



# Do you have concerns about your care and support service?

This leaflet explains how to get help and advice



# This leaflet explains how to raise a concern with our Quality Assurance and Contract Monitoring Team if you are unhappy with your service.

## What are our aims in the Quality Assurance and Contract Monitoring Team?

We want you to receive high quality care and support and we aim to do this by:

- Working closely with you, your social care worker, your home support agency or care home to improve our services.
- Giving feedback to your home support agency and care worker or care home to improve the standard of your service.
- Contacting you by letter or telephone, or visiting you at your home, day centre or care home, to talk to you about your experience of the services you receive.
- Visiting you with your social care worker or home support provider, if necessary, to follow up your concerns and make sure that you receive a high standard of care and support.
- Keeping you informed of the action we are taking to resolve your problems then contacting you to make sure that you are happy with the outcome.

## What is a concern?

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A concern is a problem with the services you receive relating to your home care or care home, reablement, meal service or respite care, which may worry or distress you.

Here are some examples:

- Your care worker arriving too early or too late, or missing your call.
- No one calling from your care provider to tell you your care worker has been delayed or changed.
- Anything else you want us to resolve, improve or note.
- Care staff not responding to your call bell or requests for assistance.
- Food provided at meal times being cold or of poor quality.
- Laundry not being returned to you.

If you have any Safeguarding Concerns,  
please visit our website at  
[www.wandsworth.gov.uk/safeguarding-and-adult-abuse/](http://www.wandsworth.gov.uk/safeguarding-and-adult-abuse/)

## What will we do?

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Your concern will be registered with us and we will:

- Investigate your concern with the care provider or organisation.
- Try to resolve your problem and tell you what will happen as a result.
- Review all concerns as lessons for improvement.
- Consider making changes, where appropriate, to the way we work as a result of your concern or the issues that you have raised.



# How to contact the Quality Assurance and Contract Monitoring team

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In the Quality Assurance and Monitoring Team, we act independently and will ensure nothing negative happens because you have raised a concern, so feel free to contact us.

- Telephone **020 8831 6446**
- Email **[qualityassurance@wandsworth.gov.uk](mailto:qualityassurance@wandsworth.gov.uk)**
- Website **[www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)**



# Our contact details

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**Monday to Friday from 9am to 5pm.**

**Telephone:** (020) 8871 7707

**SMS Phone:** 07940 775107

**Email:** [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)

**Website:** [www.wandsworth.gov.uk/adultsocialcare](http://www.wandsworth.gov.uk/adultsocialcare)

## Write to us at:

Wandsworth Council  
Adult Social Care  
Wandsworth High Street  
London, SW18 2PU

For information on local services please visit CarePlace  
**[www.careplace.org.uk](http://www.careplace.org.uk)**

If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call:  
**(020) 8871 7707**

For information on our Privacy Notice please visit  
**[www.wandsworth.gov.uk/privacy](http://www.wandsworth.gov.uk/privacy)**

