

What to expect from Adult Social Care

A guide to standards

In East Sussex, we want to provide high quality services that meet the needs of everyone who uses them.

We set ourselves high standards. This leaflet sets out what you can expect from Adult Social Care.

We want your experience to be the best it can be when dealing with us.

All East Sussex residents can expect:

- To be treated fairly and equally.
- To be treated with dignity and respect.
- To be able to get information about the different types of support available that is accurate and in the format and language you need.
- It to be easy for you to get in touch with us.

If you contact us, we will:

- Listen carefully to what you say.
- Be polite and honest at all times.
- Give you the correct information.
- Ensure you understand what we have given you.
- Let you know what will happen next.

- Make sure you can contact us again if you need to.
- Seek or share your information only with your knowledge and consent, unless someone is at risk from harm.

If you need support, we will:

- Work with you and any people who support you to identify your needs as soon as possible.
- Help you to explore the choices available about how to get the support you need, when you need it.
- Help you to live as independently as possible
- Talk with you about the costs of support.
- Help you get the support agreed once your needs have been identified.
- Advise you on what to do next and help you organise your support, even if you need to pay for that support yourself.

If you receive care services directly from us, we will:

- Agree with you how and when services will be delivered.
- Make sure our staff members are skilled and committed to provide the care or support you need.
- Do our best to help you remain at home.

- Deal with any complaints fairly, with empathy, and as efficiently as possible.
- Review the services we provide you with to make sure they are appropriate, and consult with you before any changes are made to your support plan.
- Protect you and your carer from abuse, neglect and self-harm.
- Communicate with you and your carer and provide advice and guidance throughout your care, including finding people who can speak on your behalf if needed.
- Support you and your carer to take part in community activities if you wish.
- Seek your experiences and views about the care you receive, so we can improve our services.

When we work with other organisations to provide care services, we will:

- Listen to what you tell us is needed in the community
- Work with businesses and organisations in a fair and transparent way to award contracts

Are you a carer?

If you provide regular and substantial unpaid help or support for someone who is ill, frail, disabled or who has mental health or substance misuse issues then you are what we refer to as a 'carer'. You may be a friend, neighbour or relative.

If you are a carer, we will:

- Identify your needs as a carer; so we can support you as well as the person you care for, and help keep you well.
- Provide clear, easily available information and advice about the range of respite and care services that are available to you, including emergency back-up support.
- Make sure you are fully involved in the choice and delivery of services as a 'partner in care' for the person you care for.

If we don't meet these standards, please let us know by contacting the Quality & Consultation Team on

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