



What can you expect from a good home-care agency?



Easy read version of:
‘What can you expect from a good home-care agency?’
March 2016



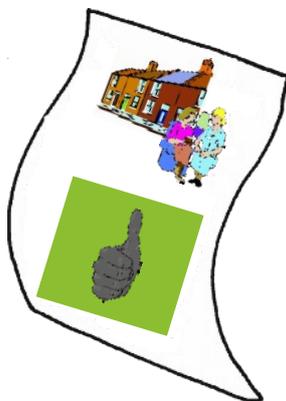
This booklet tells you what to expect when we say a home-care agency is good.



A home-care agency sends staff to your home to support you with things like eating, washing or going to the toilet.



There is another booklet about care homes where you live with other people and have support all the time.



We give each home-care agency a poster that says how good we think they are. When you cannot see the poster in their office you can ask them to put it up.



We check health care and **social care** services that give care to people in:



- their own homes



- hospitals



- health centres.



Our job is to check if every care service is:

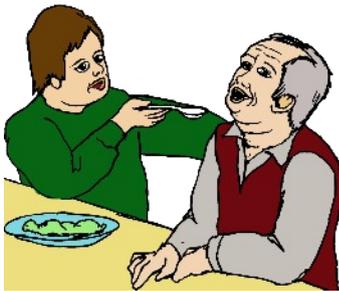
- safe



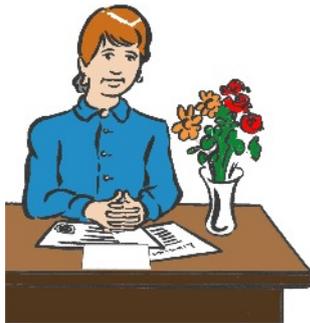
- **effective** (meaning it does a good job)



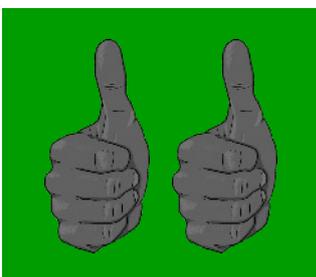
- **caring**



- **responsive** (meaning it meets your needs)



- **well-led** (meaning it is managed well).



We then give the service scores of:

- **outstanding** (meaning really good)

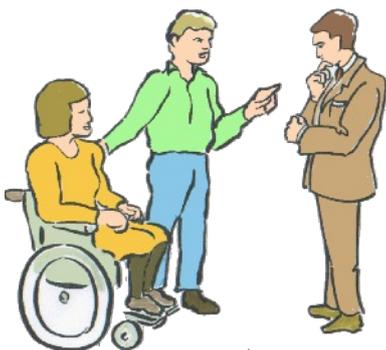


- good
- **requires improvement** (meaning it needs to get better)
- **inadequate** (meaning it is poor).

This booklet tells you what to expect when we rate a home-care agency as 'good' in the things we check.

A good home-care agency is safe because:

- you feel safe and looked after by staff. But you are also free to do what you choose



- staff treat you properly and with respect. They make sure you get your rights

- you have enough staff to look after you without rushing. The staff know what they need to do and can do it safely

- staff tell you if a carer cannot come so you know who to expect

- you are not bullied, hurt or abused. Abuse includes **neglect**, when you are not looked after well. Money abuse is when someone takes or spends your money without you saying they can

- when things go wrong staff deal with it quickly. They check how it happened and learn how to do things better



- staff give you your medicine safely and keep it properly. Staff work with you on checking your medicines are right for you. They support you to be as independent as possible



- everything staff use is kept in a good state and works well. You are happy that all your things are safe.



A good home-care agency is **effective** because:

- you meet the staff who will work with you
- staff know how to care for you properly





- staff always ask you to say yes or no to things about your care and support. This is called **consent**. They know how to ask in a way you can understand. When it is right, they talk with your family and friends about your care



- staff know what you need to stay healthy



- staff know what you like doing and how you like things done. They give you as much choice and control in your life as possible



- staff make sure you get the food and drink you need and enough of it



- the agency asks what you think of the service. You usually say it is good.

A good home-care agency is **caring** because:

- staff know you well. They know any needs you have because of:

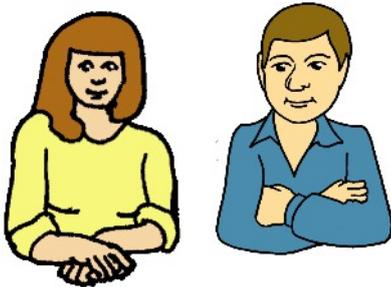
- your age



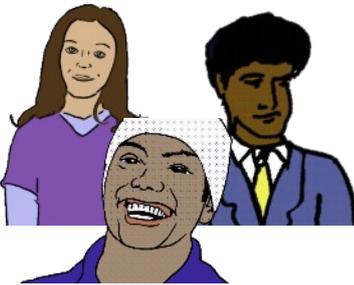
- your disability



- whether you are a man or a woman



- your race



- your religion or belief





- who you fancy or fall in love with – they know if you are **lesbian, gay, bisexual** or **heterosexual**



- staff support you to say what you think. They know how to help you speak up



- it is easy to have an **advocate** – a person who speaks up for you.



- staff treat you properly and with respect. They spend time with you so that you can learn to trust them. Staff think about how to make sure you are healthy and happy.



A good home-care agency is **responsive** because:

- you have a care plan. This tells staff what they need to do for your care and how to support you
- you, your family and friends can help to write your care plan. The care plan says things like who helps you with washing and dressing
- what you want may change over time. So your care plan will change and everyone who needs to know will be told
- your plan will have things about all parts of your life. Such as what you want to do and the support you want with your health.



You may also have a health action plan



- staff help you plan any hospital visits to make sure they go well



- it is easy to complain. Staff take your complaint seriously and tell you what they will do to make things better.



A good home-care agency is well-led because:

- staff know what they have to do and are happy at work



- managers support the staff. Staff can meet other members of staff to talk about work and learn new things



- staff feel OK saying they are worried about the way other staff do their job. The staff are supported and any worries are carefully looked at
- staff and managers work well with others who support you. Such as your local council
- managers know what they have to do and are always honest even when things go wrong.

What to do if there is something that worries you about your home-care agency



Tell the manager of the agency about your worries.



If they cannot sort it out straight away you can make a complaint.



The law says every home-care agency must have a good way to deal with complaints.



If you are not happy with how your home-care agency deals with your complaint you can go to your local council.



If you are still not happy with what happens with your complaint, you can contact the Local Government Ombudsman:



Phone
0300 061 0614



Or go to
www.lgo.org.uk



Tell us

We want to hear about what happens to people. This helps us know what to check and where.



We also want to know about good care from home-care agencies. See page 19 for the best way to tell us what has happened to you.



Please understand that although we want to hear about what happens to people, we are not able to sort out people's personal complaints.

How we do our checks



We talk to people who use the home-care agency we are checking and to staff. We also look at the ways they do things at the home-care agency.



We have experts who help us with our checks. Some of these are called Experts by Experience. They are people who use or have used the sort of agency we are checking.



All home-care agencies must follow certain rules. When an agency does not follow them, they must tell us what they will do to be better.



We can also:

- fine them money



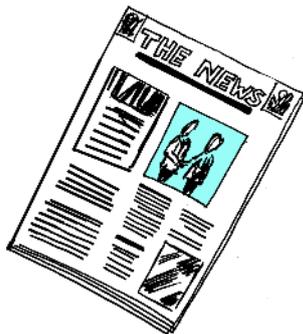
- close the agency when it is very bad.

How to find out what we are doing



We have a website where you can:

- see how good we say your home-care agency is
- read our last report on your home-care agency
- read anything we have asked them to do to make their service better
- tell us how they treat you.



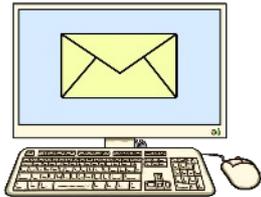
You can also:

- ask us to send you reports when we check services
- get our newsletter every month
- join our internet group to help us do our job better.

Contact us



By phone
030 00 616 161



By email
enquiries@cqc.org.uk



On our website
www.cqc.org.uk



By post
**Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**



On Twitter
@CareQualityComm



On Facebook
www.facebook.com/CareQualityCommission

Hard words

advocate - a person who speaks up for you.

bisexual - a person who fancies and loves both men and women.

effective - does a good job.

gay man - a man who fancies and loves other men.

heterosexual - a woman who fancies and loves men, a man who fancies and loves women.

requires improvement - needs to get better.

inadequate - poor/bad.

lesbian - a woman who fancies and loves other women.

neglect - when someone is not looked after well. They may not be washed or dressed well. They may be ignored. They may not be given their medication. All this is **neglect**.

outstanding - really good.

responsive - meets your needs.

social care - when people have support to live at home, in a care home, in day centres and other places.

well-led - managed well by good leaders and managers.



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