

COMPASSION

IN DYING

SUPPORTING YOUR CHOICES AT THE END OF LIFE

FACTSHEET – Care Quality Commission guidance on care standards 2011

This is a quick guide to the Care Quality Commission's 2011 guidance on ***Standards of care to expect if you receive support or treatment in a care home or in your own home***. For more information contact Compassion in Dying.

INFORMATION LINE: **0800 99 2434**

How can the guidance help me?

This guidance tells you the standard of care you can expect if you receive care services in your own home or a care home. Everyone who provides care in these locations must make sure that their services meet these standards.

When you are using their services, your care home or home care agency must:

- Make sure you are involved in decisions and told what is happening
- Make sure you are given care, treatment and support to meet your needs
- Make sure you are safe
- Make sure you are cared for by staff with the right skills
- Regularly check the quality of the services

What can I do if my care provider is not meeting these standards?

There are two things you can do:

1. Complain to your care home or home care agency

Step 1 - Complain to the management.

It is the law that all care agencies must have a complaints procedure.

Step 2 - If you are not happy with the outcome of Step 1.

The next step depends on how your care is paid for:

- If your care is paid for by the local council – speak to your **social worker, care manager** or **local social services department** about complaining to your local council.
- If you pay for your care yourself - complain to the **Head Office** of your care provider.

Step 3 - If you are not happy with the outcome of Steps 1 and 2.

You can complain to the **Local Government Ombudsman**. You can do this regardless of who pays for your care.

2. Give feedback to the Care Quality Commission

The Care Quality Commission does not deal with complaints directly. However they do make sure that care providers deal with the complaints that are made against them.

The Care Quality Commission wants to hear your feedback on care homes and home care agencies because this helps their inspectors to know how well a care provider is doing. It also helps them to respond to any problems.

Care Quality Commission

Tel: 03000 616161

Web: www.cqc.org.uk

Local Government Ombudsman

Tel: 0300 061 0614

Web: www.lgo.org.uk

How can we help?

- We can send you a **full copy** of the Care Quality Commission's guidance
- Our **free Information Line** can answer any questions you have about the guidance

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