

Care and support



Our Care and Support services are an essential part of this, and are individual to you in a way agreed with you.

These are our promises when we provide Care and Support.

We will ALWAYS

- ✓ show you a photo identity card and ask if we can come in when we visit you
- ✓ treat you individually, talk to you politely and show respect to you, your family and your home
- ✓ ensure our staff are properly trained and checked for criminal records
- ✓ follow your support plan and risk assessment and help you explore and make your own options, choices and decisions
- ✓ keep your information confidential unless there is a risk to personal safety
- ✓ challenge and report dangerous, abusive, discriminatory or exploitative behaviour

We will NEVER

- ✗ smoke in your home
- ✗ enter your home if unsupervised children under 16 are there
- ✗ use your toilet or washing facilities without your permission or use or ask to use your telephone
- ✗ make personal calls whilst supporting you, except in emergencies
- ✗ use a radio or personal stereo in your home
- ✗ touch or move any of your things without permission
- ✗ accept gifts or loans from you
- ✗ make decisions about you without asking you (unless it is an emergency)

How to contact us



General enquiries

0300 123 1745

0300 numbers are cheaper to call, even calls from mobiles.
0300 numbers are only available to public sector, not for profit or charitable organisations.



Repairs hotline

0800 279 2101



Text

60066 (start your text with fch)



Fax

0121 236 9953



E-mail

friendship@longhurst-group.org.uk



West Midlands

50 Newhall Hill,
Birmingham B1 3JN

East Midlands

5 The Triangle, Enterprise Way,
Nottingham NG2 1AE

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تڪايه پەيوەندىيمان پتوھ بکە

विसे वी ठेर ब्राह्म नं तुप लष्टी विरपा वरवे साडे ढाल संपतव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے



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