



**SAFE & SOUND HOMECARE SERVICES LTD**

DEDICATED TO PROVIDING YOU WITH THE VERY BEST IN HOME CARE

## **Customer Charter**

### **Our commitment to you**

This charter explains what you can expect from Safe & Sound Homecare Services.

### **Our values and approach to supporting you**

We will endeavour to provide you with a personalised, safe, high-quality service, to enable you to live independently at home in the community which you are familiar with and are a valued member of.

Our carers will work with your strengths to support you to be as independent as possible, encompassing our values of being:

- Caring
- Compassionate
- Respectful

### **We will:**

- Treat you with dignity and respect
- Preserve your privacy
- Listen to you and respect your choices and preferences
- Tailor our service to your individual needs
- Involve your family and carers in your care if you would like us to
- Work in a safe way to protect you, your family, and our carers
- Arrive within an agreed timescale
- Advise you of any changes as soon as we can
- Provide appropriately trained carers

## **We ask that you:**

- Treat our carers with courtesy and respect
- Let us know if you do not require your usual care visit, where possible
- Let us know if you are happy with our service, so we can recognise staff and celebrate good practice
- Report any concerns or complaints to us so that we can put things right and learn from what you tell us

If we are not getting things right and you do not feel comfortable contacting us directly, please contact the BaNES Complaints Team or CQC with the following contact details:

Complaints Team  
Bath and North East Somerset Council  
Freepost SWB10433  
Bath  
BA1 1BF

Tel: 01225 477752 Email: [complaints\\_cypandadults@bathnes.gov.uk](mailto:complaints_cypandadults@bathnes.gov.uk)

The Care Quality Commission  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

Telephone 03000 616161