



Support with Confidence - Action for People

www.bracknellforestsupportwithconfidence.co.uk
01344 206 113

Support With Confidence provides a list of approved providers of care and support services who have undergone the appropriate training and background checks.

Which?

www.which.co.uk/

Which? has factsheets and advice on:

- Questions to ask when people are helping you in your own home
- Employing someone
- What a care home should be like
- How to find care homes near you

Citizens Advice

Citizens Advice help people resolve their legal, money and other problems by providing free, independent and confidential advice

National: 0800 144 8848

Local: 03 444 111 306

www.citizensadvice.org.uk

If you are concerned that you or another adult may be at risk of abuse, neglect or harm contact:

Bracknell Forest Council Adult Social Care - 01344 351500

If emergency help is required when the office is closed, the Out of Hours Team can be contacted on 01344 351999.

If you think you or another person is in immediate danger do not hesitate, call the police on 999. Do not put yourself or anyone else at risk.

Alternatively, you can contact your local police on 101 at any time.

The Advocacy People

Support people to feel in control of their lives and enables them to speak up. For people who can't speak up for themselves, they have someone in their corner to speak for them.

0330 440 9000

Text 80800, starting message with PEOPLE
info@theadvocacypeople.org.uk

Signal 4 Carers

A carer is anyone who provides unpaid help and support to someone else; a family member, friend or neighbour. SIGNAL provides free signposting, information, guidance, networking, advice and learning to unpaid (non-professional) carers who care for someone who lives in Bracknell Forest.

01344 266088

info@signal4carers.org.uk
www.signal4carers.org.uk

**Keeping adults safe:
How to choose care,
help and support safely.
Information for
individuals, families and
carers.**



**Safeguarding - what does
good look like?**



The Bracknell Forest Safeguarding Board wants all adults to be safe, secure and supported.

It is important that when choosing care, help and support or inviting service providers into your home, that you choose carefully. Here, we outline what you should expect and how to identify safe, good quality services and support.

This includes when you may be choosing:

- personal assistants/ care
- care homes
- charities/ community groups
- sitting services/ respite
- cleaners, handy persons, other professional services

The information highlighted in this leaflet aims to help you be aware of the information available to you to understand what to expect from providers to receive GOOD services and keep yourself, those around you SAFE.

Healthwatch

You can receive booklets, factsheets and leaflets provided by the organisations outlined by contacting them directly or by calling your local Healthwatch: 0300 0120184

Your checklist:

All organisations, services, groups and charities running events, activities or people delivering services to vulnerable people should have:

- an understanding of safeguarding and a safeguarding lead/ responsible individual to report concerns to
- available procedures for raising complaints or concerns
- a code of conduct/ good practice guidance
- consent and emergency processes, including gathering relevant contact details and medical information
- safe recruitment processes for volunteers and staff
- trained volunteers and staff in safeguarding
- suitable supervisors to manage services/ activities/ groups mindful of group sizes, different ages, abilities, activities and the venue/space
- a safe environment for activities to take place or safe operating procedures to deliver services
- a transparent and safe fees and payment process and structure

Questions to ask:

- Do all staff/volunteers have relevant training, qualifications and experience?
- Do you have a safeguarding process/ policy?
- Do all relevant staff/ volunteers have a valid Disclosure Baring Service check (DBS)?
- Is the right insurance in place?
- Are there appropriate safety/ emergency processes in place?

Where to go for information, help or advice

Independent Age

Helpline 0800 319 6789

www.independentage.org/

- How to stay safe at home
- Loneliness
- Help at Home
- Care Homes
- Paying for your care/ care costs
- Money
- Health
- Housing options

Age UK Berkshire

Information and Advice Line for over 50's

Call them on 0118 959 4242

Email info@ageukberkshire.org.uk

Care Quality Commission

Helpline 03000 616161

www.cqc.org.uk/

- What good care should look like
- What to expect from care services
- Care home guides
- Help and quality advice