services.
- You will always be involved in discussions about your care and treatment and you will be able

to choose your GP, dentist and other health professionals

- You will be able to agree or reject any type of examination, care, treatment or support before you receive it.

#### WALSALL STANDARD

- You will have a contract from anyone you are paying to support you; you will agree to and understand what it says and you will have a copy.
- You can have a full assessment of your needs, even if you pay for your care yourself
- Your needs will be regularly reviewed and re-assessed.
- Staff will assist you in learning how to remain healthy by providing you with information in appropriate formats
- Your meal times, drinks, bed times, visiting times and times for any activities or care will be flexible and decided by you

## Standard 2

### Enjoy life and feel and be treated as a valued member of the community

#### MINIMUM STANDARD

- You will be given opportunities, encouragement and support to promote your independence.
- You will be asked if you want to become involved in activities going on in your community
- You will be able to have visitors whenever and wherever wanted.
- You will be consulted on all aspects of your care and your living arrangements and have the right to say “No”.

#### WALSALL STANDARD

- You will be encouraged and supported, if you wish, to associate with others and build up relationships with others in your community
- Staff will be able to show that they have helped you to find opportunities to contribute to the local community if you wish to do so
- Staff will help you to exercise choice over the things in your life that are important to you.
- You will be able to make your own decisions as to how to plan your day; staff will help you with this if you wish.
- You will be helped to make contact with external agencies and others if you aren't able to do this yourself, especially if you have no family and require someone to act in your best interest.

## Standard 3

### Privacy, dignity and confidentiality in all matters

#### MINIMUM STANDARD

- Your privacy and dignity will be respected by all staff.
- You will not be discriminated against for any reason and your cultural, religious needs will be respected and met whenever possible
- Any personal care you receive will be carried out with sensitivity and respect
- Your personal records, including medical records, will be accurate and kept safe and confidential.

#### WALSALL STANDARD

- Privacy is easily achieved; you are able to close and open your door when you want to; and staff will knock on your door before entering, except in the event of an emergency.
- You are supported to look after your personal care hygiene in the way you prefer, as often as you want; and those who care for you can show that reasonable efforts are made to ensure that your personal care does not feel rushed
- You can go to bed when you wish and can get up when you wish.

## Standard 4

### Be safe

#### MINIMUM STANDARD

- You will be protected from abuse and neglect or the risk of abuse and neglect, and staff will respect your human rights.
- You will be cared for in a clean environment where you are protected from infection.
- You will get the medicines you need, when you need them, and in a safe way.
- You will be cared for in a safe and accessible place that will help you to be as independent as possible
- You will not be harmed by unsafe or unsuitable equipment.

#### WALSALL STANDARD

- Risks will be clearly assessed and discussed but people will be supported and empowered to meet their needs in ways that they choose
- Your independence will be maximised
- You will be supported to make your own choices about your care
- Staff are trained in Safeguarding Adults procedures at a level appropriate to their responsibilities and apply the principles in their practice and approach.
- The service follows the Walsall Safeguarding Adults procedures which ensures that you are kept safe from physical, financial/material, psychological or sexual abuse, neglect, discriminatory abuse or self-harm, inhuman or degrading treatment, through deliberate intent, negligence or ignorance.

## Standard 5

### Be cared for by qualified, well-trained staff who enjoy what they do

#### MINIMUM STANDARD

- Your health and welfare needs are met by staff that are properly trained and qualified.
- There will always be enough members of staff available to keep you safe and meet your health and welfare needs.
- You will be looked after by staff that are well managed and have the chance to develop and improve their skills.

#### WALSALL STANDARD

- Staff caring for you will have a high level of job satisfaction and will be well-supported by their managers
- Every care provider will have a clear, well-publicised, anonymous whistle blowing policy, staff will know where to report any concerns, will be encouraged to do so and will feel safe in doing so
- Regular staff surveys will be undertaken by each employer to get the views of staff on both how they feel about where they work and any suggestions they have on improving the care provided – actions will be taken as a result of any concerns or issues raised and there will be evidence of this.

## Standard 6

**Expect your care provider to constantly check the quality of its services**

### MINIMUM STANDARD

- Your care provider will continuously monitor the quality of its services to make sure you are safe and your needs are being met

### WALSALL STANDARD

- Your care provider will agree to become involved in any quality checks or surveys
- Your care provider will ask you (through surveys, comments cards, observations, etc.) about your experiences of your care and tell you about any changes they have made in response to your comments.

## Standard 7

**Be involved, listened to, have your feedback heard and receive a response**

### MINIMUM STANDARD

- Your care provider will make clear and readily available details of how to complain or comment and how you can get support to do this.

### WALSALL STANDARD

- If you, or someone acting on your behalf, makes a complaint, you will be acknowledged, listened to and it will be acted upon properly.
- Your complaint will be responded to within the agreed timescales.
- The agency you've complained to will be able to show what they have learned from your complaint and what they have done to improve services as a result of your complaint.

## Useful organisations

The organisations below can give you information and advice on standards and quality within care homes and other care providers.

### Age UK Walsall

50 Lower Hall Lane  
Walsall  
WS1 1RJ

**Telephone** 01922 638 825

**Fax** 01922 615 713

**Email** [enquiry@ageukwalsall.org.uk](mailto:enquiry@ageukwalsall.org.uk)

**Website** [www.ageukwalsall.org.uk](http://www.ageukwalsall.org.uk)

### Walsall CAB

139-144 Lichfield Street  
Walsall  
WS1 1SE

**Telephone** 01922 700600

**Fax** 01922 648018

**Email** [advice@cab.walsall.org.uk](mailto:advice@cab.walsall.org.uk)

**Website** [www.walsallcab.org.uk](http://www.walsallcab.org.uk)

### Carers Centre

The Crossing at St Paul's  
Darwall Street  
Walsall  
WS1 1DA

**Telephone** 01922 636663

**Email** [info@walsallcarers.org](mailto:info@walsallcarers.org)

**Website** [www.walsallcarers.org](http://www.walsallcarers.org)

### Mencap

Walsall Empowerment and Leisure Services  
Mencap  
Wolverhampton Science Park Technology  
Centre  
Glaisher Drive  
Wolverhampton  
WV10 9RU

**Telephone/Fax** 01902 712 405

**Mobile** 07751 520 290

**Mencap National Learning**

**Disability Helpline** 0800 808 1111

### Walsall Disability Forum

59A Lichfield Street  
Walsall  
WS4 2BX

**Telephone** 01922 614794

**Fax** 01922 614808

**Email** [Michelle@walsalld deaf.org.uk](mailto:Michelle@walsalld deaf.org.uk)

**Website** [www.walsalldisabilityforum.com](http://www.walsalldisabilityforum.com)

### Action on Elder Abuse

Astral House  
PO Box 60001  
Streatham SW16 9BY

**Telephone** 0808 808 8141 (helpline)

**Email** [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

**Website** [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

## Care Quality Commission

National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4WH

**Telephone** 03000 616161  
**Email** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
**Website** [www.cqc.org.uk](http://www.cqc.org.uk)

Regulates, inspects and reviews all adult social care services in the public, private and voluntary sectors in England. Formerly the Commission for Social Care Inspection (CSCI).

## Elderly Accommodation Counsel (EAC) – FirstStop

FirstStop's Advice Line is open Monday to Friday, 9am to 5pm, to offer the best independent information and advice available on all aspects of care and housing for older people.

**Telephone** 0800 377 7070  
**Email** [info@firststopadvice.org.uk](mailto:info@firststopadvice.org.uk)  
**Website** [www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)

## Local Government Ombudsman

Independent organisation that investigates complaints about councils and care providers and looks for a resolution.  
PO Box 4771  
Coventry  
CV4 0EH

**Telephone** 0300 061 0614  
**Email** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
**Website** [www.lgo.org.uk](http://www.lgo.org.uk)



## Want to feedback?

If you would like to comment about any of our services or make a compliment or complaint, please contact our customer care team using the details below:

Customer Care Team  
The Loft, Council House  
Lichfield Street  
Walsall  
WS1 1TW

**Telephone** 01922 650487  
**Email** [customer-care-teams-social-care@walsall.gov.uk](mailto:customer-care-teams-social-care@walsall.gov.uk)  
**Website** [www.walsall.gov.uk/commentsandcomplaints](http://www.walsall.gov.uk/commentsandcomplaints)

## Contact Social Care

For any social care queries 24 hours a day, 7 days a week, including bank holidays and weekends contact us using the details below.

You can also use these details if you would like this information in another format or language.

Telephone 0845 111 2922 or  
01922 652922

Please note the local number may not be available out of hours or in an emergency.

**Fax** 01922 478195  
**Telephone** 0845 111 2910  
**SMS text** 07913 629085  
**Email** [initialintake@walsall.gov.uk](mailto:initialintake@walsall.gov.uk)  
**Website** [www.walsall.gov.uk/social\\_care\\_and\\_health](http://www.walsall.gov.uk/social_care_and_health)