

## **Experts by Experience Home Based Care Charter**

### **“Our Vision for Homecare in Nottinghamshire”**

**Developed by people who live with, or have lived with, the need for care at home.**

We think the purpose of Homecare is –

**“To support people to live in their own home as independently as possible and with dignity through the delivery of good quality individual care”**

We want everyone to know that we value and respect the support we receive from home care workers. They currently enable us to:

“Live with my partner at home”

“Carry on caring for my husband the other 23 hours a day”

“Have the strength to carry on caring “

We want all home care workers in Nottinghamshire to:

- Be caring, dedicated, show warmth and understanding
- Be reliable and on time
- Be confident, engaging and have a can do attitude
- Be well trained and supported by the Provider they work for
- Be valued, respected and involved in the reviews about the people they support
- Have good up to date information about the people they work with so they know what is expected of them and how to support a person well

**This means home care Providers and their managers in Nottinghamshire must ensure;**

- They listen to the person and their family and check the quality of the care provided to make sure it works for them
- Their staff are listened to and are confident enough to share concerns with their managers.
- Staff are well trained and supported
- Staff have regular appraisals to identify their development and training needs, which then form the basis of the organisations on-going training and support
- Individuals, their families and care staff are involved in the development of Care Plans and these are kept up to date

## Appendix A

- There are clear back up plans in place for individuals that (which) prioritise what matters to people and all care staff are informed of these before they start working with a person
- They ask individuals and their families how they can improve the quality of what they are doing and work with these people to make changes when needed

**Communication** – For us the most frustrating aspect of getting care right is communication between the person receiving support, care worker and Provider office staff. Experience shows this to be frequently poor, causing us unnecessary stress and anxiety

- Providers must ensure that all office staff understand the importance of keeping care staff and the person and the families they support informed of changes that impact upon the provision of care
- Everyone involved has up to date contact details so they know who to get in touch with and calls are answered
- Individuals and families receiving care are always told in advance if there are changes to the time, personnel how their support will be provided
- Complaints are dealt with immediately and effectively to achieve a satisfactory outcome