

What should you expect from Adult Services

Quality standards

The council has developed quality standards for staff working with adults and carers. Work is appropriately reviewed against these standards, so that we can satisfy ourselves that our staff are providing a quality service. When we ask other agencies to provide a service to support adults on our behalf, we will have an agreement with them about the quality of work we expect them to deliver.



Our vision is to ensure the following standards can be expected from our staff and/or agencies that we commission on your behalf.

Our vision is to "help me when I need it to live the life I want to live"

1. We will treat you with dignity and respect

2. We will have an open and honest relationship with you

3. We will listen and take into account your wishes and feelings

4. We will comply with General Data Protection Regulation (GDPR) and keep your information safe.

5. We will work collaboratively with you, other services and professionals.

6. We will take your complaints seriously and respond promptly

What can you do if you have concerns regarding a professional or volunteer who supports you?

If you have any questions or concerns about the behaviour of a member of staff or the service they are providing, it is important that you feel able to raise them. There may be another trusted professional you feel more comfortable talking to, and if this is the case, it is important that you share this leaflet with them, so that they are clear about the service standards to enable them to follow up any concerns on your behalf as appropriate.

Adult Social Care Complaints

Telephone Number: 023 92841172

Email: ASComplaintsmanager@portsmouthcc.gov.uk

