



Perfect Touch Care

As a company we endeavour to meet a firm set of core values in every decision we make; our values link directly with the “6 C’s of Compassionate Practice” set out by NHS England and the Care Quality Commission. Our Customer Service Charter outlines our relationship with you to ensure we provide the highest quality service to you and your family.

We will:

- Provide you with a comprehensive care plan which is developed through a person centred assessment which is individually tailored to you
- Respect your wishes, opinions and work to maintain your dignity and be respectful at all times
- Ensure a professional, cheerful and courteous delivery of care and in response to your enquiries
- Aim to do the required tasks in the agreed time and to your satisfaction.
- Deliver a consistent and reliable home care service
- Communicate effectively with you, (and with your permission) your family/advocate to ensure we meet your needs
- Protect your dignity, privacy and maintain confidentiality regarding your service, needs and personal affairs
- Ensure our staff group is appropriately trained and experienced to meet your specific requirements and individual needs
- Aim to arrive on time, and where unavoidably detained, we will inform and keep you up to date on our delay
- Inform you if there are any changes to your regular care workers and where ever possible introduce new carers to you prior to their first visit
- Keep your personal and medical information confidential
- Should you have cause to complain about our service, follow our rigorous complaints procedure, take the complaint seriously, deal with it in a timely manner and fully feedback to you the results of the investigation and the action we have taken to improve
- Provide an open and clear invoice detailing the service(s) provided

You always have the right to:

- Make decisions about your own life including the right to take positive risks
- Refuse all or part of the service
- Request a change of care worker
- Tell us of anything causing dissatisfaction or concern
- Expect yourself, your home and your belongings to be treated with respect.
- Receive a consistent and reliable home care service which is appropriate for your needs and regularly monitored with your full participation
- Expect a high standard in the delivery of the service as promised in our quality assurance.
- Complain about staff or any aspect of the service and make suggestion on how the service could be improved
- Feel safe and secure with the service we offer

