



Unit 3B, Pickhill Business Centre,
Smallhythe Road, Tenterden.
Kent.TN30 7LZ

Service User Guide

Helping you to make the most of our services

Office hours (08:30 - 17:00 Mon-Fri)

 **01580 762244**

Emergency number out of hours

 **07919 006 710**

Website: www.townandcountryhomecare.co.uk

Email: mail@townandcountryhomecare.co.uk

**This document is available in
large print by contacting our office**

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Introduction

At Town and Country Homecare Ltd, we are committed to ensuring that we are meeting and exceeding the expectations of our clients and their relatives, advocates and related professionals. We aim to deliver quality services and offer continuous improvement, effectiveness, efficiency and value for money. This will be achieved within our Governance and Risk Policy, in conjunction with our Quality Assurance Policy, and by listening to the clients who use our services. We believe that there is always room for improvement in every aspect of our work.

If you require additional copies of this document, that is also available in large print, please contact our office and we will be happy to help you.

Service Users may inspect the Statement of Purpose of Town & Country Homecare Limited, which is located at our office. If Service Users would like a copy of our Statement of Purpose, please contact our office and we will send you a copy either by email or post.

Aims of Town & Country Homecare Limited

Our aim at Town & Country Homecare Limited is to provide a high quality, reliable and responsive care & support services to people living in the community. We provide personal and domestic support to enable individuals to remain in their own homes for as long as possible and assist those who need care and support due to frailty, disability or illness, to live comfortably and as independently as possible.

We provide domiciliary support for people living in the rural geographic area between Ashford, Maidstone, and Rye.

Our intention is that you can enjoy the independence of living in your own home with the reassurance that we can provide the assistance you need when you actually need it. In essence, the aims of our service can be summarised as follows:

- To give support to service users, which maximises their independence, maintains privacy and is consistent with their wishes.
- To provide the highest quality, reliable and responsive domiciliary care service to all of our service users.
- To allow you to remain living in your own home for as long as it is safe and practical to do so.
- To work towards enhancing the quality of your daily life by offering care and support in the areas that you require.

About Us

Town & Country Homecare Limited is owned by Deslys Day-Jolly. The company Business Manager is her daughter-in-law Natalie Day. Natalie takes charge of all Care Plan Assessments, Payroll and business operations. Deslys' grand-daughter, Chloe Day, also works for Town and Country Homecare, and is in charge of the finance side of the company; Chloe is responsible for Payroll and Invoicing.

Carole Harrison is our Registered Service Manager of Care and is supported by three Care Co-ordinators in the office; Kasia Chambers, Sarah Packham and Carly Porter.

Objectives of Town & Country Homecare Limited

Our objectives to you the service user -

- To treat you as an individual.
- To respect your dignity and independence.
- To offer choice in all things whenever practical and possible.
- To endeavour to fully understand your needs and enable you to live a fuller life.
- To ensure privacy is maintained at all times.
- To ensure that security is never breached.
- To ensure that you are not subject to discrimination in respect of age, gender, race or sexuality.

Our objectives to our care workers -

Our objective to our care workers is to achieve the highest standards of care and to ensure job satisfaction. This can be summarised as follows:

- Provide an open and supportive working environment, including an on-call emergency line.
- Provide interaction and feedback between care workers and management by individual appraisals and supervision.
- Provide comprehensive staff induction training
- Care workers are encouraged to enrol on NVQ Qualification Level 2 in Care.
- Ensure training qualifications are renewed in the following skill sets:
 - Moving and Handling (in-house training)
 - Medication (in-house training)
 - Mental Capacity Act
 - Infection Control

- Information Governance
- Confidentiality
- Cyber Security
- DoLS (Deprivation of Liberty)
- Menopause
- Self-Harm
- Bed Rail Safety
- Safeguarding Adults & Children
- Dementia Care.
- Hand Hygiene
- Continence Management
- Pressure Care Management
- End of Life.
- Duty of Candour
- Health & Safety
- Lone Working
- Autism
- Sepsis
- ADHD
- Stress
- First Aid
- Food and hygiene
- Fire safety
- Medication management
- Nutrition & Diet
- Equality & Diversity
- Person-Centred Care
- Communication
- Managing Challenging Behaviours
- Diabetes
- Dysphagia
- Accessible Information Standards (AIS)
- Professional Boundaries
- Epilepsy
- Substance Misuse
- Learning Disabilities
- Multiple Sclerosis
- Oral Health

- Encourage all care workers to enhance their skills following appraisals and feedback.
- Provide progressive and individual staff development by encouraging staff to become professionally skilled in all aspects of care work.
- Ensure that a policy of equal opportunity eliminates any form of discrimination

Our Workforce

Our carefully recruited care team are vetted via Enhanced Disclosure and Barring Service Checks related to criminal records. Our care team are provided with uniforms and identification badges for security purposes. All of our care workers are regularly supervised to monitor the quality of their care & support.

We place a high priority on training to meet our exacting standards and expect all care workers to complete the following Skills for Care approved induction programme, leading to The Care Certificate;

This is divided into 16 Key Standards:

1. Introduction: The Care Certificate
2. Understanding your role
3. Your Personal Development
4. Duty of Care
5. Equality, Diversity, Inclusion and Human Rights
6. Work in a person-Centred Way
7. Communication
8. Privacy & Dignity
9. Fluids & Nutrition
10. Awareness of Mental Health, Dementia and Learning Disability
11. Safeguarding Adults
12. Safeguarding Children
13. Basic Life Support
14. Health & Safety
15. Handling Information
16. Infection Prevention and Control
17. Awareness of Learning Disability and Autism

All care workers are encouraged to enrol on an NVQ Qualification (Level 2) in Care. Many of our care workers also have NVQ qualifications in Care; Levels 2, 3 and 5.

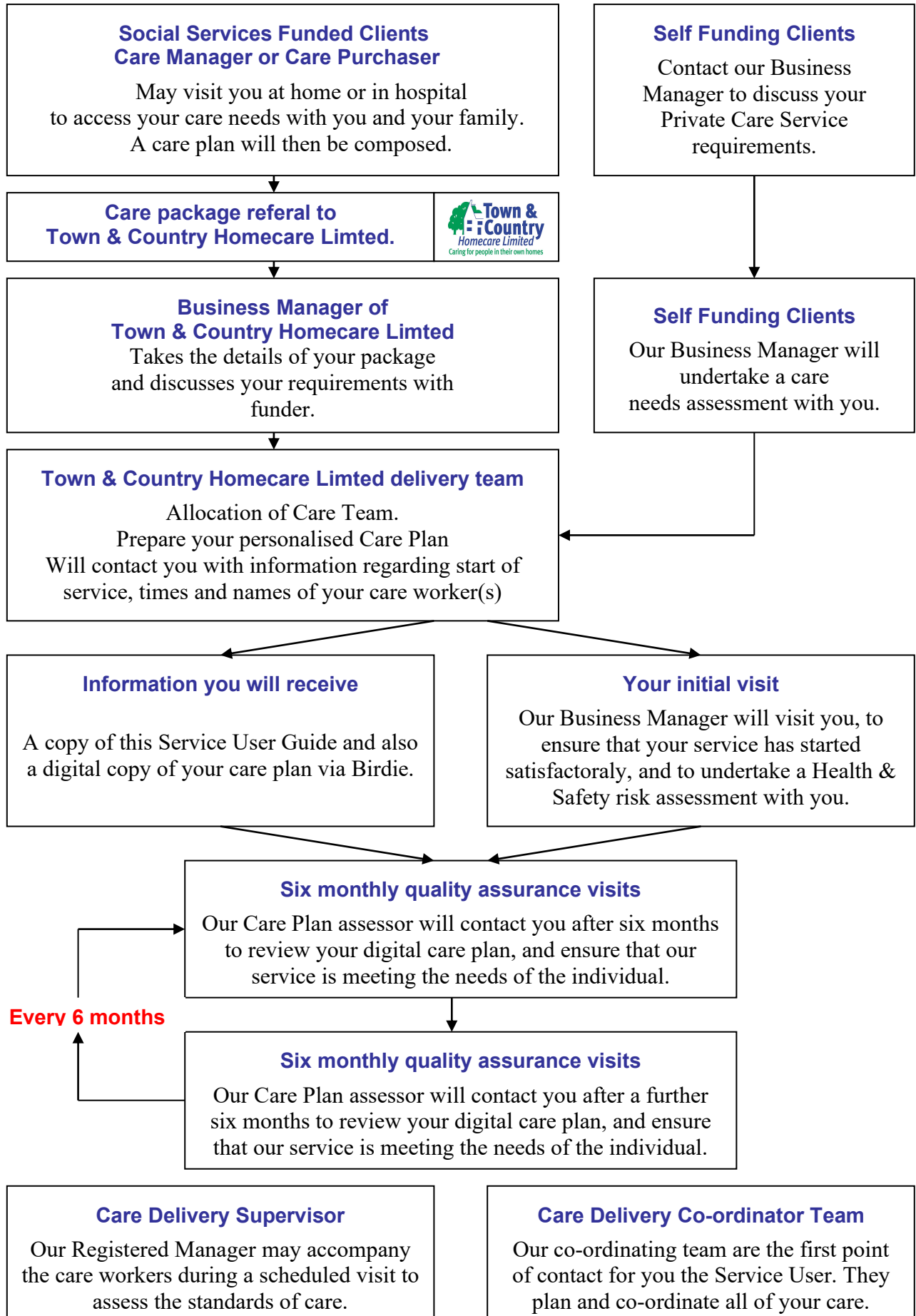
Our Care Co-ordinators, as well as having experience in domiciliary care, have many years' experience in arranging and managing service plans and will be happy to assist you with your care & support service from Town & Country Homecare Limited.

All of our staff adheres to the requirements of the National Minimum Standards for domiciliary care.

Philosophy of Care

Our philosophy of care is to provide high-quality reliable, responsive and effective care and support services, tailored to the unique needs of each Service User, to enable them to live as independently as possible in their own homes, whilst promoting independence, choice and dignity.

Overview of referral and care delivery



Our Services

Listed below are the core services that Town & Country Homecare Limited can support you with. In addition to these services we can arrange specialist services that are tailored to your individual needs. Please contact our office manager to discuss your requirements.

Personal Care

Supporting out of bed
Washing / Bathing / Showering
Supporting with dressing / Undressing
Managing continence needs
Emptying commode / Changing of soiled linen
Prompting to take medication
Support with getting into bed.

Nutritional Care

Preparation of breakfast	Menu planning
Preparation of hot meals	Assistance with eating
Preparation of light meals / snacks	Managing food hygiene
Preparation of drinks	Assistance with nutrition

Domestic Services

Making the bed / Changing the bed (unsoiled)
Laundry
Washing up / Light housework
Cleaning toilets / Bathroom

Financial Care And Correspondence

Assistance with budget planning	Assisting with use of telephone
Assistance with correspondence	Assistance with paying bills
Collection of pension / benefits	

Social Care

Assisting with maintaining social contacts
Making appointments / Assisting with attending Clubs & Day Centres

Administrative / Regulatory Care

Provide advice / supportive information.
Risk / Health & Safety assessments.
Quality assurance visits, telephone calls and questionnaires.
Regular communication with office co-ordinators.
Care Plan Reviews
Interagency liaison (e.g. Attend review meetings with Care Managers as requested.)

Services we cannot provide

Unfortunately, there are things we will not be able to support you with. Some of these things are because Health & Safety and National Care Standards regulations prohibits us; some because it would be more appropriate for other services or agencies to help you.

➤ **Asking the Care Worker to spend more time with you than agreed on your care plan.**

All of our care team visit a number of individuals each day who will be expecting their support. If they are delayed this will mean that someone else is kept waiting.

If you need more time on a particular day or on a permanent basis, please speak to your Care Manager who will discuss the matter with you, and if necessary make a request for a re-assessment. If you are a self-funding client; please contact the office in advance to arrange any special requests for care.

Sometimes there may be emergencies that will mean you will need more support than usual. On these occasions the care team will contact our office and let us know that they will be delayed for their next service user.

➤ **Medication**

If you are unable to take your medication, even with assistance from your care team, you should liaise with your G.P. If you have difficulties opening bottles or 'medi boxes' we may be able to help (we are not allowed to support with the preparation of home-made medi boxes).

➤ **Tasks that involve standing on chairs or using ladders or similar**

Because of the risk of falls, our care team cannot carry out any tasks that would involve them standing on anything where there may be a risk of industrial injury through falling.

➤ **Lifting / moving heavy furniture or other items.**

Again because of the risk of accidents, our care team are not permitted, for any reason, to move or lift heavy items, such as furniture.

➤ **Continence aids or specialist equipment (e.g. wheelchairs, bath aids and other occupational therapy / physiotherapy aids)**

Town & Country Homecare Limited is not directly able to provide you with equipment. If there is a requirement for equipment, we can support you to make referrals the appropriate agency or service.

➤ **Repairs and maintenance**

Town & Country Homecare Limited does not carry out repairs or general maintenance, particularly to electrical appliances.

➤ **Perform tasks when you are not at home**

Town & Country Homecare cannot carry out any tasks in your home if you are not present, unless written permission has been granted from the Service User or a nominated representative.

➤ **Perform tasks for your friends and family**

Town & Country Homecare Limited does not carry out tasks on your behalf for your friends and family. Town and Country Homecare Ltd can only support the individual detailed in the Care Plan.

➤ **Other exceptions**

Town & Country Homecare Limited does **not** carry out the following tasks:

- The cutting of nails or toenails.
- The changing of dressings.

If in doubt, please contact our office on **01580 762244** for clarification.

Terms and conditions

Town & Country Homecare Limited will always make every effort to provide a quality care & support service to all our service users. We endeavour to be the best by setting clear performance standards and are constantly striving to improve our service to you.

General terms and conditions

- Scheduled visits will not be abandoned without verifying your safety and whereabouts. If you wish to cancel or change the time of a visit, please always contact the office to avoid unnecessary time being spent verifying your whereabouts.
- Every service user will be provided a digital personal care plan that is stored on a digital system Birdie. The care plan functions as a record of the agreed care & support package. A time-specific entry will be made during every visit by the care worker.
- Town & Country Homecare Limited provides emergency telephone support, which enables you to speak to a care coordinator if an urgent issue arises whilst the office is closed.
- When the office is closed you contact non-emergency related communications via email. E: mail@townandcountryhomecare.co.uk. These communications will be dealt when the office re-opens on the next working day.
- In the occurrence of an emergency you should telephone our emergency telephone number to speak to the on-call care coordinator. T: 07919 006710 Please note that outside office hours (08:30 – 17:00) the emergency telephone number should only be used for **urgent issues that cannot wait until the next working day.**
- We will do our best to ensure you receive your pre booked service visit within one hour either way of the time that has been agreed.
- Under no circumstances should our care workers negotiate additional services / packages with you on behalf of Town & Country Homecare Limited. If you require a change of service please contact the office.
- If a service user makes a private arrangement with one of the care workers, introduced by Town & Country Homecare Limited, to provide a service to

them, then the service user will be liable to pay Town & Country Homecare Limited the sum of £2,000 (two thousand pounds)

- Provision of service will always be subject to the availability of suitable care workers in your area.

Payment Terms for Private Care Service Users

For those service users who pay for the cost of care, the following terms and conditions (as stated in your Private Care Service Contract) apply:

- Town & Country Homecare Limited will invoice you every four weeks in arrears and expect payment to be made within 14 days of the date of invoice.
- If you fail to pay outstanding balances, we reserve the right to terminate your service by giving you 14 days written notice, and take steps to recover outstanding fees.
- Invoices should be settled by Bank Transfer to the following account:
Town and Country Homecare Ltd –
Sort Code: 40-44-08
Account Number: 51607804
Reference: Invoice Number

Alteration or cancellation of service terms & conditions

- All service users must provide Town & Country Homecare Limited a minimum of One Weeks' notice when cancelling or changing calls. Any visits cancelled or amended without the One Week's notice will be charged for in full.
- Town and Country Homecare Ltd requires One Weeks' notice to temporarily suspend service; for example planned respite. A service re-commencement date must be provided. Any visits cancelled without the One Weeks' notice will be charged for in full.
- Town and Country Homecare Ltd requires Two Weeks' notice to permanently terminate service.
- Requests for cancellations and alterations to your service must be notified to our office during office hours only (08:30 – 17:00, Mon – Fri), and not through our emergency phone line.
- We reserve the right to change your care worker if the need arises. Town and Country Homecare Ltd provide a care & support service; not a care team member.
- If Town & Country Homecare Limited can no longer meet your requirements for whatever reason, we will give you a minimum of 14 days written notice for a withdrawal or change of service.
- Service users and/or their relatives/representatives (with permission of the service user) are able to view their digital care plan and care notes. The

Service user is required to grant access of their care & support documents and records to relatives via a Care Circle Consent Form.

Quality assurance, monitoring, supervision, reviews of care plan

- Every six months, Town and Country Homecare Ltd complete a Quality Assurance visit. The purpose of this visit is simple but very important - it's about making sure the care and support we provide is safe, effective, consistent, and person-centred around the people who use our services. During the visit, we review how well we're meeting agreed standards, check that our policies and practices are being followed, and identify any areas where we can improve. The aim of our 6-monthly Quality Assurance visit is to make sure we're not just meeting standards, but exceeding them - so that everyone in our service can live with dignity, comfort, and confidence.
- Our care team are regularly supervised to monitor the quality of their work, ensure policies and procedures are being followed, identify any areas they can improve, and support staff with any training or resources they might need.
- The Quality Assurance visit also gives us a chance to celebrate what's working well, share good practice, and support staff with any training or resources they might need.
- With your permission, an inspector from the Care Quality Commission may wish to contact you regarding the care & support service you receive from us.
- Town and Country Homecare Ltd produce a 6-monthly Service User survey, asking individuals for feedback on our care & support services. Any improvement suggestions will be considered carefully, and individuals will receive feedback. The results of our surveys will be shared by post/email.

Covering holidays and sickness

- Town & Country Homecare Limited aims to allocate regular care team members to you, to give continuity of service. Stand-by care workers are available to attend if your regular care worker is unable to attend due to unforeseen circumstances.
- If your regular care worker is unable to attend as planned, we will make every effort to contact you, to let you know the name of the replacement care worker who will be coming to support you. On occasions, sourcing support cover takes priority over contact.

Equipment and suppliers by both parties

Town & Country Homecare Limited supplies gloves, aprons and other protective supplies for our care workers. We do not supply domestic cleaning materials and equipment, for example, vacuum cleaners, mops etc.

Policies and Procedures

Town and Country Homecare Ltd have a full range of policies and procedures, which are in place to ensure the service we provide to you is of the highest possible standard. Full details of our policies and procedures and the National Minimum Standards for care are available by contacting our office on 01580 762244.

Confidentiality and conditions for disclosure

Confidential matters relating to your service will not be discussed with any third party, including family and friends unless verbal or written permission has been provided by the Service User. Exceptions to this rule would be where there is overriding concern about serious risk to the service user or to others, or about an illegal activity. In addition, your personal file may be reviewed as part of the inspection and regulation process.

Data Protection

Town & Country Homecare Ltd is registered under the Data Protection Act (1998) and adheres to the Act (registration number Z9449272).

Health and safety in the home

Town & Country Homecare Limited will carry out an initial assessment of your home in the areas where the care & support takes place. The position will be monitored through your care plan and any alterations to the initial assessment will be discussed with you with a view to ensuring the working environment is safe for all concerned.

Infection control and prevention

Town & Country Homecare Limited is committed to infection control and prevention. All care workers receive mandatory training on the subject and are provided with gloves, aprons, uniforms, tabards and hand cleansing gels. If you have any concerns regarding infection control and prevention please do not hesitate to contact us.

Medication

Town & Country Homecare Ltd.'s policy on medication is that we can assist you with prescribed medication. If you are unable to take your medication, even with assistance from the care worker, you should liaise with your G.P. It is the Service Users responsibility to inform Town and Country Homecare Ltd of any changes to the medication we may be prompting/assisting/administering you with.

Town & Country Homecare Limited requires your NHS number which allows us to obtain full details of your medication needs via GP Connect.

Medi-boxes may be helpful where drug requirements are complex. Medi-boxes are made up by your pharmacist or doctor's surgery to assist you with the taking of medicine. Town and Country Homecare Ltd cannot support individuals with 'home-made medi-boxes'.

If you are receiving some help with medication from other people, like a family member for example, you must let us know to avoid confusion and a drug error occurring.

Please avoid distracting care workers when they are assisting with your medication. This again is in order to reduce the risk of a drug error occurring.

Finance policy

Any financial transactions that your care worker undertakes on your behalf, for example, shopping or paying bills will be documented within your care notes on Birdie. A photo of the receipt will be uploaded. For further information or clarification on the financial boundaries of help that we can provide, please telephone the office. No gifts, loans of money, bequests of articles may be accepted by care workers from you. An exception to this would be on special occasions such as birthdays and Christmas, when gifts of minor value may be given. Any gifts must be communicated to the office, to ensure a record of this.

Anti-discrimination practice

Town & Country Homecare Limited aims to provide a service in a non-discriminatory way to everyone regardless of their gender, material status, sexual identity, religious belief, political opinion, race, colour, ethnic or national origin, disability, HIV / Aids status, age, socioeconomic background, having or not having dependents, or any other grounds.

Prevention of abuse

All care workers receive training and guidance on safeguarding adults and children. While respecting service users wishes and confidentiality, in the possible event of a person being at risk or harm in any way, confidentiality can be breached in following our safeguarding policy.

Key holding agreement

Town & Country Homecare Limited does not hold keys on behalf of service users. We encourage the use of a key safe if you are unable to let our care workers into your home. Full details can be provided by contacting our office on 01580 762244.

Compliments

Compliments may be received either verbally or in writing. We encourage any compliments made, to be made directly to the office.

* All compliments are recorded in a compliments folder.

* The compliment is always passed on to the relevant care worker(s). Confidentiality issues are considered at all times.

* If appropriate a copy of a written compliment can be forwarded to a particular care worker and/or documented in their digital personnel file.

Reviews

Town and Country Homecare Ltd and its team strive to provide the best home care services, to the Service Users we care for by ensuring we are putting you, the Service User, at the centre of everything we do. Town and Country Homecare Ltd bring high quality care right to your door, so that you, or your loved one, feels comfortable, safe and familiar in their own homes. We strongly believe that people should be able to stay in their own home for as long as they wish, and with our care team, we can ensure this wish is upheld.

We are passionate about our professional and person-centred care, and will work hard to meet, and exceed, your expectations. Please do not hesitate to contact us if you have any comments, feedback, concerns or questions, no matter how big or small, we can help with it all.

We would very much appreciate any Service Users and/or their relatives taking the time to submit a review for Town and Country Homecare Ltd on our homecare.co.uk platform. Your review will help others to make an informed decision about the care provider they choose. This can be done online via the website link below:

<https://www.homecare.co.uk/review-submit/65432186794>

Town and Country Homecare Ltd also hold review cards. These are available on request from the office.

Complaints

Town & Country Homecare Ltd is committed to achieving excellence in care and acknowledges the importance of complaints and compliments, both as a means of reviewing the standard of services provided and as an opportunity to improve communications and the delivery of those services.

All complaints are stored in a complaints folder at the office. Confidentiality issues are considered at all times.

Please see the separate booklet entitled 'How to make a complaint and what to expect' for more information.

Care Quality Commission

The Care Quality Commission (CQC) is the single, independent regulator of all health and social care services in England.

The Care Quality Commission began operating on 1st April 2009 as the independent regulator of health and adult social care in England. They replaced three earlier

commissions: the Healthcare Commission, the Commission for Social Care Inspection and the Mental Health Act Commission.

The primary function of The Care Quality Commission is to promote improvements in social care by putting the people who use social care services firmly at the centre of their work.

Town & Country Homecare Limited's primary office is located in Tenterden, and is registered within the CQC (Certificate number CRT1-17890319072, Provider ID 1-101667073), who can be contacted at the address below:

Write to them at:

CQC South East Region

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel: 03000 61 61 61

Fax: 03000 61 61 71

The Care Quality Commission also have a website at www.cqc.org.uk. They provide an online contact form or webchat. Email: enquiries@cqc.org.uk.

How to View Copies Of Our Inspection Reports

Inspection reports can be obtained free of charge in four different ways:

1. Contact the Care Quality Commission order line on **0870 240 7535**
2. Visiting their web site at **www.cqc.org.uk**.
3. Contact our office on 01580 762244, we will be happy to send a copy of our latest CQC inspection report.
4. Follow the CQC Inspection link on our website:
www.townandcountryhomecare.co.uk

Insurance Arrangements

Town & Country Homecare Limited complies fully with all statutory and commercial requirements relevant to the operation of a Domiciliary Care Agency.

Our comprehensive policy includes:

Cover	Description	Limit of Indemnity
1	Employers Liability	£10,000,000 any one occurrence
2	Public Liability including error or omission	£10,000,000 any one occurrence
3	Products Liability	£10,000,000 any one Period of Insurance
4	Professional Indemnity	£2,000,000 any one Period of Insurance

Although the policy covers all major areas of our business activity, it is expected that service users should provide their own cover against accidental breakages and damage occurring in their homes such as damage to ornaments, carpets, furnishings and domestic appliances. Most Household Policies cover these eventualities as a matter of course, but if in, doubt service users should consult their own Insurance Company or Broker for guidance.

Memberships

Town & Country Homecare Limited strives towards excellence in social care and are committed to new developments both on a local and national level. To aid us in achieving this we are full members of:



Kent Integrated Care Alliance

KiCA is the Kent Integrated Care Alliance – and is formed as an independent body to support Local Providers in Kent & Medway. KiCA is a collaborative social enterprise helping to shape the future of social care and health. They acts as a lead advocate for socially responsible care businesses. KiCA represent the providers perspective in discussion with council and health commissioners.



Care4Quality

Care 4 Quality is a trusted, industry-leading compliance organisation, established to assist both new and existing health and social care providers in becoming and maintaining compliance with the CQC, as well as some other health and social care regulators. The team is led by a leadership team, comprising clinical experts and sector specialists. Town and Country Homecare have bi-annually onsite Mock Inspections by Care4Quality which are conducted by an experienced Care 4 Quality consultant, tailored to our social care setting and specific area of service provision. All external audits cover all Fundamental Standards outlined in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Useful Contact Details

Town & Country Homecare Limited

Unit 3B, Pickhill Business Centre
Smallhythe Road
Tenterden
Kent
TN30 7LZ
Tel: 01580 762244
Emergency: 07919 006710
Email: mail@townandcountryhomecare.co.uk
Website: www.townandcountryhomecare.co.uk

Care Quality Commission

Care Quality Commission
2 Redman Place
London
E20 1JQ
Tel: 03000 61 61 61
Web: www.cqc.org.uk
Phone line are open Monday-Friday, 8.30am-5.30pm, excluding bank holidays.

Age UK Advice

0800 678 1602
Lines are open 8am-7pm, 365 days a year.

Kent County Council
(Kent Direct Payment Card)

Direct Payment Support Team
Access to Resources
4th Floor Invicta House
Maidstone
Kent
ME14 1XX
Tel: 03000 41 36 00
Email: direct.payments@kent.gov.uk
Web: <https://www.kent.gov.uk/social-care-and-health/adult-social-care/arranging-your-own-care/direct-payments-self-directed-support>

NHS 111

111
Available 24-hours a day, 7 days a week, 365 days a year. You can call 111 for urgent medical help or advice.

Kent County Council
Adult Services

Kent County Council
Invicta House
County Road
Maidstone
ME14 1XX
Tel: 03000 416161 (Kent)
Tel: 01634 334466 (Medway)
Fax: 01323 466 567

Social Services
(Request a Care needs assessment)

Tel: 03000 41 61 61
Fax: 03000 41 91 91 Out of hours
Email <https://www.kent.gov.uk/social-care-and-health>

Social Services - Complaints

Customer Care and Complaints Team
3rd Floor, Invicta House
County Road
Maidstone
ME14 1XX
Tel: 0300 41 04 10
Email: customer-care-complaints-adults@kent.gov.uk

Social Services Ashford

Tel : 03000 410 405

Social services Tunbridge Wells

Tel: 03000 417 700

William Harvey Hospital

Tel: 01233 63331

Pembury Hospital

Tel 01892 823 535

Conquest Hospital

Tel 0300 131 4500

Ashford Borough Council

Civic Centre
Tannery Lane
Ashford, Kent
Tel 01233 331111

Social Services Safeguarding

Tel : 03000 41 61 61 (Mon-Fri 9am-5pm)
Tel: 03000 41 91 91 (Out of hours)

Town & Country Homecare Limited makes every effort to keep this contact list up-to-date, however should you experience any problems with contacting any of the above, please let us know and we will be happy to assist you further.

