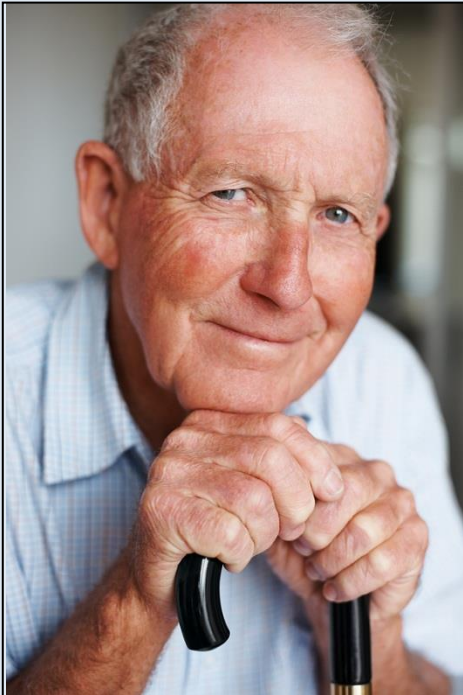




06 Care Limited

Information Booklet

A guide for people using 06 Care Limited's Home Care Service



06 Care Limited

Aire Valley

Business Centre

Orchard House

Lawkholme Lane

Keighley

West Yorkshire

BD21 3BB

Tel. 01535 636662

Fax. 01535 633484

www.06careltd.com

enquiries@06careltd.com



06 Care Limited aims to provide a high quality professional and practical care service tailored to suit the needs of each individual living in their own home in order to improve and sustain their quality of life.

***06 Care Limited
Aire Valley Business Centre
Orchard House
Lawkholme Lane
Keighley
West Yorkshire
BD21 3BB***

***Tel. 01535 636662
Fax. 01535 633484***

***www.06careltd.com
enquiries@06careltd.com***

***CQC Provider ID 1-264952453
Company Number 7644803
Chief Executive: Amanda Hollings
Director: Joanne Tempest***

Contents	Page
Welcome to 06 Care Limited	3
About our services	4
Charges for services	6
How to contact us	6
Emergencies	7
Making changes to your service	8
Our staff	9
Management structure	10
Recruiting, selecting, training and supervising our staff	10
Your personal information	12
Your home	13
Manual Handling	15
Things we cannot help with	15
Your privacy, dignity, wishes and independence	18
Money, expenses and gifts	19
Prescriptions and medication	20
Equal opportunities	21
Security	21
Keeping our standards high	22
Statement of Values <i>better care, higher standards</i>	22
Our customer promise	23
Help and advocacy	25
Charter of Rights	26
Complaints and Compliments	27
Useful addresses	28

Welcome to 06 Care Limited



Amanda Hollings, Chief Executive

Joanne Tempest, Director

At **06 Care Limited** we take pride in offering our customers the best service we possibly can. 06 Care Limited can provide support to people living in their own homes who, because of illness, infirmity or disability are unable to care for themselves without assistance. We can provide other support such as shopping, laundry, day/night sitters, escorts i.e. for GP/hospital/dentist appointments, or for trips out (which could include shopping).

We can also assist with more complex care needs, such as specialist aspects of care i.e. spinal injury, brain injury, catheter/stoma care, dementia etc.

06 Care Limited can provide help to people who may have physical disabilities, sensory loss, mental health problems, learning disabilities, people with long term conditions and those who are terminally ill. We aim to support people with health and social care needs to sustain, and wherever possible improve their independence in order to continue living in their own home.

This booklet has been written to provide you with information about **06 Care Limited** and the services we provide.

About 06 Care Limited's Services

06 Care Limited's core business is to provide support to people in order for them to continue to live in their own homes. This support ranges from a comprehensive care package which could mean several calls a day to help with personal care such as bathing/showering, help to get out in and out of bed, dressing/undressing, meal preparation etc. or minimal support such as shopping, laundry and domestic help i.e. cleaning. 06 Care can also assist with more complex care needs, such as specialist aspects of care i.e. spinal injury, brain injury, catheter/stoma care, dementia etc.



As part of your individual assessment your care needs and those of your family and/or carer will be discussed and included in your support plan.

Do you have a Statement of Purpose?

06 Care Limited has a Statement of Purpose which you can request, as well as a service plan which is updated annually. These can also be viewed on our website.

Is 06 Care Limited regularly inspected?

Yes, these inspections take place by the Care Quality Commission. A report is published following this inspection which you can request to see or access via our website **www.06careltd.com** – it will also be published on CQC's website.

When is 06 Care available?

The core business hours are 6am to 11pm every day of the week, with an Out of Hour's Manager available outside office hours. We also provide a night sitting/sleeping service upon request.

What if I need help very quickly to avoid going in to hospital?

06 Care Limited will respond to these situations in order to prevent you going in to hospital. We will aim to promote your recovery and independence.

Will I have regular care staff who I can get to know?

Your services will be provided by a small team of care assistants who you can get to know in order to feel comfortable, relaxed and secure when you invite them in to your home. The teams may include men and women from all sections of the community. You will find them reliable and dependable, arriving and leaving at the agreed times and working to fulfil the tasks specified in your care/support plan.

What happens when my regular care assistants are on holiday?

There will be times when your regular care assistant is on holiday or away from work for another reason. At these times a different care assistant will visit you to ensure we keep to the same times that you are used to, however if this is not possible it will be discussed with you as soon as possible beforehand.

What if I still want to know more about 06 Care Limited's services?

We are pleased to discuss with you either by telephone or at your home any questions about our services or any issues or concerns. The contact number is 01535 636662.

Charges for Our Services

Will I have to pay for services?

Any private customers of 06 Care will pay for their care/services, this will be discussed at the initial visit with a Care Manager/Home Care Senior. Any customers who have been assessed via Social Services will have had a financial assessment which looks specifically at your income, any benefits you get and any savings you have. Once this information is received Social Services will work out how much you have to pay each week and will write to you to let you know. These charges are based on your own financial circumstances, not those of your carer, spouse, partner or any other person living in the household. If your care package has been referred to us via the NHS Continuing Health Care team the funding will have been discussed with you.

How to contact 06 Care Limited

06 Care Limited's main office is:

Aire Valley Business Centre
Orchard House
Lawkholme Lane
Keighley
West Yorkshire
BD21 3BB

Tel. 01535 636662

Fax. 01535 633484

Email us at: enquiries@06careltd.com

Visit our website: www.06careltd.com



You can contact this office **Monday to Sunday 8.30am to 5.00pm**. This includes all bank holidays and Christmas Day, Boxing Day and New Year's Day.

Care Quality Commission

06 Care Limited is registered with the Care Quality Commission who are responsible for the regulation of Health and Social Care. The registered manager for 06 Care Limited is Amanda Hollings. Amanda is based at the main office and can be contacted on 01535 636662.

Emergencies

Who do I contact in an emergency when 06 Care Limited's office is closed?

06 Care Limited have an out of hours/emergency contact number. It covers holidays, evenings and any other times when the office is closed. There is an on call manager working out of hours who is contactable at any time. The number can be found in your Home Care Record Book.

IN THE EVENT OF AN EMERGENCY...

In the first instance contact our main office on **01535 636662** and select the option to be connected to the Out of Hours Manager. Alternatively if your query isn't urgent you may leave a message and you will be contacted on the next working day.

Making Changes to your Service

What if I'm going away?

If you are going away from home on holiday, for respite care, into hospital, or for any other reason, please inform 06 Care Limited by telephoning the main office on 01535 636662. You can ask a friend, carer or relative to contact us on your behalf.



What if I would like to cancel the service altogether?

If you would like to cancel the service provided by 06 Care Limited, please telephone the main office on 01535 636662.

How do I make changes to the service provided by 06 Care Limited?

If you want changes making to the service we provide, perhaps because your health improves or deteriorates, you or your carer/representative can contact us in the first instance on 01535 636662. We will discuss and/or visit you at home and go through exactly what changes need to be made.

If you are a private customer of 06 Care Limited we would be able to alter your care/support plan to meet your needs.

If you are a Social Services customer 06 Care Limited will contact the Care Management Team who will arrange for your care package to be reviewed.

If you have been referred to us by the NHS Continuing Healthcare Team we will contact them to discuss the changes you feel are required. They have a process to review your package of care.

06 Care Staff

06 Care Limited believes that competent, well trained managers and staff are fundamental to our aim of providing you with high quality professional care. Our staff handbook is issued to all our staff, this book is clear in explaining their role and responsibilities ensuring they are clear about what is expected of them and the role of a care assistant.

What qualifications and training do 06 Care staff have?

All our staff have recognised qualifications or are working towards achieving their qualification. All 06 Care staff also have experience of working in the caring profession albeit in a paid or unpaid capacity. All care staff undertake a full induction programme and have to complete mandatory training e.g. moving and handling. Moving and handling training is regularly updated for staff to keep in line with new legislation and developments in moving and handling equipment.

Training is an ongoing element of 06 Care Limited. We believe in training staff in order that the service they provide for our company is of the highest standard. Training updates are regular features for all 06 Care staff which is also part of their personal development. The registered manager for 06 Care Limited is Amanda Hollings who has the following qualifications:

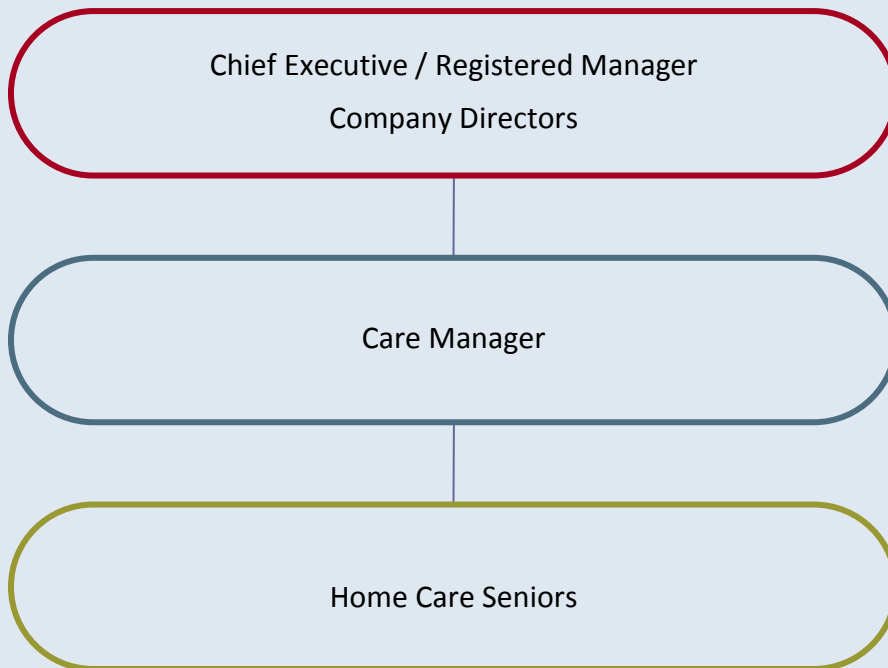
NVQ Level 5 in Management

A1 NVQ Assessors Award

HNC in Care Management

06 Care assistants must hold NVQ Level 2 in Care. At 06 Care Limited any new member of staff joining the company who does not have this qualification will be supported to achieve this award. They will be classed as a trainee care assistant until they complete the qualification.

Management Structure



Recruiting, Selecting, Training and Supervising our Staff

All 06 Care staff will have or be working towards recognised qualifications; all staff receive regular updates e.g. manual handling training. All staff are issued with a staff handbook which outlines what is expected of them and what they should do in certain situations.

How we recruit, select, train and supervise our staff

At 06 Care we have a robust recruitment and selection procedure. All employees must meet the essential criteria needed to work as a care assistant with the organisation. Each care assistant must have some experience of 'caring' for an individual whether in a paid or unpaid capacity. Ideally the employee will hold a recognised qualification e.g. NVQ Level 2 in Care, but if not they would be required to undertake this qualification and would be classed as a trainee care assistant until this was completed.

What about criminal record checking?

All our staff have had an enhanced criminal record check with the Disclosure and Barring Service (DBS). 06 Care are registered to provide services to both Adults and Children therefore both are checked with the DBS when undertaking the search.

Only individuals whose check is satisfactory will be considered to work for 06 Care Limited. These checks are undertaken for all new staff and subsequently renewed every three years thereafter.

New employees

All 06 Care staff upon commencement of work are on a trial period to ensure that they are suitable for the post. In that time they have to demonstrate their care and commitment to the role of care assistant. Their work progress and performance will be carefully monitored.

What about training and supervision?

All 06 Care staff receive comprehensive induction training, this covers a wide range of topics relevant to their role as a care assistant e.g. moving and handling, first aid, health and safety, dementia care, food hygiene, adult protection, equality and diversity, data protection, confidentiality, general principals of care and all 06 Care Limited policies and procedures. All staff also receive regular supervision sessions along with an annual appraisal and review. Staff are observed when undertaking their duties as a care assistant to ensure the care they are providing is of the highest standard. There are opportunities for staff to undertake further training identified at supervision or appraisal.



Your Personal Information

As well as a home care record book, 06 Care Limited will record information relating to our customers. Some of this information is written and kept in paper files, where as some is stored electronically i.e. on a computer. In order to meet legislative requirements 06 Care Limited will be inspected by the Care Quality Commission who will look at everything including customer files, this is all part of the inspection and regulatory process.

How can I be sure you will keep my information confidential?

All 06 Care staff are bound by rules of confidentiality and will not discuss your affairs with anyone else except in circumstances where you are putting yourself or others at risk. If you feel that a member of our staff has broken this rule then please contact our main office immediately on 01535 636662 and speak to a Care Manager. This matter would be taken very seriously and investigated fully.

The exception to this would be where our staff have observed potential abuse towards you. All allegations and incidents of abuse will be followed up promptly and details recorded accurately. In these circumstances the staff member will need to discuss their concerns with a Care Manager.

Please do not embarrass our staff by asking about other customers, they are not allowed to discuss other people with you.



06 Care Limited's Rules of Confidentiality

Every employee of 06 Care Limited must follow the company's rules of confidentiality.

Rules of Confidentiality:

- 06 Care Limited employees must always act to promote your wellbeing and interests.
- They must ensure that no action on their part is in any way detrimental to the condition or safety of the customer.
- 06 Care staff have a duty to avoid any abuse of the privileged relationships which exists with customers and of the privileged access to their home.
- 06 Care staff have a duty to respect confidential information gained in the course of their work and that it is not disclosed to individuals or groups who are not entitled to that information.
- 06 Care Limited need to hold information about customers in order to give a good service, much of this information is personal. 06 Care Limited will ensure that it is accurate, kept safely, and only used for the correct purposes.

'Personal information' is details/records about an individual, especially where it can identify that person.

Your Home

Do I have to make sure my home and the things in it are safe to use?

You are responsible for the health and safety aspects of your home and that you are not putting anybody visiting, including 06 Care staff, at risk. As part of our Health and Safety Policy we will carry out a risk assessment of your home to ensure your safety and that of our staff. This will be explained to you before it is carried out and if we identify any risks we will talk to you about how we can reduce or eliminate those risks. The risks of our staff travelling to and from customers' homes, day time and out of hours will also be assessed.

Smoking

06 Care Limited has a no smoking policy. 06 Care staff must not smoke in your home. We also politely request that you do not smoke whilst our staff are undertaking their tasks in your home.

What equipment do I need to provide and what is provided by 06 Care Limited?

06 Care staff may need to use electrical appliances e.g. kettle etc. for their protection they will use a circuit breaker if there are any obvious defects with the appliances these will be pointed out to you in order for you to arrange to have it repaired or replaced.

06 Care staff are also provided with gloves and aprons to wear when carrying out any personal care duties. Gloves will also be worn if undertaking any domestic duties around the home.

You must provide all the cleaning equipment and materials the care staff need in order to carry out the tasks on your care/support plan such as soap, towels, disinfectant, cloths etc. All cleaning equipment and chemicals must be provided in their original containers.

What if there is an accident in my home or something is broken?

06 Care staff will treat your home and possessions as carefully as possible, but from time to time accidents happen. We suggest you take out home contents insurance to cover any such incidents. Our care staff will always inform you if they break anything and will report it to a Care Manager.

What if you need to get in to my house and I can't let you in?

This is one of the things we talk about when we first visit you to discuss your care needs. There are many devices such as digital door locks or key safes which can be fitted. We can arrange this but you would have to pay for it to be done. You would also need to inform your buildings and contents insurance company. 06 Care Limited can hold your key for a very short time until the key safe or lock is fitted. We have a procedure and policy for holding keys which would be explained to you.

Manual Handling

What if I need help to move around, how will you do it safely?

If at the initial assessment it is identified that you need help to move around i.e. in and out of bed etc. we will complete a manual handling risk assessment and plan, this is to ensure your own safety, our staff member's safety and to minimise risks. The assessment and plan will be kept in your home care record book.

Things we can and cannot help with

06 Care Limited will always offer choice to its customers. If you have received an assessment from the Local Authority (Social Services) your care/support plan will be forwarded to us. We will then visit you to introduce ourselves and discuss your assessment and care plan. We will also undertake any risk assessments needed i.e. environmental, moving and handling etc. 06 Care Limited will meet the requirements identified on your care plan and ensure your care is provided to the highest standard.

If you are a private customer (funding your care package independently) we will visit you and discuss your needs. You will determine the support you require and we will meet your requirements.

06 Care Limited specialises in many services:-

- Palliative/end of life care
- Dementia care
- Learning disabilities
- Physical disabilities
- Rehabilitation
- Day sitting/night sitting/sleeping
- Befriending
- Escorting – shopping/appointments etc.

Duties not allowed by 06 Care Limited:

- The cleaning of outside windows
- Providing duties for relatives/lodgers
- Administering injections
- Applying/replacing dressings
- Applying creams/lotions to broken skin
- Washing/handling of soiled bandages
- Insertion/removal of catheters
- Cutting toe nails
- Insertion/removal of sanitary protection
- Wet shaving if diabetic – electric shaver used instead
- Taking blood



Why do I have a Home Care Record Book?

When your service starts with 06 Care Limited, you will be asked to keep a home care record book in your home. Inside the book will be:

- Information
- Useful telephone numbers
- Customer information
- Communication sheets for staff, customer, family, carer, other professionals etc.
- Care/support plan
- Risk assessments

There may also be:

- Home care task notes
- Manual handling plan
- Medication authorisation
- Medication profile and record
- Financial transaction sheet



Your home care record book will help you to understand the care that is being provided, and it will assist our staff in providing continuity of care. When/if your service finishes we will remove all the information from your home and store it securely at our main office.

Your Privacy, Dignity, Wishes and Independence

Our care and support will be provided in the least intrusive way at all times. It will be sensitive and responsive to your race, culture, religion, age, disability, gender and sexuality.

Your Dignity

06 Care Limited staff will address you by the name you prefer and treat you, your carer, relatives and friends with courtesy at all times. We will treat you in the way we like to be treated ourselves. In return we would like you to treat us this way too.

Most people are aware of child abuse, but adults and older people can sometimes be abused as well. 06 Care staff are trained to recognise this and protect people from the effects of neglect/abuse. 06 Care staff would have to report any abuse they witness or suspect.

Respecting your Wishes

06 Care staff will listen to what you have to say, what your preferences and personal goals are, as well as your care needs. All this information will be written down in your home care record book. We will also record any areas where we can be flexible so that your service can be provided in the way you prefer at that particular time, not just in the same way every time. 06 Care staff will respect your wishes and take your views in to account so that you can make choices about your care.

Your Independence and Enablement

When 06 Care staff are providing you with help and support in your home, this could be personal care or everyday tasks like preparing a meal etc. our aim is to help you keep and improve your independence. We will try to do this by involving and supporting you with the care activities rather than taking over and doing everything for you – carrying out the tasks with you, not for you. 06 Care staff are trained to encourage and promote your independence by enabling you to care and support yourself as much as possible.

Money, Expenses and Gifts

Can you collect my benefits and pay my bills?

06 Care staff can collect your pension and other benefits and pay bills for you providing this is part of your care/support plan. Pensions, benefits and allowances can be collected from the nearest Post Office using giro cheques only. If 06 Care staff do collect or pay out money for you, a financial transaction sheet must be completed, these are kept in your home care record book.

Will I have to pay your travel costs if you go shopping for me?

If there are suitable shops within reasonable walking (and carrying) distance from your home, your care assistant may use these and there will be no travel costs. If your care assistant needs to use a bus service to do your shopping then you must pay the bus fares. If there is no bus service or the bus service is limited and the care assistant can use their own car you must pay them a rate per mile equal to 06 Care Limited's car allowance rate. We can inform you of this rate. (The car must be owned by the care assistant and insured for business use). Your care assistant will give you a receipt for the travel expenses you have paid.

If your care assistant does not have the use of a car you may authorise a taxi in order to do your shopping. You must pay for the taxi and we will get a receipt from the taxi operator.

If you wish to make other arrangements e.g. go shopping with your care assistant, you need to discuss this with us on 01535 636662.

Can I give a gift to my care assistant?

Care staff must not accept gifts or money from you. However on those special occasions when gifts are normally given your care assistant may accept a gift from you which should not have a value of more than £5.00 – *cash must never be given as a gift to a care assistant.*

Any gifts given to staff will be recorded in the gift register and kept on file.

Prescriptions and Medication

Can you help me with my medication?

O6 Care staff can assist you with your medication and taking medicines if these are included in your care plan. O6 Care Limited has a Medication Policy and all our staff are trained and have the knowledge of this policy. Staff receive training initially at induction on the Medication Policy and therefore are competent to carry out the task required. If more specialist training is needed in this field we would discuss this with you to assess if we could support/assist you. If it was agreed it was a task care staff could undertake full training would be given to staff and it would be included and recorded in your care/support plan.

All medication must be kept in a safe place only accessible to appropriate people. There will be a medication risk assessment plus medication profile and record kept in your home care record book. This medication record will be signed every time staff assist you with medication.

Can you collect my prescription for me?

O6 Care staff are allowed to collect your prescriptions providing this is part of your care needs and recorded on the care/support plan.



Equal Opportunities

How do you make sure you treat everyone equally?

06 Care Limited has an Equal Opportunities Policy, your assessment should have covered the following issues regarding the delivery of your services.

- Dietary requirements and preferences
- Your preferred method of communication
- Social interests, religious and cultural needs

When we can, 06 Care Limited will try to match the available skills and experience of our staff to your care needs, so that they are able to communicate with you using your preferred or agreed method of communication. All 06 Care staff will seek to ensure equality in the provision of treatment and care for all our customers.

How will you deal with racial or sexual harassment?

Racial harassment is a crime aimed at a person because of their skin colour, race, ethnic or national origin or nationality. 06 Care staff will not participate in any racial or sexual harassment towards you or the wider community. 06 Care Limited will not tolerate any racial or sexual harassment towards our staff from you, your family, carers or other representatives.

Security

How will I know who is from 06 Care Limited?

All our staff are issued with identification cards which have a clear picture of the care worker. Their full name and the 06 Care logo will also be on the card. Please ask to see this form of identification. If you are unable to identify our staff by their identification card, we will make other security arrangements with you.

Keeping our Standards High

How do you make sure you provide a high quality service?

All care staff undertake comprehensive training and receive regular supervision. You will receive regular visits from us to ensure the service being provided is acceptable and this will also give you the opportunity to raise any issues or problems you are concerned about.

In the first six weeks of service, all new customers will receive a questionnaire specifically asking how the service is for them and giving the opportunity to document any issues or make suggestions about the service they are receiving.

An annual questionnaire is also circulated to all customers receiving support from 06 Care Limited to ensure we continue to get feedback on the services we provide. All care staff are regularly observed at work to ensure they are delivering care to the highest standard.

Statement of Values

Caring for 06 Care Staff

You can expect 06 Care staff to treat you respectfully at all times. In return we ask that you treat our staff with the same respect. 06 Care Limited will not tolerate racial, verbal or physical harassment of, or by its employees, assaults upon them or attacks on their property, by customers or other members of the public either during or outside working hours which are a result of their employment with 06 Care Limited.

Our Customer Promise

At 06 Care Limited we are an organisation where we value everyone being different and through our actions we demonstrate that everyone matters.

Wherever and however you contact us, our customer promise shows that you matter.

We will:

- Treat you fairly and with respect, encouraging others to do the same.
- Offer a friendly, courteous and professional service whoever you are and however you contact us.
- Provide our service in a number of ways, at times and in places to suit you.
- Listen to what you have to say and treat you as an individual.
- Introduce ourselves and take responsibility for helping you with your query.
- Try to get things right the first time.
- Deal with your query efficiently and as quickly as possible.
- Use plain language and provide easy to understand information whenever we talk to you or write to you.
- Keep you informed about the services we provide.
- Welcome your comments and suggestions and use them to improve our services.

This means we will:

- Greet you when you visit our office.
- Talk to you in private if you want us to.
- Answer the telephone promptly.
- Respond to your letters within three working days and respond to your emails within one working day.
- Arrange for an interpreter if needed.
- Let you know on any occasion where we may be late for an appointment.

We would like you to:-

- Give us the information we need to help you.
- Keep us informed about personal changes that may affect the services we provide.
- Let us know if you can't make an appointment you've made with us.
- Treat our staff and other customers with respect and courtesy.
- Give us your views and opinions to help us improve our service.
- If we have failed to live up to our promise – please let us know using the details below.

Contact us...

Aire Valley Business Centre
Orchard House
Lawkholme Lane
Keighley
West Yorkshire
BD21 3BB

Tel. 01535 636662

Fax. 01535 633484






Email us at: enquiries@06careltd.com

Visit our website: www.06careltd.com

Help and Advocacy

What if I would prefer for someone to speak to you on my behalf?

If you need someone to help or support you in making your needs or views known, the following organisations may be able to help you:-

Organisation	Details
MIND	Services for people with mental health problems  01274 730815
AGE CONCERN	Provides support, advice, information and advocacy for older people and their carers  01274 395144
BRADFORD ADVOCACY SERVICE	Provides support on the issues affecting the lives of individuals or groups of people who have learning disabilities  01535 601444
SHIPLEY CAB	Provides support, advice, information and advocacy for older people and their carers  01274 400138
OLDER PEOPLE'S ADVOCACY SERVICE	Provides support, advice, information and advocacy for older people and their carers  01535 665283

Charter of Rights

For customers of 06 Care Limited

1. The right to remain in your own home.
2. The right to retain your chosen life style.
3. The right to have your personal dignity respected, irrespective of your physical or mental disability.
4. The right to be treated as an individual in your own right, whatever your physical or mental disability.
5. The right to personal independence and choice, and personal responsibility for your actions, including acceptance of reasonable risks which are part of ordinary life.
6. The right to personal privacy for yourself, your belongings and your affairs.
7. The right to have your cultural, religious, sexual and emotional needs accepted and respected.
8. The right to participate as fully as possible in the formulating of your own individual care/support plan.
9. The right to be fully informed about the services provided by 06 Care Limited, and of any decisions that may affect your personal well-being.
10. The right to have care appropriate to your needs from suitably trained and experienced staff.
11. The right to have and to participate in regular reviews of your individual circumstances and to have a friend/carer/relative/other representative present if you want to.
12. The right to access your personal records.
13. The right to be told about formal complaints procedures and to be represented by a friend/carer/relative/other representative if you wish.
14. The right to be represented by an advocate, or are unable to make personal representation because of your mental incapacity.

Complaints and Compliments Procedures

If you are in any way unhappy with the service from 06 Care Limited please do let us know so we can make improvements. We really do want to hear about all complaints and compliments.

In the first instance, we suggest that you call our main office on 01535 636662 and speak to a Care Manager or Home Care Senior – they may be able to resolve the problem quickly and easily.

Sometimes you may simply want to express a concern about a service rather than make a complaint. We will pass your concern on to the person responsible for that service. The issues raised in your concern will be addressed and any necessary improvement put in to place.

Why it's important to make a complaint:

- If you feel the quality of service you receive is poor.
- If you do not agree with a decision that affects you or someone you care for.
- If you have not received a service which you think you should have.

06 Care Limited has a complaints procedure and this will be discussed with each customer at their initial visit.

A copy of the Complaints Procedure and Complaints Leaflet can be provided by contacting 06 Care Limited on 01535 636662.

Complaints can also be made to the Care Quality Commission at any stage of the complaint. The commission is obliged when requested to undertake complaint investigations made against registered providers.

Customers may raise complaints to the Care Quality Commission on **03000 616161**.

Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Compliments

If you feel we have done well, we want to hear about that too. Compliments provide us with valuable information about our level of service delivery and we regard them as an important development tool.

Useful Addresses

Care Quality Commission

Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

 03000 616161

Bradford Council Adult and Community Services Headquarters

Olicana House
Chapel Street
BRADFORD
BD1 5RE

 01274 432918

Bradford Hospitals NHS Trust

Bradford Royal Infirmary
Duckworth Lane
BRADFORD
BD9 6RJ

 01274 542200

Airedale Hospital NHS Trust

Airedale Hospital NHS Trust
Airedale General Hospital
Skipton Road
STEETON
BD20 6TD
☎ 01535 652511

Safeguarding Adults in North Yorkshire

North Yorkshire County Council
County Hall
NORTHALLERTON
DL7 8AD
☎ 0845 034 9410
social.care@northyorks.gov.uk

**Bradford & Airedale Teaching Primary
Care Headquarters**

Douglas Mills
Bowling Old Lane
BRADFORD
BD5 7JR

Safeguarding Children in North Yorkshire

North Yorkshire County Council
County Hall
NORTHALLERTON
DL7 8AD
☎ 0845 034 9410
social.care@northyorks.gov.uk

Mental Health Support Trust

109 Duckworth Lane
BRADFORD
BD9 6RL
☎ 01274 363748/9

Bradford Safeguarding Children Board

Flockton House
Flockton Road
BRADFORD
BD4 7RY

General Social Support Council

London Office

General Social Support Council
Golding House
2 Hays Lane
LONDON
SE1 2HB

Children's Social Services Initial

Contact Point ☎ 01274 437500

Rugby Office

General Social Support Council
Myson House
Railway Terrace
RUGBY
CV21 3HT

General Information

General Social Care Council - Information Line
☎ 020 7397 5800

