

This leaflet has been produced by Stockport Safeguarding Adults Board which is committed to improving the quality of care and health services across Stockport and to ensuring that everyone who is receiving a service is able to effectively inform the planning and development of their care.

Stockport Safeguarding Adults Board is made up of both statutory and non-statutory partners. It includes Stockport Council, Stockport NHS FT, Greater Manchester Police, Stockport Clinical Commissioning Group (CCG) and from non-statutory partners such like housing, care providers, support organisations and training providers.

If you are concerned that someone is being abused or harmed, please use these contacts.

Report a Concern

The Adult Social Care team is the first point of contact.

For general enquiries and concerns, call 0161 217 6029 or dial 0161 217 6024 for the Minicom.

Out of normal office hours call on 0161 718 2118.

Emergencies

In the event of an emergency you should contact the Police on 101 or 999.



HAVE CHOICE AND CONTROL



You will be supported to have independence as well as choice and control over your life.

High quality services that respect people's dignity will enable people to maintain the maximum possible level of independence, choice and control.

GET THE SERVICE YOU WANT



You will be offered a personalised service because you are an individual.

High quality services that respect people's dignity will treat each person as an individual by offering a personalised service.

BE LISTENED TO



You will be heard and something will be done about any concerns you have.

High quality services that respect people's dignity will listen and support people to express their needs and wants.

SPEAK OUT



You will be able to tell us what you think about the service even when things are going wrong.

High quality services that respect people's dignity will ensure people feel able to complain without fear of retribution.

You have a right to quality care:

THE DIGNITY CHALLENGE

High quality services in Stockport respect people's dignity.

Safeguarding
Adults
in Stockport

healthwatch
Stockport

Everybody who receives a service from a health or care organisation in Stockport has a right to quality throughout that service.

We want you, and your family and friends, to know what your right to a quality service really means and to be able to tell us if you think you are not receiving that.

This leaflet tells you about the 10 key parts that quality care should include and that you have a right to. If for any reason it is not possible to provide any of these, the reasons will be discussed and other options explored.

Stockport Safeguarding Adult Board is working to make sure that where care is provided it is of high quality. This includes all health and social care providers, for example doctors surgeries, hospital wards and care homes.

All providers of care services who are working with us have agreed to deliver the ten parts of quality care which are in this leaflet. If you think quality care is not being provided by the service raise it with them if you feel able to. They should have told you who you can talk to.

If you feel they are not listening you should contact Healthwatch in Stockport on 0161 974 0753. Healthwatch helps you get the best out of local health and social care and want to hear from you if you are not getting the quality you have a right to.

BE SAFE



You will be safe and free from any sort of harm.

High quality services that respect people's dignity will have a zero tolerance of all forms of abuse.

FEEL GOOD ABOUT YOURSELF



You will be supported in a way that helps you to feel good about yourself.

High quality services that respect people's dignity will assist people to maintain confidence and positive self-esteem.

BE TREATED WITH RESPECT



You will always be treated with courtesy, dignity and respect.

High quality services that respect people's dignity will support people with the same respect they would want for themselves or a member of their family.

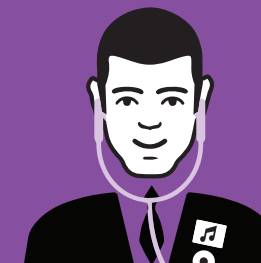
INVOLVE YOUR FRIENDS & FAMILY



You can involve your family and friends in your care and support.

High quality services that respect people's dignity will engage with family members and carers as care partners.

CHOOSE HOW TO SPEND YOUR TIME



You can choose who you spend time with and how.

High quality services that respect people's dignity will act to alleviate people's loneliness and isolation.

PRIVACY



Your right to privacy will be respected.

High quality services that respect people's dignity will respect people's right to privacy.