

## More information

The standards in this leaflet reflect our overall commitment to quality and apply to all our services. If you would like to be involved in setting future standards, want more information or have any comments about this leaflet, please contact:

### The Central Performance Team

Directorate of Social Care & Health  
Wedgwood Building  
Tipping Street  
Stafford ST16 2DH  
Phone: 01785 854169  
E-mail: [Qualitystandards.adult@staffordshire.gov.uk](mailto:Qualitystandards.adult@staffordshire.gov.uk)

This leaflet is a general guide to the standards we are working towards and what you can expect. You can obtain a set of our standards on request.

Other leaflets available in this series include:

### Fair access to Care Services... what does it mean?

'If I've told you once...' Your guide to the single assessment process.

### Choosing a Residential or Nursing Home

Can we help you? - Services for Deaf, Deafened and Hard of hearing people. Blind and partially sighted people. Deaf/Blind people.

### Leaving Hospital?

### Do you need help looking after a relative or friend?

### Direct Payments for Equipment

## Comments and complaints

We welcome any comments to try and improve our services. If you want to make any suggestions or you have a complaint, ask at your local office for a leaflet that explains what you should do. You can also fill in a form on our website. [www.staffordshire.gov.uk/health/care/comments](http://www.staffordshire.gov.uk/health/care/comments)

## Our offices

### Newcastle Access Team

Duty Officer Tel: 01782 296005  
Mobile No. (txt): 07773792324  
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### Moorlands Access Team

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### Stafford Access Team

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### East Staffordshire Access Team

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January 2010

FMS 218

Print and design by Staffordshire County Council,  
Print Commissioning Services. Telephone: 01785 276051

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### Cannock Access Team

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### Tamworth Access Team

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Fax: 01827 475515  
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# Adult Services Quality Standards

What you can expect from the  
Social Care and Health Directorate



Our Commitment to Quality  
Our Commitment to You



Corporate member of  
Plain English Campaign.  
Committed to clearer communication.

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This leaflet can be provided in larger print, in Braille, on audio tape, or in different languages. Contact us on Stafford 01785 276900 for this service

## What can you expect from us?

### Our Principles and Approach

Our aim is to promote independence, inclusion and well-being equally and fairly by enabling people to:

- Have control over their lives
- Live safe, healthy and fulfilled lives
- Have an active role in a stronger and prosperous community
- Access the support they need in order to be as independent as they choose

To do this, we will:

- Put people at the heart of the service planning process
- Empower people to make choices and to retain independence
- Encourage people to remain in control of their own finances
- Support relatives and carers in their role

### When you contact us

We will help you to be as involved as possible in the assessment and service planning and will encourage you to have your say. We will give you the opportunity to complete a self assessment with our staff and to take an active part in arranging and reviewing your own services. We want to be accessible to you. The entrances to our buildings will be clearly signposted and we will respect your privacy. You can expect promptness, courtesy and always to be kept informed.

## Your assessment

An assessment lets us know if we are able to help you or your family and friends who look after you. If you want more information, please look at the other leaflets in this series.

### Identifying your needs

We will place you at the centre of the whole process and we want to help you to live as independently as possible. We will let you know how you can contact us and how we can support you. We will help you to address the issues that are important to you and the people who support you. You will be given relevant information about services, our eligibility criteria, our charges, our service standards and access to Welfare Benefits advice.



### Respect for you

We deal with many people in a range of very different situations and we will strive to respect your individuality.

We will:

- Consider your needs and wishes regarding race, age, culture, religion, sexuality and disability
- Treat you with respect and wherever possible, maintain confidentiality and seek or share information only with your knowledge and consent
- We will help you to address the issues that are important to you and the people who support you. You will be offered a copy of your assessment form
- Carers are entitled to a separate assessment of their needs and they will be advised of this

## If we are unable to provide a service

We will tell you why and we will provide you with information about other sources of help available.

### Your Care Plan

Following your assessment, you will help us to put together your care plan. We will strive to give you best value for money and will let you know when services will start and notify you of any changes. You will receive a copy of your plan.

### Your Review

We aim to improve your wellbeing and quality of life. Therefore, we will regularly review the services set out in your care plan to ensure your needs continue to be met and you will be fully involved in the review process. You will receive a copy of the review form, which will include the date of your next review. You will be involved and kept informed throughout the assessment, care planning and service delivery process.

### General

- We will work with you and the people who support you
- We will treat all people fairly and equally
- We will consult with you before any changes are made
- We will tell you how to comment or complain about any aspect of your experiences with Social Care and Health. This information will help us to shape and improve our services
- We can provide information in any format or language that you need
- We will maintain accurate and secure records about you and your services. The law gives you the right to apply in writing to see these records.
- We monitor the activity of our care professional staff against quality standards and we will seek feedback from you and the people who support you to improve services.