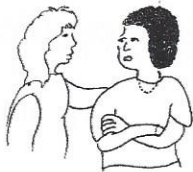


Adult Social Care
Quality Standards Assessment (QSA)

These are the things you should expect your support service to do for you.



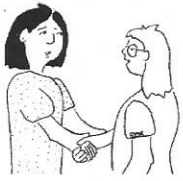
We will make sure you have a Support Plan. We will agree with you the support you need and we will write that down on the Plan.



We will make sure that both you and your support staff are safe at all times.



We will make sure you are not hurt, bullied or harmed in any way in your home.



Our staff will treat you the same as anyone else.



You will have good information to help you make choices and decisions and to tell us what you want.



You will have a say in the way our service is planned and run.



You will be supported to make friends, have relationships, and to be included in the community.



You will be able to talk about personal and private things with your Keyworker without him or her telling anyone else, unless you agree.



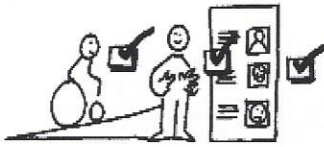
Your home is ***your*** home and we will respect that.



We will explain to you how to complain if things are not going well with the service.



We will tell you how our support service works and what you can expect from us.



Our service will be checked regularly to make sure it is giving you what you need in the right way.



We will make sure our service is well managed and stays within the law.



We will always be looking at our service to make sure it is working in the best way for you and us.



We will make sure all our staff are managed properly and given the opportunity to train in different ways of doing things.



You have the right to see our *Quality Standards Assessment (QSA)* which shows how we are checked to make sure we are doing things properly. You can get this from your Keyworker.



If you feel we are not doing our job properly you can complain to the *Adult Social Care Contracts Team*. Again, your Keyworker will help you to do this.

January 2013