

# Do you have concerns about your care and support service?

This leaflet explains how to get  
help and advice.



care and  
support  
& you

**This leaflet explains how to a raise a concern with our Quality Assurance and Contract Monitoring Team if you are unhappy with your service.**



## **What are our aims in the Quality assurance and Contract monitoring team?**

**We want you to receive high quality care and support and we aim to do this by:**

- Working closely with you, your social care worker, your home support agency or care home to improve our services.
- Giving feedback to your home support agency and care worker or care home to improve the standard of your service.
- Contacting you by letter or telephone, or visiting you at your home, day centre or care home, to talk to you about your experience of the services you receive.
- Visiting you with your social care worker or home support provider, if necessary, to follow up your concerns and make sure that you receive a high standard of care and support.
- Keeping you informed of the action we are taking to resolve your problems then contacting you to make sure that you are happy with the outcome.



## What is a concern?

A concern is a problem with the services you receive relating to your home care or care home, reablement, meal service or respite care, which may worry or distress you.

### Here are some examples:

- Your care worker arriving too early or too late, or missing your call.
- No one calling from your care provider to tell you your care worker has been delayed or changed.
- Anything else you want us to resolve, improve or note.
- Care staff not responding to your call bell or requests for assistance.
- Food provided at meal times being cold or of poor quality.
- Laundry not being returned to you.

If you have any concerns about Safeguarding, please visit [www.richmond.gov.uk/safeguarding\\_adults](http://www.richmond.gov.uk/safeguarding_adults)

## What will we do?

### Your concern will be registered with us and we will:

- Investigate your concern with the care provider or organisation.
- Try to resolve your problem and tell you what will happen as a result.
- Review all concerns as lessons for improvement.
- Consider making changes, where appropriate, to the way we work as a result of your concern or the issues that you have raised.





## **How to contact the quality assurance and monitoring team**

In the Quality Assurance and Monitoring Team, we act independently and will ensure nothing negative happens because you have raised a concern, so feel free to contact us.

**Telephone** 020 8831 6446

**Email** [qualityassurance@richmond.gov.uk](mailto:qualityassurance@richmond.gov.uk)

**Website** [www.richmond.gov.uk/adult\\_social\\_care](http://www.richmond.gov.uk/adult_social_care)

## Our contact details

Monday to Friday 9am to 5pm

**Telephone:** 020 8891 7971

**SMS Phone:** 07903 738043

**Email:** [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

**Website:** [www.richmond.gov.uk/adult\\_social\\_care](http://www.richmond.gov.uk/adult_social_care)

## Write to us at:

London Borough of Richmond Upon Thames Council  
Adult Social Care  
Civic Centre  
44 York Street  
Twickenham  
TW1 3BZ

For information on local  
services please visit CarePlace  
[www.careplace.org.uk](http://www.careplace.org.uk)



If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call: **020 8891 7971.**

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