

A customer charter for people who receive care and support from Oxfordshire County Council staff

If you receive care and support from Oxfordshire County Council, this charter is for you, your family and carers. It sets out the standards that you can expect from the staff that work with you.

If you are a member of Oxfordshire County Council staff (Social Worker, Occupational Therapist or Care Support) these standards set out what is expected from you.

“Remember that every person is an individual”

In all of our work we will:

- Uphold your rights and ensure that your needs are always at the centre of our work.
- Act professionally and treat you with dignity and respect.
- Support you in your care arrangements.
- Explore all the options available, and ensure that you have information you need to make the best possible decisions about your care and support, in order to maintain the best possible quality of life.
- Do what we say we will do and respond to any questions you have in a timely manner.
- Answer your questions as fully as possible. If we cannot, we will let you know who is better placed to do so.
- Keep you up to date throughout all our work with you.
- Provide you with information so that you know where to get help and support once we have completed our work with you.

Before we meet you we will:

- Contact you, introduce ourselves and explain why and how we will be working with you.
- Ensure that you have the information you need, at the right time, so that you can participate, as fully as possible, in the assessment of your needs.
- Be well prepared for our visit and ensure that we are up to date with information about you on our records.

When we meet you we will:

- Be punctual or let you know if we are going to be late.
- Introduce ourselves and show you our identification.
- Remember that we are a visitor in your home and respect your customs and preferences about how you would like us to work with you.
- Explain the purpose of our visit and how much time we will need.
- Not rush you – we will work at a pace that suits you.
- Be honest about what we can and cannot do for you.
- Actively listen to you and take a genuine interest in your situation.

- Ensure that we keep the number of professionals in contact with you to a minimum level which is beneficial to you and seek to provide specialist professionals as required.
- Explain what will happen next.
- Confirm that any personal data which the Council collects, records or uses in any way, whether it is held on paper, computer or other media, is protected.

These standards have been jointly created by people who receive care and support services in Oxfordshire, together with those working in Social Care. The standards are in line with national standards that all social workers are required to meet.

If you have any compliments, comments or complaints about the Social Care services you receive, please contact Oxfordshire County Council by calling 01865 815906; emailing: complaints@oxfordshire.gov.uk or writing to: Complaints Team, Oxfordshire County Council, County Hall, New Road, Oxford OX1 1ND