

Standards of service

What you can expect from us

This leaflet sets out the standards of service and timescales for all of our Adult Social Care services.



Standards of service

At Richmond upon Thames, we pride ourselves on the quality of response we give to the public. We know how important it is to provide clear standards of what you can expect from us and the timescales in which we will do it.

The following pages list the standards and timescales for Adult Social Care. If you would like to know more contact us.

Telephone: **020 8831 6446**

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



General standards of customer care

When you telephone us:

- Our aim in the Access Team is to answer at least 80% of telephone calls within 20 seconds.
- We will take a message and get back to you within one working day if we cannot resolve your enquiry straight away or if the person you want is not available.
- If we pass your enquiry on to another department, we will give them your details and the nature of your query so that you do not have to repeat it to another person.
- We will only transfer your call to a phone answered by voicemail with your prior agreement.

When you write to or email us

The person to whom your correspondence is addressed will respond to you in writing within 7 working days at the latest.

When we visit you:

- We will visit you on the day and at the time agreed.
- We will inform you if we are running late for an appointment and when we will arrive.
- If we have to change an appointment with you for an unavoidable reason, we will discuss this with you and arrange a new appointment to visit you within 3 working days.
- We will advise you of the actions resulting from the visit and the timescales.

Your records

We will hold your personal information securely. We will only share it without your consent if we consider you or others to be at significant risk.

If you want to see the information that we hold about you, you can request to see these records and we will provide the information to you within 28 days of your request.

Access Team



Our Access Team is the first point of contact for any member of the community in Richmond upon Thames who wants advice or support from Adult Social Care.

Service standards

- We aim to resolve 80% of enquires at the first point of contact.
- We will always tell you the name of the person responding to you, whether you contact us by telephone, letter or email.
- We will always tell you what course of action we propose and which team we will refer you to if you need council support.

- We will remain responsible for your case until you have been contacted by a named person in the relevant Community Team.
- We will never leave you without a named contact to speak to.
- If you are not eligible for council support, we will provide you with details of where you can get further information.

Timescales

- When you contact us, we will tell you if you are eligible for support and will provide you with information on next steps within two working days of your contact.
- If you need equipment, we will make an appointment within two working days of your contact to visit you.
- This visit will take place within the next eight working days. Any equipment you need will be available within the next seven working days.
- If you need a fuller assessment, we will tell you how long you will have to wait before it happens, taking into account the urgency of your situation.
- Our aim is that you will wait no longer than 20 working days for an assessment.

Reablement Service



Our Reablement Team provides you with intensive support if you need assistance after leaving hospital or suffer a sudden health setback. This support is for a short period and is designed to help you to regain your independence.

Service standards

- We will provide you with the Reablement service free of charge for up to six weeks.

- Together, we will set targets that will help you regain as much of your independence as possible.
- These targets will be monitored at least every two weeks, either by us or by the assigned service provider.
- We will involve you, and your family as appropriate, in any decisions made throughout this time.
- If you need longer term support, we will assess and agree your support needs with you before the end of your six-week Reablement period.
- We will tell you if you are eligible for council support.
- Providing you have given us all the information we need, we will tell you how much you will pay before the service starts.

Timescales

- If you are referred to the Reablement Service, you will start the service within a maximum of four working days of your initial contact, or on the day arranged for your hospital discharge.
- When you are referred to Reablement, the aims of your Reablement will be agreed with you within two working days of your referral.
- Together we will set targets that will help you regain as much of your independence as possible.

Longer Term, Self Directed Support



We provide ongoing support to people through Community Health and Social Care Teams. For all people over 65, or people under 65 with a physical or sensory need, this is through one of four geographically-based Integrated Teams.

For people with a learning disability this is provided by the Community Learning Disability Team. Please note, people with mental health needs have their access and community support managed separately through South West London and St George's Mental Health NHS Trust.

Service standards

- When you are referred to a team, you will initially be assigned a case worker to agree your support arrangements with you.
- You will have the same case worker throughout the process and this will only change in exceptional circumstances. Should this happen, you will be informed.
- Once your situation is stable, we may agree that your case is not assigned to a named worker. It will still be kept under review.
- You can request a review of your support arrangements at any time.
- We will always offer you a Direct Payment.
- Any family carer who supports you will be offered their own assessment.

Timescales

- We will tell you if you are eligible for support within three working days of your referral to the appropriate team.
- If you need a support plan it will be completed within four weeks of your assessment, unless your personal circumstances prevent us from doing so.
- Once we agree that services should be provided, they will start within a maximum of eight weeks of your initial contact with the Council.
- If you receive a service from us, it will be reviewed at least once a year.

Financial Assessment



All social care support and services we provide, arrange or commission, including those through a personalised support arrangement and Direct Payments, are chargeable. We therefore have to assess your financial ability to pay for any such services.

Service standards

- When you are eligible for support, we will make a referral to our Financial Assessments Team at the time we complete your social care assessment.
- We will inform you each year about any changes to your contribution.
- We will inform you each year about any changes to fees and charges for the services you receive.
- If you have a Direct Payment, we will pay this to you each month, in advance.

Timescales

- When you return your completed financial assessment form, we will tell you within five working days if you are eligible for Council funding and how much you will pay, or if we require further information from you.
- Providing you give us all the information we need, we will tell you how much you will pay for services within 18 working days of your initial contact.
- We will bill you each month, at the end of the month.
- We will provide you with at least 10 working days' notice before making any changes to the amount of Direct Debit payments collected.

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**.