

Transcript of Harwood Care and Support Charter: Keeping services high-quality (Caroline Fairless-Price)

Quality standards and regulation alter between organisations but organisations that have signed up to the Charter will all work in the same way using the Charter principles and the Charter card.

You can discuss with them the standard you want them to work to. If things still don't seem right for you then you can contact Norfolk County Council. It's helpful for Norfolk County Council to know about any gaps or failures of the service because they are the safety net and can work to find solutions for you and for other people in the future.

People and organisations who sign up to the Charter have committed to working in partnership with you and each other. Together, we can maintain and develop a high quality health and social care service that puts the wishes of the people that use it at its heart. The training and information is varied and it's interesting to work as a team with other professions. It can introduce care and support workers to different people and career pathways and give medical staff an understanding of the caring profession.

It allows providers to stick with what they know, or diversify and learn more. It plays to everyone's strengths. The Charter is new, instead of fitting people into a service, it allows us to build support around people. If we want to maintain a high quality care and support service we all need to take an interest. So, if you provide care and support in any way please sign up and if you need support look for the Charter logo and use the Charter card and if you meet people who need help, tell them about it.

It's over to you, please join in. Thank you.