

We will...

- ▶ Put your best interests at the heart of everything we do
- ▶ Always take your culture, religion and lifestyle into account when planning your care with you
- ▶ Do everything we can to help you achieve your agreed outcomes
- ▶ Treat you with courtesy and respect your privacy, dignity, property and home at all times
- ▶ Work with our partners in healthcare and other organisations to ensure the best possible service for you
- ▶ Review your needs and your care plan at least annually and sooner if you tell us your needs have changed
- ▶ Take all complaints seriously and investigate and resolve them quickly in line with our complaints procedure
- ▶ Try to resolve your enquiries at the first point of contact
- ▶ Respond in a timely manner
- ▶ Communicate with you clearly in an appropriate format and according to your wishes
- ▶ Provide you with relevant, useful information and direct you to other experts or agencies when / if appropriate
- ▶ Deal with your personal information confidentially, in line with legislation and best practice
- ▶ Help you to stay safe and inform you how to report any concerns
- ▶ Ensure that our staff are skilled, knowledgeable and well trained to do their job
- ▶ Constantly build on our knowledge and improve our service by learning from our mistakes and our successes