




Better Care, Higher Standards Charter

**It's for you,
use it!**

**The Charter sets out
your rights and the
quality of service you
can expect from your
Social Services, Health
and Housing Services.**

If you need ongoing support or care, or
you're looking after someone who does, this
Charter is for you.

South West London and St. George's 
Mental Health NHS Trust

Kingston 
Primary Care Trust

Who the Charter is for

The Charter is for anyone aged 18 and over with long term care needs, and the relatives and friends (carers) who support them.

What the Charter is about

The Charter has been jointly produced by Kingston Community Care Services, Kingston Primary Care NHS Trust, South West London and St.George's NHS Trust, and Kingston Housing Services. It covers all our services and is about:

- ▶ Your rights and the standard of service you can expect from us (**see page 4 for our Charter standards**);
- ▶ Making sure Social Services, Health and Housing services work together for you;
- ▶ Making it easier for you to find out about and use our services;
- ▶ Making it easier for you to know what to do and where to go if things go wrong.

What you can expect from us

You can expect us to arrange services for you in a way that:

- ▶ Treats you politely, honestly and with respect;
- ▶ Supports you to keep safe, well and independent;
- ▶ Works and makes decisions with you to provide services in a way that suits you;
- ▶ Gives you all the information you need in a way that suits you so that you can make informed choices;
- ▶ Treats what you say to us in confidence;
- ▶ Treats you fairly and does not put you at a disadvantage because of your race, age, sex, religion, social background, disability or sexual orientation;
- ▶ Encourages and supports you to give your views on how we are doing and how we can improve our services to you;
- ▶ Makes sure you feel safe to complain about the standard of service you get, if you want to.

To find out more about our services

To find out more about our services ask at your doctor's surgery, Social Services or Housing office, or contact us directly:

Royal Borough of Kingston Community Services

For Social Services and Housing Services enquiries, including Mental Health Services managed by South West London and St. Georges NHS Trust.

Telephone: 020 8547 6008

Minicom: 020 8547 5819

Email: cust.serv@rbk.kingston.gov.uk

Website: www.kingston.gov.uk

Kingston Primary Care Trust

For Health Service enquiries.

Telephone: 020 8339 8000

Email: anthony.banton@kpct.nhs.uk

Website: www.kingstonpct.nhs.uk

Your Charter Champions

There are three Charter Champions. They will:

- ▶ Give you information and advice about the Charter;
- ▶ Check to see how services are measuring up to the Charter standards and produce an annual report on progress made;
- ▶ Help you sort out any difficulties with our services and listen to what you have to say about the Charter.

Your Charter Champions are:

Phil Levick, Community Care Services Charter Champion.

Telephone: 020 8547 6103

Email: philip.levick@rbk.kingston.gov.uk

Anthony Banton, Health Services Charter Champion.

Telephone: 020 8339 8107

Email: anthony.banton@kpct.nhs.uk

Susan McAuley, Housing Services Charter Champion.

Telephone: 020 8547 4672

Email: susan.mcauley@rbk.kingston.gov.uk

Tell us what you think of the Charter

Tell us what you think of the Charter standards set out in this leaflet. Please fill in the feedback form on page 8 and send it back to us. We will re-fund your postage. Thank you.

Our Charter Standards

Helping you find out about our services

- ✓ We will publish a **full range of leaflets** providing information about our services and the types of support available. We will make sure this information is **widely available**.
- ✓ You can expect our staff to tell you their **name**, show you proof of their **identity**, answer your questions in a **courteous** way, avoid the use of **jargon and technical terms** and put you in touch with the **right person** if they don't have the information you need. They will also contact that person for you if you ask them to.
- ✓ Our information will be **accurate, up to date, easy to understand** and available **in a way that suits you**, for example, in your own language, in large print, on tape, in Braille, in signs and symbols, or through an interpreter.
- ✓ We will put you in touch with organisations offering **independent advice and support** if you ask us to.
- ✓ If necessary, and with your permission, we will **share relevant information** with other services to save you repeating yourself.
- ✓ We will tell you about the different **financial benefits** you may claim to help you with your living and housing costs.
- ✓ Before we can arrange services for you we need to consider what your needs are and work out the best way to help you. This is called an **assessment**. We also offer assessments to people supporting and looking after a relative or friend (carers).

Understanding and meeting your needs

- ✓ Before we can arrange services for you we need to consider what your needs are and work out the best way to help you. This is called an **assessment**. We also offer assessments to people supporting and looking after a relative or friend (carers).

How we decide who we help

- ✓ We want to offer help to as many people as possible but we have to make sure that we provide services **fairly** to those that need them the most.

- ✓ To help us to do this we provide services based on your level of assessed need. We have **four levels of need based on the person's ability to live safely and independently**. These levels are:
 - ⇒ **'Critical' need** - this is the highest level of need where a person's life is or will be threatened, or where a person cannot carry out any essential daily living tasks or family responsibilities.
 - ⇒ **'Substantial' need** - where a person is unable to carry out the majority of daily living tasks or family responsibilities, or many aspects of work or learning.
 - ⇒ **'Moderate' need** - where a person cannot carry out some daily living tasks or family responsibilities.
 - ⇒ **'Low' need** - the lowest level of need where a person is at no or low risk of harm or losing their independence.

During your assessment, we will:

- ✓ Fully **involve you** in discussions about your needs and how they can be best met.
- ✓ **Consider your views** and wishes and those of any people supporting you.
- ✓ Invite you to have a friend, relative or someone else to **help you** or speak for you.
- ✓ Arrange for an **interpreter** if you do not speak English or if you use sign language.
- ✓ Give you a **summary of your assessment**.
- ✓ Tell you about the **services available** and any **charges** involved
- ✓ Tell you about your **right to challenge** decisions and how to make a complaint.

How soon assessments are arranged

We carry out assessments based on how urgent your need for help is:

- ⌚ If you are in hospital and will need help to look after yourself at home, we aim to see you within **3 days**, or, within **1 day in an emergency**.
- ⌚ If you are at home and need nursing help, we aim to contact you and, if necessary, visit you within **2 days**. If your need is urgent, we aim to contact you within **4 hours** to arrange a visit.
- ⌚ If you are at home and need help with everyday living we aim to see you within **4 weeks**, or, within **1 week if your need is urgent**, or on the **same day if it is an emergency**.

Arranging services

- ✓ If we decide we can offer you help, we will draw up a 'Care Plan' setting out **which** services you will get, **who** will provide them, **when** they will be provided, **how** long for and **what** they will do.

- ✓ You can expect to get **a reliable service** and be told if someone will not be able to turn up and why.
- ✓ We will also tell you the **name of the person** responsible for managing your care and support.
- ✓ We aim to **provide items of equipment** and **minor adaptations** to make your life easier, such as grab rails and bath seats, within **7 working days**.
- ✓ If you need to live in a **residential or nursing care home**, you can expect to be given a '**care plan**' setting out how staff in the home will help you. This plan will be reviewed at least once a year with you.

Helping you to stay independent

- ✓ We will **tell you about the services** and equipment that are available to help you stay independent. These include:
 - ⇒ Personal and practical help in your home.
 - ⇒ Equipment and adaptations to your home.
 - ⇒ Day services including social and educational activities.
 - ⇒ Support to look after a relative or friend.
 - ⇒ Support to disabled parents.
 - ⇒ Help with travel for disabled people.
 - ⇒ Counselling and support services.
 - ⇒ Meals delivered to your door.
 - ⇒ Help to return home from hospital.
 - ⇒ Residential and nursing home care, if you are unable to live at home.
 - ⇒ 'Direct payments' - money for you to buy your own care and support services instead of receiving our services.

Helping you to support someone

- ✓ We will offer **support to help you carry on** looking after a relative or friend, and we will tell you about the different services that will give you a break.
- ✓ We will also tell you about other **independent organisations** that can help you in your situation.

Helping you find a suitable place to live

- ✓ We will discuss your housing needs with you and talk to you about your choices. This could be about help to stay where you are, help to find a suitable place to live, or help to move somewhere else.

- ⌚ Once you let us know that you would like more suitable housing, we aim to carry out a housing needs assessment within **2 weeks** of receiving all the information from you.
- ✓ We will tell you about the kind of work a **Disabled Facilities Grant (DFG)** will cover, including widening doors, installing a stairlift, and providing a downstairs bathroom. We will also advise you about other help available including the **Houseproud Scheme**.
- ⌚ You **must** receive a decision within **6 months** of sending in your application for a **DFG**. The Environmental Health Department will normally approve applications within **1 or 2 months**.
- ✓ We aim to carry out at least **200 adaptations** to council homes during 2005–2006

Helping you get the right health care

- ✓ You can **expect** the NHS to make it easy for everyone to use its services. This includes children, older people and people with physical or mental disabilities.
- ⌚ If you need a home visit from a nurse, health visitor or midwife, you can **expect** to be consulted about a convenient time. You can then **expect** a visit within **2 hours of that time**.
- ⌚ If your GP refers you to a specialist mental health service to assess your mental health care needs, you can **expect** to be seen within **4 weeks**. If you need help urgently, you can expect to be seen within **1 week**, or on the **same day** if it is an emergency.
- ⌚ You can **expect** to receive a visit from someone in the district nurse team within **4 hours** (in the daytime) if your need is urgent, or within **2 working days** if your need is not urgent.

To get this leaflet in large print, Braille, on audio-cassette, computer disk or in another language, please contact one of the Charter Champions.



'Better Care, Higher Standards' Charter

Tell us what you think

Please tell us what you think of the Charter standards. We need your experience and views to improve our services.

1. Where did you get your copy of the Charter leaflet ?

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2. Did you find the Charter leaflet easy to read and understand?

Yes No If No, what would make it easier to understand?

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3. Did you find the Charter leaflet helpful in finding out about the Charter standards?

Yes No If No, what would make it more helpful?.....

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4. Do you feel the standards set out in the Charter leaflet are relevant to you?

Yes No If No, please tell us what's missing.....

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