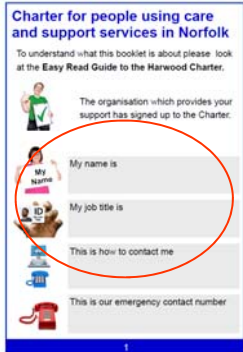


Sometimes needs change

What to do if you need different support



Contact me using the details on the front of this booklet.

This might be because you need more support or a change to your support.

Or

You can contact Norfolk County Council for information and assistance



Easy Read information by
Opening Doors
01603 789889



Opening Doors Images from photo symbols

Charter for people using care and support services in Norfolk

To understand what this booklet is about please look at the **Easy Read Guide to the Harwood Charter.**



The organisation which provides your support has signed up to the Charter.



My name is



My job title is



This is how to contact me



This is our emergency contact number

What you can expect from me and the organisation I work for

| | |
|---|--|
|  | I will treat you with dignity and respect |
|  | I will listen to you . I will respond promptly to your choices and needs. |
|  | I will work in a way that is fair and honest . |
|  | I will work with you to see if there are any things we can improve. |



My job is to support you with your health and wellbeing.
This is about you being healthy and happy.



Please tell me what you need to be healthy and happy.
We will talk about how I can help and find other services if you need them.



It is your right to have an advocate if you want one. They can help you speak up and get your ideas across.

Getting things right can take some time These are some things to think about



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