



### Who regulates us?

We are regulated and inspected annually by the Care Quality Commission (CQC).  
Registration Number: TBA

### Professional Indemnity:

Certificate of employer's liability insurance: Provided by CIS policy No: TBA

### Data Protection:

Registration Reference: ICO No: ZA189269

### Ethical guidance and our Standards:

Standards for Severn Sunrise Homecare sets out principles of practice:

- Putting clients' interests first and acting to protect them
- Respecting clients' dignity and choice
- Protecting clients' confidential information under the Data Protection Act 1998
- Co-operating with other members of the team and other healthcare colleagues in the interests of the client
- Maintaining professional knowledge and competence
- Being trustworthy
- Individual needs. Each client receives a service designed to meet their own needs. Client's needs are put first and service plans are designed to assist in maintaining their independence.
- Each client using our service will be assisted by qualified, caring staff to achieve their highest potential.
- **Decision making and choice:** Each client is given the opportunity to participate fully in making decisions about their care. This ensures everyone using the service is able to have a say about the services they want on a day to day basis.
- **Privacy, Dignity and Confidentiality:** All of our staff will respect the privacy, dignity and confidentiality of each of our clients.
- **Participation and Integration:** Each client of Severn Sunrise Homecare is supported and encouraged to participate in their activities of daily living. Including maintaining links with their family, friends and community.
- Communication is the cornerstone of our service. It is important that families who sometimes are out of town, or just down the street from their loved one receive timely updates on the care that they are receiving.

### Customer Loyalty - we'd like to hear from you

We'd like to hear from you if you are pleased with our service - you can tell us what we do well so that we know our improvements are working - tell us who does what well and when - our staff are willing to accept praise, to know when they are doing their job well and are appreciated. This also helps with their career as all compliments are included in their continuous professional development.

Similarly, we also need to know when/if we get it wrong, as this will enable us to improve the service we give you.

