



Information for people using services

Making sure that the care you receive in your own home meets the standards you expect

What is *domiciliary care*?

Personal care services provided to individuals in their own homes.

It ***does not include*** services provided in a care home or wider support services someone may receive in their own home such as those ***solely*** providing ironing, cooking or cleaning.

Who will ensure that standards are met?

The Care Standards Inspectorate for Wales (CSIW) regulates services such as care homes, nurses agencies and day care services for children.

From 1st March 2004, CSIW will be regulating ***domiciliary care services***.



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What does regulating domiciliary care services mean?

The National Assembly for Wales has produced national minimum standards for domiciliary care.

The standards will form the basis for CSIW to check whether an agency is providing personal care to the required level of quality.

The standards describe the way in which services must be provided to you. There are 27 standards.

They cover:

- meeting your needs
- treating you with dignity, respect and recognising your right to privacy
- your health, safety and protection
- making sure that the right people are employed to provide your care and are trained to do a good job
- how your provider should organise and manage their agency effectively



What you need to know

How will this affect the care I receive?

The new requirements will mean that you can expect to receive a service that does not fall below the level of quality set by the standards.

Your service provider will be required to issue you with a **Service User's Guide**. This will provide you with more detailed information about your care and the service you receive.

Do I have a say about my care?

Yes. The service is for you. Your view is the most important one. Comments from you, your family, your carer or representative will be welcomed by your provider.

If things go wrong, you have the **right to complain**. Your provider is required to have a system in place to deal with complaints. Your Service User's Guide will contain information about pursuing a complaint.

If you have a matter of serious concern you can contact CSIW. See details overleaf.



Contact Details

How can I contact CSIW?

If you need to contact CSIW you can get in touch with your regional office:

CSIW Vale & Valleys

Tel: 01443 848527

CSIW South West Wales

Tel: 01792 310420

CSIW Cardiff

Tel: 029 20 478600

CSIW West Wales

Tel: 01267 223467

CSIW North East

Tel: 01352 707900

CSIW South East

Tel: 01495 766500

CSIW North West

Tel: 01286 662300

CSIW Mid Wales

Tel: 01597 829319

Alternatively, you can write to CSIW's National Office:

CSIW – National Office

4-5 Charnwood Court,
Heol Billingsley,
Nantgarw CF15 7QZ

There are a number of voluntary organisations which you can speak to for further advice and support.