

Directors  
Mrs. Tracey Elvy RGN

Address  
Care Together Ltd  
1st Floor  
The Corner House,  
Ringwood Road,  
Bransgore,  
Hampshire.  
BH23 8AA

Tel. No: 01425 672255

E-mail:

[info@caretogetherltd.co.uk](mailto:info@caretogetherltd.co.uk)

Should you wish to inspect our  
Statement of Purpose, please  
telephone 01425 672255

Find us on  

**HOURS OF OPERATION**

The Care Together office is open  
Mon-Fri 09.00-17.00 hrs.

(subject to client care needs)

Outside of these hours, if your  
enquiry is of a routine nature, please  
leave a message on the  
answer phone.

**For existing clients - Should you  
require an urgent response/advice**  
please always use the dedicated on-  
call number, as this takes priority  
over the office number. The on-call  
number is manned 24 hours. (in a  
medical emergency you should call  
999)

Reg. Office: 36a, Station Road,  
New Milton, Hampshire.  
Company Reg. No: 5057674



Est. 2004

## *Service User Guide*

**Rated Outstanding by  
the CQC**



## SERVICES PROVIDED

Care Together is a Home Care service, providing personal care, social support and practical assistance to adults being cared for at home. We also offer other social care to residents of Care Homes.

Care Together provides support to primary carers and direct care for the service user, living with chronic ill health, terminal illness, physical disability, sensory loss, dementia (over 65 years), age related conditions.

Care Together operates primarily in Ringwood, Burley and Bransgore, but also covers the West New Forest, Christchurch and East Dorset areas. When your care package has been agreed you will also be able to access our 24 hour on-call help line.

## AIMS & OBJECTIVES

To provide high quality care to meet the needs of the individual service user.

To support the primary carer, so enabling the service user to remain at home, or during their wait for a care home/nursing home bed to become available in the home of their choice.

To honour each individual's right to privacy, respect and freedom of choice.

To encourage service users to maintain independence as far as is possible and to enable service users to enjoy a range of activities and experiences within their capabilities.

To organise the care of the service user in partnership with them and their primary carer, according to the needs of both.

To enable primary carers to enjoy their own quality of life, facilitated by Care Together's support and respite.

## PHILOSOPHY OF CARE

Service users are encouraged to be involved in the planning of their provision of care.

Care Together recognises the importance of the primary carer and their need for "time off" and will organise care accordingly, taking into consideration the individual needs of the primary carer as well as those of the service user.

To maximise the effectiveness of the primary carer's respite time Care Together will offer: personal care; social support and practical assistance.

Referral to Care Together may be made by any health care professional, social services, primary carer or self-referral

## QUALITY ASSURANCE

Delivering the highest standards of care and support are of the utmost importance to us. In our efforts to achieve this, we will reassess service users' needs three months after commencement of care and thereafter annually or sooner if required. At this time we would appreciate feedback from the service user and the primary carer. Suggestions as to how we improve our service are always gratefully received and we assure you any comments you make will receive our full consideration.

We will annually request feedback on our service from any other professionals who may also be involved with your overall care package. (E.g. GP, Social Worker etc.)

Care Together is registered, and therefore licensed to provide services, by the Care Quality Commission (Provider ID: 1-101678575). For more information, visit [www.cqc.org.uk](http://www.cqc.org.uk). Care Together are also members of the UKHCA.

## PROCEDURE FOR DEALING WITH COMPLAINTS

Care Together aims to work in partnership with service users and primary carers, if there is any aspect of care you wish to be further explained – please ask your appointed Care Together Worker or contact the Manager or Deputy.

Should a complaint or problem arise, it will be dealt with promptly, efficiently and sympathetically. We will be open and transparent. Once resolved (whether or not your complaint is upheld) we will reflect upon what we have learnt throughout the process and how we can improve our service to avoid any future similar dissatisfaction.

If your discontent is of a minor nature, please refer to your appointed Care Worker. It may be that your dissatisfaction can be easily resolved; if so, s/he will deal with your complaint/problem immediately. Details of all complaints will be recorded on an incident form and forwarded to the Care Together office where it will be overseen by one of the Managers.

When appropriate, such examples (once anonymised) can be usefully adapted to become part of our training programme. We welcome your input as a means of our improving the service we offer.

If your appointed Care Worker does not deal with the complaint to your satisfaction, or if the matter is of a more serious or sensitive nature, you may feel unable to discuss the problem with them. In this case you should contact the Care Together office directly. This contact can be by phone, email or a request for the manager to contact you; it may be made via your Care Worker. You do not need to tell your Care Worker why you are making this request. If possible at this stage you should record your complaint in writing. (You may wish to ask a friend or relative to write out the complaint for you which, if possible, you should sign.)

Upon receipt of your complaint or request to contact, one of the managers will acknowledge receipt of your complaint and arrange for an appointment to be made with either the Registered Manager or the Deputy Manager. You will receive our initial acknowledgement within 5 working days.

The agreed appointment will take place either at your home or at the Care Together offices. You may wish to ask a friend or family member to also be present? The Manager attending may also be accompanied by a colleague, for the purposes of note taking during the meeting. If you have been unable to put your complaint in writing, the Manager can help you with this. You will be given a copy of your complaint details, so that you can agree it is an accurate account and sign it. Subject to your agreement this meeting will take place within one week but not later than 2 weeks, of your receiving our initial acknowledgement letter.

Following the meeting the Manager will make her/his investigations into your complaint. During this time we would ask that confidentiality is maintained, in order not to prejudice those investigations. You should expect to receive an update within 7 working days following the meeting. We aim to resolve all complaints within 4 weeks.

If you are still unhappy or feel that your complaint has not been satisfactorily resolved, we will forward the details of your complaint to the Hon. Secretary of the United Kingdom Home Care Association Ltd. (UKHCA) who will request the independent complaints advisor reviews the details of your complaint. The Hon Secretary will inform you and Care Together of their recommendations within four weeks.

Should you still remain dissatisfied, a meeting of the Complaints Panel will be convened and will review all details of your complaint and inform you of the outcome.

If at any stage of the proceedings you feel that your complaint is being deliberately ignored, or you fail to get a response you can contact the UKHCA directly as follows: UKHCA Office, Group House, 2<sup>nd</sup> Floor, 52 Sutton Court Road, Sutton, Surrey, SM1 4SL Tel: 020 8288 5291 e.mail: [helpline@ukhca.co.uk](mailto:helpline@ukhca.co.uk)

If the problem remains unresolved, the matter will be referred to the registering authority.

You may at any time during the procedure refer to/contact the Care Quality Commission at the following address:

South East Region,  
Citygate, Gallowgate,  
Newcastle upon Tyne NE1 4PA  
Telephone No: 03000 616161

Please note that if at any point during the complaints process, we become aware of any safeguarding concerns; we will immediately refer to the appropriate Safeguarding Authority & CQC. We also welcome your compliments. These may be made through the same channels as detailed above. Thank you.

