

SERVICE USER GUIDE - SS

Home Choice Care Limited wishes to ensure that you are able to get the best from our service. To help you this document provides a range of information that you may require. In addition any of our policies can be seen by making a request to the local **Care Director**. (See Statement of Purpose for details of your Care Director and how to contact them)

This document contains:

- Information about Home Choice Care Limited and the services we can provide
- An overview of the care planning process
- Financial arrangements
- How to make comments, complaints and compliments
- Our quality assurance policy
- Our policy on protection of vulnerable adults
- A list of our other policies which can be provided upon request or viewed at our offices

Aims and Objectives

The Home Choice Care Ltd mission statement is:

To be the first choice provider of services supporting individuals in their own homes, through partnership, quality and staff ownership.

In order to achieve this aim we have set the following objectives.

- To provide a service that fully satisfies the needs and expectations of individuals in their own homes
- To respect the individuality of our Service Users
- To actively seek and value the contribution made by informal Carers, families and relevant others in care planning
- To respond positively to feedback from our Service Users, their families and carers, other health and social care professionals and our own staff
- To continuously seek ways in which our services can be improved
- To protect our Service Users and Staff from hazards and abuse
- To build and retain a stable, committed and highly trained workforce by sharing ownership of the company with them all

The services we provide

Home Choice Care Ltd is able to provide a wide range of personal, domestic and social support including;

- Rising and Retiring
- Assistance with personal hygiene including bathing and hair washing
- Continence management
- Assistance with mobility
- Assistance with maintaining hydration and nutrition
- Medication supervision
- Support with social interaction
- Household management including shopping, cleaning, banking

People we provide for

- Older people
- People with physical disabilities
- People with sensory loss, including those with dual sensory impairment
- People with mental health problems
- People with learning disabilities
- Families and children (in selected branches which are registered to do so – contact your local branch for details)

Hours of operation

Home Choice Care Limited provide services 24 hours per day 365 days per year

Most of our services are provided between 07.00 and 23.00 hours however these hours can be extended by prior agreement

Our Office is open from 07.30 to 17.00 weekdays. The office is closed at weekends and on public holidays

When our office is not open we have a telephone operative On Call and Field Care Supervisors on duty at all times

You can access the out-of-hours service by dialing the office telephone number (See useful numbers)

Please note that the out of hours service is intended to deal with urgent matters relating to immediate delivery of care, and is not able to take advance bookings or cancellations. The reason for this is to ensure that telephone lines are kept as free as possible in case a Service User requires urgent assistance

Home Choice Care Limited holds insurance to cover all the services we provide through a policy specifically designed for the United Kingdom Home Care Association. The levels of cover may vary upwards but will never fall below the levels required as part of the National Minimum Standards for Domiciliary Care

Overview of Care planning process

Following your assessment visit by Social Services we will be informed of the care needs that you have. We will then arrange to visit you in your own home at a convenient time. We will encourage you to have a family member or friend with you when we visit. We will then discuss with you what care needs you have and how these needs can be met.

Social Services will instruct us what tasks need to be undertaken but the one purpose of our visit is to ask you how you would like us to carry out these tasks.

We will also undertake several risk assessments. These will tell us if there are risks to you or our Care Workers. We will work with you to find ways to minimise any risks discovered.

Having gained a lot of information about you we will then decide which of our trained Care Workers would be most suitable to meet your needs.

The first few visits will be carried out by our Field Care Supervisors or an experienced Care Worker, during which they will review the care plan with you to double check that it meets your needs. Only when this is confirmed will we introduce you to your team of Care Workers. We always try to introduce several Care Workers even if we are only visiting you once a week. This will ensure that even when your regular Care Worker is on holiday we can send someone you already know to visit you.

Within the first 6 weeks of service Social Services will review your care plan with you and make any changes that we all agree are necessary. We will carry out a similar review process with you every year, or more frequently if your needs change

At periodic intervals we will ask you to allow our Field Care Supervisors to observe your Care Worker(s) in the performance of their duties. We do this to ensure that you are receiving the best standard of care possible and to offer support to our staff.

On occasions our Field Care Supervisors will also make unannounced visits while your Care Worker is with you. This is a requirement of our registration and would ask that you cooperate if at all possible.

Financial arrangements

As your care is being purchased by Social Services you will not be billed by Home Choice Care Ltd. If you choose to purchase additional services direct from Home Choice care you will be provided with a written quote and a specific service user guide. This applies also to you if you are receiving Direct Payments or have an Individual budget.

POLICY ON COMMENTS, COMPLAINTS & COMPLIMENTS

Policy Statement

Home Choice Care believes that if a service user wishes to make a comment, register a complaint or pass on a compliment, they should find it easy to do so. It is the company's policy to welcome comments, complaints and compliments and to look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all comments and compliments are by service users, their relatives and care workers, are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the company's disciplinary policy.

The company believes that failure to listen to or acknowledge comments, complaints or compliments will aggravate a situation, lead to service user dissatisfaction and possible litigation. The company supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between the complainant and the company. If this fails, the complaint will be referred to the registration authority, that being the Commission for Social Care Inspection.

Aim

The aim of the company is to ensure that its Complaints & Compliments procedure is properly and effectively implemented and that service users feel confident that their complaints or compliments are listened to and acknowledged. They should be listened to and their observations acted upon promptly and fairly.

Goals

The goals of the company are to ensure the following.

- Services users, their representatives and informal Carers are always aware of how to complain and that Home Choice Care provides easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the procedure
- All comments will be acknowledged and where appropriate, acted upon
- All complaints will be resolved to the satisfaction of the complainant in the shortest possible time
- All compliments will be recorded and passed on to the individual or individuals whose actions have given rise to the compliment

Standards

1. Every complaint will be acknowledged within three working days.
2. An update on progress of investigations will be provided every 7 days
3. Investigations into complaints are held within 28 days
4. All complaints are responded to in writing by the company
5. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they cause to both staff and service users

Any comment or complaint which may indicate any form of abuse towards Service Users or staff must be notified to the Care Director and National Care Director immediately.

Complaints can also be referred to the Commission for Social Care Inspection (CSCI). Local office contact details can be found in the Statement of Purpose and the Service Users Guide.

QUALITY ASSURANCE POLICY

Policy Statement

Home Choice Care believes that high quality services are the only way to meet the needs of our service users and make good commercial sense, allowing our organisation to grow from a solid basis.

To constantly monitor and improve our services we actively seek feedback from Service Users, their families and informal Carers, our own staff, other health and social care professionals and our local authority partners.

To assist in our maintenance of quality assurance, our Quality Assurance Manager will:

- make announced and unannounced visits
- ask service users to partake in an annual quality assurance survey
- visit service users at least annually and ensure that any required action is taken to maintain quality of service

Policy

1. **To focus on service users.** We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.

2. **To ensure that we are fit for our purpose.** We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives. We welcome feedback from our service users and their friends and relatives.
3. **To work for the comprehensive welfare and benefit of our service users.** We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence, and to ensure as fully as possible the service user's maximum participation in the community.
4. **To meet assessed needs.** Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care our service provides meets the assessed needs of each service user; that needs are reassessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.
5. **To provide quality services.** We are whole-heartedly committed to providing top quality services and to continuous improvement in the standards of care we offer.
6. **To employ a quality workforce.** Standards for our managers and staff are based on the national occupational standards for the care industry set by Skills for Care.

QUALITY ASSURANCE GUIDANCE

Our Values

It is our aim to provide a service in accordance with the standards laid down by the Commission for Social Care Inspection (CSCI), NVQ awards and Skills for Care.

The underpinning values of our service are founded on the six broad values of **Privacy, Dignity, Independence, Choice, Rights and Fulfillment**'.

Service users decide that they need care or assistance for a variety of reasons. They may feel unable to cope with the chores of daily living, are lonely and seek companionship, or can no longer carry out daily tasks due to frailty, physical or mental disability. Our services therefore cater for those people by;

1. Offering assistance with their daily routine which could otherwise be perilous for them
2. Assisting with personal care and to maintain hygiene
3. Protecting service users from all forms of abuse and from all possible abusers.
4. Helping and supporting service users to ensure that they have paid their bills, to make choices and to protect them against decisions that would endanger them

Rights

The aim of good quality domiciliary care must always be to promote a way of life for service users, which permits them to enjoy to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to our service:

1. Service users to access their own personal records upon request
2. To have service user records kept safely in accordance with the Data Protection Act 1998
3. Be able to exercise all civil and natural rights to all local services
4. Service users being informed of any matter which may affect their lives
5. Access to the registration officer, if service users wish to exercise our 'Complaints Procedure' explained in our policy and within our terms and conditions of service.
6. Refuse entry to a care worker, although such refusal will not preclude the service user from meeting the Terms and Conditions of the contract.

Privacy

We recognise that our service is intrusive and that we are guests in our clients' homes. Therefore the care worker will be sensitive to the service user's privacy at all times, both in terms of their person and within their home. We therefore strive to retain as much privacy as possible for our service users in the following ways;

1. By offering help and assistance in intimate situations as discreetly as possible.
2. Ensuring the confidentiality of information that a service user may share with their care worker, unless with their permission they wish it to be shared with a third party, or where such information must be shared with the Manager or other authority to prevent danger to the client or others.
3. Staff will enter a service user's property and rooms within the property, only with express consent.
4. A service user has the right not to interact with, or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.
5. We respect the fact that a service user's possessions are private and always act in accordance with the principles that our workers are guests.
6. Our staff respect a service user's right to make telephone calls and carry on conversations without being overheard or observed by a care worker.
7. We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain. This may include inspection of records at any time by the Commission for Social Care Inspection.

Dignity

Disabilities quickly undermine dignity, so it is our strict aim to preserve respect for our service users intrinsic value in the following ways by;

1. Treating each service user as a special and valued individual.
2. Helping service users if requested, to present themselves to others as they would wish, through assistance with dressing and maintaining their own clothing.
3. We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
4. We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users may have, by tackling the stigma which may arise through age, disability or status.
5. Compensating for the effects of disabilities which service users may experience with communication, physical functioning, mobility and appearance.
6. Dealing with sensitive situations in a dignified and respectful manner.
7. We treat service users with the sort of respect which reinforces personal and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements and aiming to maintain relationships, which are warm and trusting, but appropriate to the relationship of worker to service user.

Independence

We are aware that our service users will have given up some of their independence in choosing to accept us into their homes. We therefore regard it of great importance to foster our service users remaining opportunities to think and act and take sensibly calculated risks without continual reference to others. We aim to maximise our service users independence in the following ways;

1. Providing as tactfully as possible human or technical assistance when it is needed.
2. Maximising the abilities our service users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
3. Helping our service users to take reasonable and fully thought out risks.
4. Encouraging service users to have access to and contribute to the records of their own care.
5. Assisting them as required to maintain the ability to continue their own financial affairs and arrangements.
6. We encourage service users to take as much responsibility as possible for their own healthcare and medication, as appropriate.
7. We work with care workers, relatives and friends of service users to provide as continuous a service as is feasible.
8. We aim to create a climate in the delivery of care and to foster attitudes in those around a service user, which focus on capabilities rather than on disabilities.

Choice

We aim to help service users exercise the opportunity to select from a range of options in all aspects of their lives by;

1. Enabling them to have input into their Care Plan and to choose the services they feel that they would most benefit from
2. Giving them the opportunity to negotiate the timing of their services
3. Trying to provide care workers with whom the service user feels most comfortable and who are compatible with them
4. Respecting individual, unusual or eccentric behaviour in our clients
5. Retaining maximum flexibility when delivering the care package, by being prepared to provide an alternative service if the service user so wishes
6. We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity
7. We encourage service users to exercise informed choices in their selection of the organisation and individuals who provide them with assistance.

Fulfillment

We want to help our service users to realise personal aspirations and abilities in all respects of their lives. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfillment, since it deals with precisely those areas of lifestyle where individuals differ from each other. We seek to assist service users rights to fulfillment in the following ways;

1. being informed as fully as the service user wishes to make us aware of their history and characteristics
2. attempting always to listen and attend promptly to the service user's desire to communicate, at whatever level
3. respect our service users religious, ethnic and cultural diversity, by assisting them to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals
4. by giving every encouragement and assistance as the service user may be pleased to receive, in order to continue hobbies and interests
5. to offer guidance and support if the service user seeks new experiences and interests
6. to offer a comprehensive 'Care and Support Plan', in consultation with the service user, so that their needs and requirements are fully met at all times
7. we aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for, or are close to death
8. we make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities
9. we will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.



PROTECTION OF VULNERABLE ADULTS POLICY

Policy Statement

Home Choice Care believes the abuse of vulnerable adults constitutes a clear infringement of their rights and freedoms as citizens. This policy aims to protect vulnerable adults, who are at risk of all forms of abuse, to receive a safe and supportive service. There will be in place a process for identifying, investigating, managing and preventing abuse. Home Choice Care is committed to promoting equality of opportunity to all service users. In each of our local branches we will also take account of the processes followed by the local health and social care bodies such as Social Services and PCT's

Principles

1. Every adult has the right to live in safety and to be free from abuse or fear of abuse from others
2. Every adult has the right to live an independent life based on 'self-determination' and personal choice
3. The risks that may be involved in a vulnerable adult living an independent life will be accepted as the choice of that person. Support will be provided for such decisions to be made
4. Responsibility will be taken to help prevent abuse of vulnerable adults by raising awareness, empowering people to make their own decisions and putting safeguards in place
5. When a situation is discovered in which a vulnerable adult reports, or is thought to be at risk of abuse, the company will react promptly in a co-ordinated way to enable these difficulties to be overcome
6. Recognition that people are discriminated against on the basis of race, culture, gender, age, disability or sexual orientation. Home Choice Care is committed to working with vulnerable adults in a positive manner that values them as individuals
7. Care workers have a right for their needs to be considered

Responsibilities

1. Commitment to training programmes to meet the requirements for management, supervisory and care worker staff
2. To support and supervise staff who become aware of and intervene when abuse is suspected or revealed
3. To ensure that staff are familiar with the procedures for the protection of adults from abuse

PROTECTION OF VULNERABLE ADULTS GUIDANCE

Protection of Service User

The protection of the service user from any form of abuse or exploitation is paramount to all care service providers and in your role as a care worker, you are often in a unique position to observe, notice or have your suspicions raised about possible signs of abuse. Because of its importance, prevention of abuse training is given to all care staff within 6 months of employment and is updated every 2 years.

In instances where your suspicions are raised, it is vital that you report your concerns to your manager/supervisor so that the appropriate investigations can be carried out by the appropriate lead agency.

Abuse can take many forms; physical, sexual, financial, psychological, social and neglect. It can also be carried out deliberately or unintentionally by any person who has contact with the service user, there isn't a particular 'type' of person who abuses.

The sorts of signs that you should pay attention to are covered in the following paragraphs, but it is important to state that these signs are where it *could indicate abuse* in themselves they are possible indicators only.

Physical Abuse

Physical abuse is a non-accidental act that can cause pain/injury to the service user and includes; hitting, slapping, punching, pinching, biting, twisting, cutting, hair pulling, pushing, burning, kicking and any form of hitting with objects. It also includes; physical restraint, forced confinement, forced feeding and the incorrect giving of medication such as too much or the wrong type for example.

Signs that could indicate possible physical abuse:-

- Bruises, cuts, burns, blisters or other marks on skin such as finger marks, abnormally shaped marks, clusters of marks.
- Swellings, tenderness, pain or restricted movement.
- Repeated falls, accidents, fractures, untreated injuries and injuries that appear to be healing at different rates.
- Unexplained hair loss, weight loss, weight gain, drowsiness.
- Acting in a manner that is fearful, agitated, cringing, lacking awareness, tearful or other noticeable changes in the service user's behaviour.

Sexual Abuse

Sexual abuse is non-consensual sexual contact, language or sexually exploitative behaviour and includes rape, indecent assault, sexual harassment and sexual interference.

Signs that could indicate possible sexual abuse:-

- Unexplained sexually transmitted disease or infections.
- Bruising around breasts, genital areas or inner thighs.
- Unexplained bleeding from the genital area.
- Difficulty in walking or sitting that is not explained by a known medical condition.
- Fear, agitation, disturbed sleep, withdrawn uncommunicative behaviour.
- Inappropriate touching, sexual innuendo by another.
- Torn, stained or bloody clothing.
- Observed or reported feelings of blame and guilt.

Financial Abuse

Financial abuse is the illegal, improper or unauthorised use or management of a service user's money, property, possessions and valuables.

- Any observed illegal or unauthorised use of the service user's money, property, possessions or valuables.
- Observed or reported fraud, theft, embezzlement or forgery.
- Observed, being made aware of or reported lost or missing money.
- Observed being made aware of or reported missing/loss of jewellery or personal possessions.
- Lack of supplies and amenities that the service user should be able to afford.
- Lack of food, heating, hot water and other life essentials.
- Service user is worried/shows confusion about unpaid bills or financial affairs.
- Pressure from others to hand over money or items.
- Observing, being made aware of or reported sudden change in finances such as pension money known to have been collected suddenly disappearing.
- Observed pressure to sign documents where the service user is unsure or confused.
- Receiving accounts for items not belonging to or being purchased by service user.

Psychological Abuse

Psychological abuse is language or actions designed to intimidate and can be characterised by a repeated pattern of behaviour to maintain a 'hold' over the other person, usually one of fear.

It can manifest in both verbal and non-verbal behaviour and includes such things as:-

- Treating the service user like a child leading to service user feeling humiliated.
- Emotional blackmail such as shouting, swearing, frightening, blaming and ignoring.
- Intimidating through name calling, insults and silence.
- Threats of harm, punishment or abandonment.
- Threats of restricting access to others or confinement.
- Withdrawal of affection.
- Denying the service user their rights.
- Witnessing family arguments and being forced to take sides.
- Coercion and displays of visual aggression and making of threats.

Signs that could indicate possible psychological abuse:-

- Nervousness in the presence of a particular individual.
- Loss of interest in self, activities or environment, low self esteem.
- Fearfulness, helplessness.
- Hopelessness, withdrawn.
- Change in appetite.
- Depression, confusion.
- Insomnia, sleep deprivation.
- Agitation, anger.
- Anxiety, mental anguish.
- Passive, not wanting to participate, uninvolved.

Neglect

Neglect is where a person is deprived of food, heat, clothing, comfort, essential medication and basic needs. It can be both intentional and unintentional. It may involve the supply of such provisions being 'blocked' or prevented by another person.

Abusive neglectful behaviour includes:-

- Not providing adequate clothing and personal items.
- Unwillingness to allow proper medical or dental care.
- Withholding, over or under/inappropriate use of medication.
- Refusal to permit other people to provide adequate care, attention, food, basic necessities etc.

Signs that could indicate possible abusive neglectful behaviour:-

- Poor hygiene, dirty clothes, hands, feet, nails, hair.
- Absence of health aids such as glasses, dentures, hearing aids, mobility aids.
- Unkempt appearance, inappropriate or lack of clothing.
- Lack of personal items such as photos, ornaments, personal effects.
- Secretiveness or agitation.
- Dehydration, malnourishment, unexplained weight loss.
- Pressure sores, ulceration, urine burns, dirty mouth, rashes, lice.
- Unsanitary, unclean conditions.
- Untreated medical conditions.
- Lack of stimulus such as books, radio, television etc.
- Loss of privacy and choice such as doors left open, locked, person left uncovered.
- No choice in diet, set rules of when to eat when to get up, when to go to bed.
- Inadequate heating, no ability to adjust heating.

Social Abuse

Social abuse is where the person is restricted from or prevented from having social contact with others or restricting and preventing social activities.

Such social abuse would include being discouraged or stopped from seeing other people such as family and friends, or prevented from making choices about how the person wishes to live and who they wish to interact with.

Signs that could indicate possible social abuse:-

- Loss of interaction with others.
- Sadness and grief over people not visiting or contacting.
- Worried or anxious about a particular visit by a specific person.
- Person is very sad with low self esteem.
- Person is withdrawn.
- Person is passive, uninvolved, listless.

It is important when thinking of social abuse to understand that it is perfectly okay for a person to choose to live in an independent way, they do not have to interact with others if they choose not to. It is only where the person is being prevented from interacting or stopped from having contacts or making social choices that it would raise concerns that should be investigated.

In all instances of suspected abuse, whatever form it takes, if your suspicions are reasonably and genuinely held you should report your concerns to your supervisor/manager who will offer appropriate support and advice.



PROTECTION OF VULNERABLE ADULTS PROCEDURE

REPORTING ABUSE

The procedure for reporting suspected/alleged/actual abuse is as follows:

- In the first instance tell your immediate senior
- If for any reason you cannot tell your immediate senior, then
- Report to a more senior person
- Inform the National Care Director at the earliest opportunity who will
 - i. Inform the local adult protection team
 - ii. Inform CSCI
 - iii. Conduct a full investigation under disciplinary procedures
 - iv. Keep the vulnerable adult informed of all developments
 - v. Support witnesses, helping them to make full statements
 - vi. Support staff who report colleagues for suspected misconduct

Home Choice Care has a statutory obligation to protect vulnerable adults, and thus conduct a full investigation where abuse is suspected.

Any reported cases of suspected/alleged/actual abuse will be fully investigated and treated as acts of gross misconduct, which may result in instant dismissal and/or criminal prosecution.

The complainant will be advised of the outcome.

If you consider your complaint has not been acted upon then you have the right to report to the National Care Standards Commission (CSCI).

IMPLEMENTATION GUIDELINES

What to do on suspecting or recognising abuse of a vulnerable service user:

1. Ensure service user is in no immediate danger. If danger exists ensure the service user is protected by taking appropriate action.
2. If the service user is injured seek immediate medical treatment.
3. If a serious physical act is suspected and possible evidence exists, take reasonable action to secure that evidence (e.g. do not wash blood from the service user, do not remove soiled clothing).
4. Keep a record of the nature and history of any incident(s) and concerns.
5. As soon as possible discuss the situation with your senior or person in charge.
6. Do not 'go it alone' by investigating the situation without reporting it formally.
7. Co-operate with all investigation arrangements.

Policies available which may be of interest to you

- Handling money and financial matters on behalf of a Service User
- Maintaining records in the home
- Key holding and access policy
- Training and staff development
- Data protection
- Non discriminatory practice
- Confidentiality
- Dealing with accidents and emergencies
- Wills and bequests
- Entering and leaving a service users home
- Medication

Please note this is only a selection of our policies. All our policies can be viewed at our local office.

USEFUL INFORMATION / TELEPHONE NUMBERS

HOME CHOICE CARE LIMITED

Care Director: Laura Cambray

Address: 142 – 144 Oxford Road
Cowley
Oxford
OX4 2DZ

Tel No: 01865 770412

Fax No: 01865 770747

Email: lcambray@homechoicecare.co.uk

COMMISSION FOR SOCIAL CARE INSPECTION

Website: www.csci.org.uk

Email: enquiries@csci.gsi.gov.uk

Tel No: 0845 015 0120

Tel No: 0191 233 3323

SOCIAL SERVICES EMERGENCY DUTY TEAM

Tel No: 0800 833408