



The Helping Hands Quality Charter

We will commit to:

1. Delivering a bespoke one-to-one care package to enable and empower service users, promoting independence and choice within the comfort of their own home.
2. We will provide carers whose background has been verified using relevant independent organisations. All carers will have undergone thorough training, including moving and handling, health and safety, food hygiene, handling medication, basic infection control, and abuse and awareness of vulnerable adults. Specialist training will be provided for service users with specific care needs.
3. We will ensure a qualified assessor visits the service user's home prior to the care package commencing, making particular observations regarding:
 - a) Your needs
 - b) Tasks to be undertaken
 - c) Health & Safety
 - d) Manual Handling
 - e) Medication
 - f) Specialist Training Required
 - g) Carer's Environment
 - h) Financial Responsibilities
4. We will, wherever possible, ensure we match the service user's preferences in terms of carer:
 - a) Gender
 - b) Driver / Non driver
 - c) Smoker / Non smoker
 - d) Relevant experience
 - e) Ability to look after pets
5. We will, within 72 hours, review with both the service user and the carer that they are both comfortable with the care package.
6. We will continually monitor the care package and offer official reviews at appropriate stages throughout the care.
7. We will guarantee to provide cover for as long as care is required, whenever possible, maintaining continuity of care.
8. We will regularly benchmark, through questionnaires, the quality of our service and levels of customer satisfaction.