

The Adult Social Care Charter

Our promise to you

What you can expect from us
when you contact us.



When you contact Adult Social Care for help or information, and throughout all your subsequent dealings with us, we promise always to adhere to the following standards:



- **Dignity and respect**

You will be treated with the same dignity and respect that you would want for yourself or a member of your family.

- **Communication**

Verbal – You will be spoken and listened to in a way that you can understand and will enable you to express your needs and wants.

Written – You will receive written information in a format that is suitable for you.

- **Making choices and decisions**

You will be actively involved in shared decision making, supported by social care staff, and given adequate time to make fully informed choices about the support options that are important to you.

- **Personalised care**

You will be treated as an individual and receive care and support that is tailored to your needs and personal preferences, taking into account your circumstances.



- **Continuity of care**

You will experience continuity of care delivered, whenever possible, by the same social care professional and team throughout a single episode of care.

- **Privacy and sharing information**

Your right to privacy will be respected and we will ask your preferences for sharing information with your partner, family members and other carers – and we will review this throughout your care.

- **Knowing who to contact or complain to**

You will be made aware of who to contact, how to contact them and how to raise any compliments or concerns and make a complaint without fear of retribution.

- **Quality of care**

You will be given opportunities to feed back on the quality of your care and we will take action on your behalf when the quality of care provided does not meet our required standards.



How to contact us through the Access Team

Telephone: **020 8891 7971**

Textphone: **18001 020 8891 7971**

Email: **adultsocialservices@richmond.gov.uk**

Website: **www.richmond.gov.uk/access_team**

Where to find us

Adult and Community Services

Civic Centre

44 York Street

Twickenham TW1 3BZ

Our offices are open
Monday to Thursday from
9am to 5.15pm and on
Friday from 9am to 5pm.



If you need this publication in an alternative format, such as a different language, audio tape, Braille or large print, please call us on **020 8891 7971**.