

Customer Service standards: Care



Our dedicated and experienced care teams deliver compassionate, professional care tailored to the needs and goals of customers and their families, promoting independence and social inclusion.

Joining our service

We aim to:

- respond to all initial service enquiries within 5 working days.
- complete an Initial Assessment within 14 working days of meeting you and involve all the people important to you.
- complete a first full draft support plan by the time your support starts and we will use the assessment to plan so you can live the way you want to.
- make sure your support plan reflects the elements of your life that make you happy and healthy.
- have a comprehensive support plan completed within 3 months of you being with us. You or your family and friends can ask for a new assessment at any time if you feel your needs have changed.
- provide clear, simple and accessible information to support you.
- make sure our staff have the skills and technology available to communicate with you.

How we will measure this:

- Quality assurance checks through our internal audit process
- Customer and family feedback
- Staff training records
- Observations and support plan reviews

The support you will receive


We will make an individual support plan with you.

We will work with you by:

- listening to what you want and your aims and agree a plan to achieve these.
- support you do the things you have planned whilst keeping you safe.

- finding other organisations who can also help you.
- talking to you to make sure your plan is working for you.
- holding your privacy and dignity in high regard.
- working to keep you safe without stopping you from things that are important to you.
- finding other organisations who can also help you.
- talking to you to make sure your plan is working for you.
- supporting you to speak to your Housing Association about your rent / maintaining your tenancy agreement.
- speaking to Social Services, the Benefits Office, Independent Mental Capacity Advocates or other agencies like this which can help you.
- keeping your information safe and ask you before we show it to anyone else.
- letting you see information about you that is kept on file.
- making sure you have independent advice from an Advocacy Service if you want it.
- communicating with you in an accessible manner and giving you time to answer any questions we ask you.
- providing you with another support worker if your usual support staff are ill or on holiday. We will do our best to get you a support worker of your choice but sometimes this might not be possible.
- supporting you to buy and maintain specialist equipment and supporting you to deal with any repairs.
- agreeing with you a level of support you need to take your medication and detailing this in your support plan.
- supporting you to attend a yearly review meeting with the support of your friends, family and specialist services.
- protecting you from any form of abuse or improper treatment whilst receiving our care.
- ensuring the service you receive has your needs at the heart of it.
- making sure you have all you need to stay healthy and happy.
- continuing to work towards all our care services being Outstanding.
- ensuring our staff will have the qualification, skills and experience to support you well and keep you safe.
- supporting you to make your choices and have experiences whilst keeping you safe.

How we will measure this:

- Self Assessments
 - Internal KPIs
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- Observations and support plan reviews
- Staff team meetings
- With support from our Learning and Development team and our IT software to track staff training levels
- Professional multi-disciplinary team meeting

Data Security

Papworth Trust is committed to data security and the fair and transparent processing of your personal data, which is protected and stored securely

We will:

- keep your information safe and ask you before we show it to anyone else.
- let you see information about you that is kept on file.

Involvement and Engagement

Involving and engaging with all customers and their families and Carers is essential in helping us to continue to shape and improve services.

We aim to:

- ask for your feedback from you or your family every quarter so we can check if the support you receive is meeting your needs.
- involve you and your families in developing our service.
- respond to stage 1 complaints within 10 working days. You can use our complaints policy and procedure and feedback and if we are not doing something right, tell us.

How we will measure this:

- Monitor through results of our quarterly customer satisfaction surveys
- Consider feedback through our complements and complaints log and review on an annual basis