

Transcript of Harwood Care and Support Charter: how it works (Caroline Fairless-Price)

Hello my name is Caroline; I want to introduce you to the Harwood Care and Support Charter. You'll have to excuse me; my memory is bad so I'll read what I want you to know.

This Charter is for everyone not just for people who use the council services, or the disabled or just the most vulnerable, anyone can use it.

When you are just managing or are in difficulty and you can't cope you need to find the right support easily but it comes at a time when you're least able to shop around and make good decisions. Every situation is different, you may just need something simple or you may need a lot of support, you may not know what would be best, but it's always helpful if the people you go to listen to understand what you want. And it's even better if they know about the wide range of solutions that are out there.

This is where the Charter comes in, it's simple but effective. If you choose to get support from people who have signed up to the Charter they'll give you a Charter card to keep. This explains what to expect from care and support services and how to get what you need. It has their contact details, emergency contact and details of the Norfolk County Council safety net all to hand.

Service providers who have signed up to the Charter are committed to behave in a skilled and professional way. Professionals have been trained to listen and respond to you as an individual, and if they can't respond, to help you find someone who can. They take an interest and they know how to find information about the kind of service available and they won't let people be left unsupported. Providing good care is a skill, Charter training will help people develop it, listen and respond but don't take over. The skill is to give help when asked but let the person say what they need, make their own decisions and get on with their own life. Experts on tap but not on top.

If you decide to find extra or different support they or Norfolk County Council can help you find the information you need. You choose. And if you want, they can explain what you need to others but they won't take over or talk about you without your permission. Nothing about me without me.

It should never feel like complaining to say what you need. Charter workers want you to explain what you need and if you're still not happy or things change, explain again. If you do it's a win win win situation. It helps you to get the best possible support, it helps the provider to develop or find the right kind of service and that helps people in the future.