Surrey Safeguarding Adults Board

The Surrey Safeguarding Adults Board (SSAB) is a partnership that works to protect adults at risk of harm. Local councils, the County Council, Police, Surrey Care Association, Surrey Fire and Rescue, NHS organisations, the independent voluntary sector and people who use our services and carers all work together on the Board to safeguard adults at risk of harm. The Board’s objectives are much broader than just protecting adults at risk. They are also about allowing adults to live their lives and make decisions, whilst taking reasonable measures to ensure that risks of harm are minimised.

If you would like this information in large print, Braille, on CD or in another language please contact us on:

Tel: 03456 009 009
Minicom: 020 8541 9698
Fax: 020 8541 9575
SMS: 07527 182861
Email: contact.centre@surreycc.gov.uk

Where to find information on home care providers

If you are looking for information on a service that provides care to people in their own home, please visit Surrey Information Point. It contains a directory of all regulated providers of home care services as well as an extensive range of local care and support choices for residents. Simply search for ‘domiciliary care services’ by using the search function.

Surrey Information Point

This website is managed by Surrey County Council and was developed with local health services and voluntary, community and faith agencies.

www.surreyinformationpoint.org.uk

If you do not have access to the internet you can always get someone to help in your local Hub, library or Citizens Advice Bureau.

Are you being provided with good care at home that keeps you safe?
Many residents in Surrey arrange for someone to come to their home, or the home of a relative or friend, to provide care services. For most people, this works well and the care is delivered to a high standard. But what happens if you have concerns about the standard of care that is being given?

The Surrey Safeguarding Adults Board would like to help residents recognise the standards of good care and understand their rights. The information in this leaflet aims to help you know what to look for when care is being provided and where to go for help if you feel the care is not being given to the right standard.

What is good care?
Here are some characteristics of good care:
• I am treated with respect and dignity
• My home is treated with respect
• I am able to keep my personal information private
• I am handled gently
• The correct equipment is used to move me
• My medicines are given to me on time
• My money and valuables are safe
• I am able to choose what I eat
• I am supported to maintain relationships with family and friends
• I am supported to go out of my home
• I am called by my preferred name and staff speak to me.

If you are concerned your care is not good, the first point of call should always be the care agency that provides the service. Contact them and inform them of the problems you are experiencing. A good care agency will respond and ensure the care is improved.

If you do not already have a written contract or plan that sets out what they’ve agreed to do, this is the time to get one in place.

What happens if your care agency still does not deliver a good service?
If you are concerned about the care you are receiving and the agency has not responded to your concerns, you can call the following number:

Organisations who monitor the quality of care
The Care Quality Commission (CQC) makes sure care services in England provide people with safe, effective, compassionate and high quality care. They do this by inspecting services and publishing the results on their website to help residents make better decisions about the care they receive.

Please contact the Care Quality Commission (CQC) if you are concerned about care and call 03000 616161 or email: enquiries@cqc.org.uk or complete the online form on www.cqc.org.uk.

Healthwatch Surrey
Healthwatch Surrey, part of the Healthwatch England national network, is an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care services.
Tel: 0303 303 0023
Email: enquiries@healthwatchsurrey.co.uk

Victim and witness support
Victim Support is a national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected. The helpline number is 0845 30 90 900, Monday-Friday 8am to 8pm. www.victimsupport.org.uk

There are many voluntary sector agencies that are available to support you also, for example:

Age UK
Age UK Surrey is an independent local charity. They work for all people over the age of 50 offering a wide range of services to help them make the most of life. www.ageuk.org.uk/surrey
Tel: 01483 503414

Citizens Advice Bureau
The Citizens Advice service provides free, confidential and impartial advice. www.citizensadvicesurrey.org.uk

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