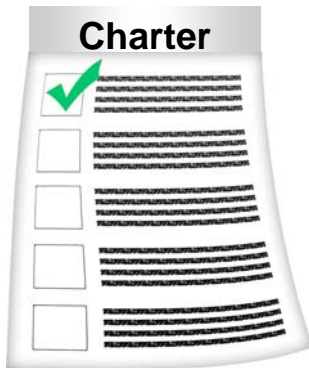


# The Harwood Care and Support Charter

For people using social care and support services in Norfolk

## What is a Charter?



- A document which says what a person or an organisation will do.
- A Charter aims to make sure that people work in a way which results in good services.
- This Charter is about how social care and support services will be delivered in Norfolk.

Has signed up to this Charter and will:



**Talk with people** about care and support services



Put individual needs and wishes at the centre of what staff do .



Ask people to **review** their care and their support staff.



**Listen** to what people say about their support and act on it.



Treat people who use services with **dignity and respect**



**Work together** with others to stop poor quality care and support



**Be open** and let people know it is ok to tell us about concerns.



Respect people's **right to a choice** about their care and support.

## What can you expect if you use care and support services in Norfolk?



- That all staff will work with you to work out how best to meet your needs



- That staff will listen to concerns and respond quickly if there is a problem.
- Staff will report issues to Norfolk County Council when needed.



- That you will never be left without any help or support.
- Norfolk County Council will help you to arrange care and support.



- To be able to understand what Quality Standards are.
- We have produced an Easy Read Guide to help you understand them.



- We will all work together to provide good quality services.



- To be involved in services.
- To be asked what services you would like to see.



- That there is someone there to listen if you have concerns.
- Norfolk County Council do want to know if things are not right.



- We will share good news.
- When things are working well we will tell people about it.

# All organisations who sign up to this Charter make a commitment to you.

All organisations and their staff WILL...



Give you contact details for support groups and the County Council.



Give personalised support. This is support to meet your needs.



Ask for your ideas about services. And do this more than once.



Encourage you to check if your needs are being met.



Tell you how much support will cost. Support you to apply for help.



Make sure staff who support you are fully trained.



Criminal Records Bureau

Make sure staff have been police checked.



Make sure you have an Easy Read copy of the quality standards.

All organisations who sign up to this Charter make a commitment to you.



All organisations and their staff WILL NOT...



Share your information with other organisations unless you say we can.

If there is an emergency or you are not safe then we might have to share information but we will always explain this to you first.



Leave you unsupported.

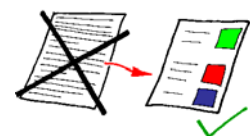


Charge you for things you did not ask for.



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