

Best At Home Care Services

Head Office, Southerton House, Boundary Business Court, 92-94 Church Road Mitcham CR4 3TD.
<http://www.bestathomecareservices.com/>

Handbook

for People Using Our Services



Welcome to Best at Home Care Service!

**Best at Home Head Office:
Southerton House, Boundary Business Court
92-94 Church Road Mitcham CR4 3TD**

**Merton Office
Tel: 0203 581 6620 Mob: 07936 946 269**

**Portsmouth Office
Tel: 0203 0920 449 Mob: 07355 092 289**

Handbook for People Using Our Service

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1. Contact Details

Name: Best at Home Services Domiciliary Care Services Ltd

Registered Manager: 07874 861 520

Address: Head Office, Southerton House, Boundary Business Court, 92-94 Church Road Mitcham CR4 3TD

Merton Telephone Number: 0203 581 6620

Merton Mobile Number: 07936 946 269

Portsmouth Telephone Number: 0203 0920 449

Portsmouth Mobile Number: 07355 092 289

Office Hours: 09:00-17:00

On Call Hours: 17:00-21:00

Service Hours: 24hr Access

Merton Email Address:

info@bestathomecareservices.com

Portsmouth Email Address:

contact@bestathomecareservices.com

2. Welcome to Best at Home

We provide personalised care and support in the comfort of your own home, promoting. We are a privately owned domiciliary care company based in Merton. We currently cover all areas in the London Borough of Merton, Sutton, Wandsworth, Kingston upon Thames and the South West of England. We provide personalised care and support in the comfort of your own home, giving you the choice and empowerment to remain independent in your own home for as long as possible.

Our service is Care Quality Commission (CQC) regulated and we have recently been inspected and awarded the rating of **GOOD** in all areas. You can find our report on the CQC website - <https://www.cqc.org.uk> or by clicking the link the link here: [Best at Home CQC Report](#).

On behalf of Best At Home, the owners of Best At Home and all our staff, we welcome you, your family, and your friends. We hope that you will be happy with us at Best At Home and will continue to enjoy your current recreational and social pastimes and contacts in addition to those which we may be able to offer you after joining us.

3. Statement of Purpose

Aims and Objectives

Our Aims:

- Support and encourage people in maintaining their independence, to develop their confidence and achieve personal goals
- Meet the demand and requirements of our funders, the Local Authority, County Council and City Council
- Give Choice and control to individuals, their families and where relevant their representatives

Our Objectives are:

- To develop care and support plans that are unique to each individual, through a person-centred approach
- To take a strengths-based approach to supporting individuals to achieve their chosen Outcomes
- To listen and engage young people and adults using a range of communication aids, so that we respect their choices and respond to their wishes
- Recognise that everyone has a right to privacy, dignity, choice, and respect
- Provide opportunities for children, adults and their families to express their views and to influence how the service is run and developed
- Provide continuity of support through flexible, regular, planned care and emergency support
- Ensure that staff are highly skilled and trained so that children, adults and their families have confidence in the quality of our care and support



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- To continually monitor and audit the quality of the service

We offer both regulated and non-regulated services:

- Day or evening care including nursing and/or personal care
- Transitional support services to facilitate safe and early discharge from hospitals, and support with convalescence and recovery
- Preparing meals and doing shopping either with client or on behalf of client
- Taking clients out, attending appointments and other social activities
- Well-being visits
- Companionship

4. Principles – Our Vision Mission and Values

Best At Home Domiciliary Care Services is a company committed to delivering and promoting the best outcomes for everyone's quality of life who receive care in their own home' with the key commissioning outcomes being:

- A quality service at an affordable cost that focuses on commissioning outcomes with emphasis on enabling people to live independently within their own home, at its core
- More choice and control for clients who use our service
- A more flexible, integrated service that offers value for money
- A service that promotes independence, recovery, rehabilitation and reablement
- A service that proactively works in the prevention of ill health and promotion of well being
- Providing support for people to attain, regain and maintain independence outside of social care services wherever possible

The overall aim of the strategy is to provide a holistic service that support people to maintain their independence in their own homes. The practical aim of our strategy is to enable measurable sustainable outcomes and understand the impact to quality of life.

Measuring the levels of quality and compliance enables us to analyse data and feedback from surveys and other avenues effectively to provide a critical review of how safe, effective, responsive, and well led Best At Home Domiciliary Care Services and its services are performing, all of which are



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supported in how we live and breathe our vision, mission, and values.

Our Vision

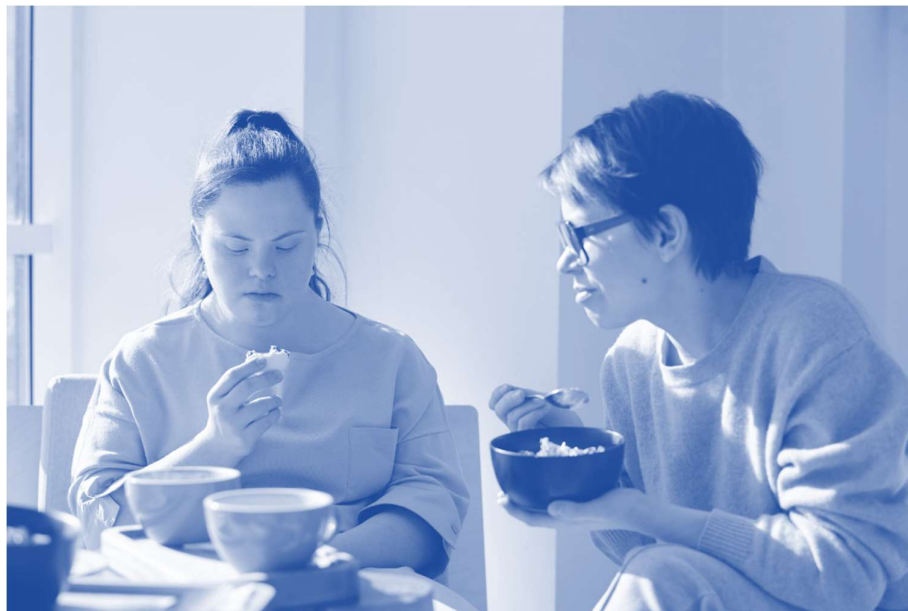
To be a first choice entrusted and dependable provider of services that represent value; Improving lives and building independence.

Our Mission

To be a resilient, efficient, and growing Domiciliary Care Provider capable of delivering personalised, high quality innovative care and support to more customers, delivered by passionate, skilled, and trustworthy staff.

Our Values

- **Dependable:** Providing friendly, compassionate positive care for everyone, using our expertise to make a difference to the people we support. Ensuring that we uphold dignity and respect in communicating honestly, with integrity and openness.
- **Professional:** Delivering care with a conscientious approach in how we support, provide, and coproduce the packages of care to ensure we promote independence safely and effectively in response and in line with the person's choices, by collaborating with partners to ensure quality in care can be maintained, monitored, and enhanced where possible and necessary.
- **Reliable:** Valuing each person as an individual and ensuring we provide support that is tailored to their needs, that we learn and share learning from feedback, that we remain consistently good in the quality and safety of our care provision and continue to be an entrusted provider.



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5. Details of Registered Provider

CQC Registered Provider: I-95802054245

Name: Best at Home Services Domiciliary Care Services Ltd

Registered Manager: 07874 861 520

Address: Southerton House, Boundary Business Court, 92-94 Church Road Mitcham CR4 3TD

Telephone Number: 0203 581 6620

Mobile Number: 07936946269

Office Hours: 09:00-17:00

On Call Hours: 09:00-21:00

Service Hours: 24hr Access

Nominated Person: Mrs Asweenah Deane

Address: Head Office, Southerton House, Boundary Business Court, 92-94 Church Road Mitcham CR4 3TD

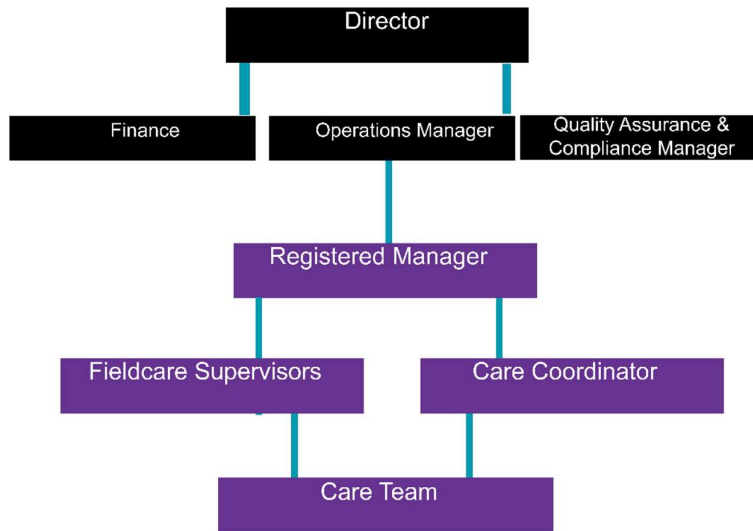
Tel: 0203 581 6620

Experience:

Asweenah worked as a qualified nurse in different settings, such as patient wards, in the community, in rehabilitation unit, general hospital, mental health hospital and health visitor, working with different client groups including young adults, older peoples and children.

Asweenah has always been a safe practitioner and always acted in the best interest of the patients and clients under her care. Following her passion to support and protect vulnerable clients, Asweenah completed a Post Graduate Level course in Safeguarding Adults and have worked with Barts NHS Trust (Royal London Hospital) as a Safeguarding Adults Facilitator, where Asweenah was responsible and accountable in ensuring the protection, dignity and respect of clients and patients advocating their rights under the Mental Capacity Act (MCA 2005) as appropriate.

6. Organisation Structure



7. Description of Our Services and Facilities

We provide domiciliary (at home care) care services supporting a variety of needs.

We provide the following regulated activities within our service:

- Personal Care
- Nursing

We provide services to support for the following cohorts:

- Older people
- Adults
- Younger adults
- Mental health
- Physical disability
- Learning disability
- Sensory impairment
- Dementia

We provide the following Care and Support Services:

- Cancer Care
- Palliative Care
- Multiple Sclerosis
- Neuropathic
- Parkinson's Disease
- Stroke
- Visual Impairment
- Speech Impairment



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Care Plans, for people using our services, are reviewed annually as standard practice, and on an individual basis in accordance with need.

Personal Care:

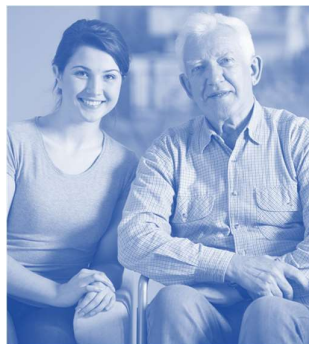
- Assistance with mobility and transfers
- Care relating with personal appearance (clothing, grooming, etc)
- Assistance with nutrition and hydration
- Care relating to personal and intimate hygiene needs
- Care relating to continence management
- Care and support in effective behaviour management (such as anxiety, LDA and dementia)
- Social care needs assessment and ensuring personal safety
- Support assistance with cognitive health
- Promotion of independence and social inclusion
- Positive risk taking (identifying, reducing, and balancing the potential benefits and harms of a particular choice)
- Medicines management (administering, prompting, collection, disposal and reordering)

Engagement, Support and Companionship:

- Active listening, and engaging with people in subjects that matter to them
- Supporting important connections, such as assistance in keeping in touch with friends and relatives, writing letters, making calls
- Support with outings and activities
- Assistance with shopping
- Assistance with paying bills and pension collection
- Assisting with Housekeeping (such as laundry, bed making, cleaning, etc)
- Support with helping you care for your pets

Meals and Dietary Care:

- Food preparation within your home; for you or with you
- Ensuring a balanced diet to support maintaining and improving wellbeing
- Assistance, prompting or just company with mealtimes and beverage breaks
- Outings to eateries



Our Standards and Expectations:

- Our carers are competent, compassionate, kind and well trained
- Our carers arrive as near as possible to the time stated in the care plan, we do have a 15-minute flexibility built in to allow for such things as traffic delays or an unexpected later finish from a previous visit
- Our carers wear our Best at Home uniform and carry photographic identification
- Our carers complete all the tasks detailed in the care plan
- Our carer will promote your rights, respect your dignity and support your independence at all times
- Our carers will respect your home, your belongings and personal standards at all times
- Our carers will listen to, record and report any changes to enable your needs, choices and preferences to be met
- Our carers will uphold and maintain confidentiality at all times

8. Staffing Arrangement

Best at Home is committed to ensuring that all our employees uphold the principles of honesty, integrity and are both competent and responsible. They will have undergone various types of training to ensure that they can carry out the duties and activities for which they are employed. We can confirm the suitability of each candidate through our recruitment and selection policy. Prior to employment, we:

- Confirm the identity of the applicant
- Request and verify two written references
- Confirm entitlement to work
- Undertake a DBS checks to help us make safer recruitment decisions

If successful, each staff member will complete an induction course, during which their knowledge and skills are assessed and verified. They will then undertake a structured Training programme and complete the Care Certificate as part of their foundation training.

After completion they will undergo practical assessments and attend 'shadowing' to ensure they are competent and safe in their practice and knowledge of the care needs required. They will then receive supervisions every 3 months to support them in maintaining the standards of quality and safety our service expects.



9. Insurance

Best at Home Domiciliary Care Services Ltd has all the mandatory insurance including comprehensive insurance cover in respect of Employer's Liability and Public Liability. All relevant certificates can be inspected at our head office.

10. The Referral Process

Most of the people who use our service will be referred to Best at Home by social services and we will deliver contract to them under contract to the local authority. However, we also receive self-referrals, and we will deliver to them under a private contract. In most cases, your care manager or your health care professional will contact us to request care services on your behalf. Once we receive your referral, we will contact you to arrange an initial visit. During this initial visit, we will ask you or your representative to provide us with relevant information about your needs, contact details of your next of kin, family or friend which can be used in emergency situations.

You will be talked through the handbook, and we will explain our written agreement to you. We will also coproduce a unique Care Plan, and Risk Assessment which will describe the help or services that you need from us and how you would like and need them to be delivered. It also identifies any risks to you or our staff and how best to manage them. You or your representative will then be asked to review the coproduced Care Plan and associated Risk Assessment and to sign it, to confirm your agreement in consenting to us providing your care.

All the information we collect will be used to select a care worker who is best suited to your individual needs. Our carers can only undertake duties, tasks and activities that are detailed in your Care Plan. Any changes must be discussed, recorded, and updated within our system to ensure they are implemented accordingly.

The contract, prior to commencement of your service, states that at the end of first month of your service being provided we will jointly review the Care and Support provided to ensure that you are satisfied that you have made the right decision. We will engage with and, where appropriate and with your permission, your family, to seek views as to whether you wish to revise your service in any way.



11. Equal Opportunities

Best at Home operates an equal opportunities policy in its recruitment procedures to ensure that all care workers are selected on the basis of their ability to fulfil the requirements of the job. People using our service and care workers alike should be treated equally and fairly, regardless of Race, Religion, Colour, Nationality, gender, Marital status, Sexual orientation, Social status, politics, Disability or Age.

12. Privacy and Dignity

Best at Home recognises that most interactions between our carers and those using our services means some form of dependence upon the care worker, therefore, an obligation exists to ensure that care workers adhere to a code of conduct which is there to ensure that all actions undertaken, as:

- Are with the expressed wish of the person using our service
- Are conducted in such a way that the service user does not feel undervalued or inadequate
- Protect privacy and dignity
- Promote respect between the care worker and the person using our service
- In each case:
 - The care worker must be made aware of the nature of the care needed
 - The views of the person's support and assistance will take precedence unless otherwise explicitly stated in the care plan or where concerns arise in relation to health and safety
- When accompanying a person to support, or to perform on their behalf, personal care



Whenever possible the wishes of the person using our service will be respected concerning the sex of the care worker assigned, where a genuine occupational requirement is evident and when intimate care is to be provided. However, Best at Home recognises that there is no automatic reason why a person should raise concerns about a care worker of the opposite gender.

In line with the Data Protection Act 2018, we at Best at Home will operate policies and procedures to ensure confidentiality of information which the company holds about the individual persons using our service. Under the terms of the act, people who use our service are entitled to access personal information relating to them. Should an individual wish to receive a copy of the personal data we hold; they should contact their branch manager. Best at Home reserves the right to make an appropriate charge for dealing with such requests to cover the costs involved.

13. Records

Every person using our service will have a file that will contain records on:

- The time, date of every visit, with a description of the services provided
- Medication management and details of medications, and any restrictions or requirements for administration
- Details of any changes in wellbeing, such as health, physical condition and care needs
- Any accident, however minor, to the person or to the care worker
- Any other untoward incidents or accidents
- Any other information which would assist the health or social care worker to ensure consistency in the provision of care whether in reassessment or change in provider

The person using our service user and their representatives will have access to these records at all times.

14. Safe Working Practices

Best at Home has an overriding responsibility to safeguard the health, safety, and wellbeing of all its employees. In the field of domiciliary care and support, the home of the person using our service is the carers “workplace” for much of the time. While the worker is in a person’s home, Best at Home shares responsibility of its employee’s health and safety with the service user or their representative.

Best at Home will adhere to the government legislation in relation to moving and handling: “The Manual Handling Operations regulations 1992” and “Safety, Health and Welfare at Work regulations 2007”. Best at Home will always endeavour to balance the needs of everyone involved in the care process (particularly the needs of the person using our service in a balanced approach) in order to ensure that:

- Care workers do not perform tasks that put them and the service user at unreasonable risks

- Care workers avoid moving and handling activities where it is not reasonably practicable
- Risks are assessed and appropriate steps are taken to reduce them as far as possible
- The person's wishes on the type of assistance given to them by care workers are listened to and respected wherever possible
- The person's independence and autonomy is supported as fully as possible



15. PPE and Equipment

Best at Home provides appropriate protective equipment to its care workers including gloves and aprons. It is the responsibility of the person using our service, the contractor and/or the commissioning service to provide all other equipment in good working order e.g., hoists, commode, bath seat, etc. It is also the responsibility of the aforementioned to maintain such equipment in good working order. Contact and maintenance details will be recorded within your Care Plan to ensure swift engagement when required.

16. Protection from Abuse

Abuse is defined as follows: "A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress". Best at Home is fully committed to preventing abuse of any kind. We will strive to achieve this by:

- Promoting a strong and identifiable culture of respect and valuing people
- Ensuring systematic recruitment practices are followed which ensure that references are taken up for all care workers, and use is made of all checking procedures, particularly the disclosure process
- Encouraging the role of the advocate for service users. Service users who have no relatives or friends to act as advocates should be encouraged to have an independent advocate who will act as a spokesperson for the service user and participate in care reviews as necessary

17. Quality Improvement

At Best at Home, the quality of care we provide is of the utmost importance. One of the ways we ensure quality is by complying with regulatory and legislative standards. We work hard to ensure that these standards are upheld in all aspects of our policies and procedures, and our practice. We monitor our services regularly to ensure that we have performed our tasks diligently and that our clients are satisfied with the services we provide. This is managed and delivered through regular service reviews and annual satisfaction surveys alongside care worker assessments, such as spot checks, refresher training, supervisions, and appraisals.

CQC – Regulations and Standards

Guided by the [CQC's KLOEs](#) (these key lines of enquiries are quality principles that every company abide by) embedded and reflected in Best At Home's Standards of Quality and Safety to enable a full measure and review of our services to ensure they remain sustainable in their levels of quality and compliance and continuity of care:

KLOE	Key Outcomes	Outstanding Key Characteristic
<p>SAFE: <i>People are protected from avoidable harm, neglect, or abuse</i></p>	<ul style="list-style-type: none"> • Management of safety incidents and accidents • Management of safeguarding processes • Compliance with health and safety regulations and management of infection control • Management of personal information • Safe recruitment and deployment of staff • Management of medication 	<p>People are protected by a strong comprehensive safety system, and a focus on openness, transparency and learning when things go wrong.</p>
<p>EFFECTIVE: <i>People's care, treatment and support achieve good outcomes, helps people to maintain a quality of life and is based on the best available evidence</i></p>	<ul style="list-style-type: none"> • Care planning that helps people progress towards their goals and aspirations and is a dynamic process • Staff's training, skills, and competence • The right nutritional and wider health and wellbeing support • Inclusive and appropriate environment • Consent to care and supporting people who may lack capacity to make decisions. 	<p>Outcomes for people who use services are consistently better than expected when compared with other similar services.</p> <p>People's feedback about the effectiveness of the service describes it as exceptional and distinctive.</p>
<p>CARING: <i>Staff involve and treat people with compassion, kindness, dignity, and respect</i></p>	<ul style="list-style-type: none"> • Person-centred approach • Kind, compassionate, and attentive care • Clients' involvement in their own care and the way services are run • Privacy, dignity, and independence – supported and promoted • Confidentiality 	<p>People are truly respected and valued as individuals and are empowered as partners in their care, practically and emotionally, by an exceptional and distinctive service.</p>

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<p>RESPONSIVE: <i>Services are organised so that they meet people's needs</i></p>	<ul style="list-style-type: none"> • Personalised, holistic, and inclusive care planning • Access to social, recreational, and educational activities • Supporting people with communication difficulties • Innovation and technology improving outcomes for people • Management of comments and complaints • Learning lessons / Safety in Learning 	<p>Services are tailored to meet the needs of individual people and are delivered in a way to ensure flexibility, choice, and continuity of care.</p>
<p>WELL LED: <i>The leadership, management and governance of the organisation make sure it provides high quality care based around people's individual needs, encourages learning and innovation, and promotes an open and fair culture</i></p>	<ul style="list-style-type: none"> • Application of our vision and values and the commitment to the highest possible quality • Staff engagement • Quality assurance and governance framework • Transparency and duty of candour • Leadership and its development • Accountability and responsibility shared by all 	<p>The leadership, governance and culture are used to drive and improve the delivery of high-quality person-centred care.</p>

18. Raising Concerns and Sharing Praise

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all those using, and all those depending, on our service that no-one will be victimised for making a complaint, and we encourage the 'Freedom to Speak Up' whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage feedback and engagement with any matters that are felt to be a concern or problem, such as lack of choices, lateness, or poor communication.

You can email the **Complaints Manager** at info@bestathomecareservices.com.

It is our policy that all matters which do not instil confidence in our approach to quality, compliance or safety are appropriately recorded and escalated, so that we can respond in an effective and responsive manner, enabling us to work with you in resolving and continually improving our service as a business, and the service you receive in the care and support you need.

Our commitments are that:

- All complaints will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a response within 24 hours of the complaint being made, and a formal response within 3 working days, with a final reply within 28 days, or the timeframe agreed with the complainant

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- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to resolve the complaint and improve the practice associated with the complaint
- Complainants are entitled to involve an impartial third party in the complaint procedure if they so wish
- Complainants and their representatives may take their complaints to persons in authority outside the Agency
- For complainants who are part or fully funded by Social Service or through Primary Care, complaints may, in the first instance, be directed to them
- For complainants who are privately funded, a range of advocacy services are available locally who will be happy to support you in your complaint
- In the event of a serious issue and complaint, please contact the CQC

19. Helpful Addresses

<p>London Borough of Merton Civic Centre, London Road, Morden, SM4 5DX</p> <p>Tel: 020 8274 4901 Emergency out-of-hours line: 020 8543 9750 Web: www.merton.gov.uk</p>	<p>Care Quality Commission (CQC) National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA</p> <p>Tel: 03000 616161 Web: www.cqc.org.uk</p>
<p>Merton Clinical Commissioning Group Merton CCG Fifth floor, 120 Broadway Wimbledon, London, SW19 1RH</p> <p>Tel: 020 3668 1221 Web: www.mertonccg.nhs.uk</p>	<p>The Local Government Ombudsman PO Box 4771, Coventry. CV4 0EH</p> <p>Tel: 0845 602 1983 or 024 7682 1960 Web: advice@lgo.org.uk</p>
<p>Wandsworth CCG 73 Upper Richmond Rd, East Putney London, SW15 2SR</p> <p>Tel: 020 8812 6600 Web: www.wandsworthccg.nhs.uk</p>	<p>Wandsworth Council The Town Hall, Wandsworth High Street London, SW18 2PU</p> <p>Tel: 020 8871 6000 Web: www.wandsworth.gov.uk/adultsocialcare</p>
<p>Sutton CCG Sutton Civic Centre, 2nd Floor St Nicholas Way, Sutton SM1 1EA</p> <p>Tel: 020 3668 1200 sutccg.complaints@nhs.net</p>	<p>Croydon Clinical Commissioning Group Bernard Weatherill House, 2nd Floor, Zone G 8 Mint Walk, Croydon, London, CR0 1EA</p> <p>Tel: 020 3668 1300 Web: www.croydonccg.nhs.uk</p>
<p>Portsmouth City Council Guildhall Square, Portsmouth PO1 2BE</p> <p>Tel: 023 9282 2251 Web: www.portsmouth.gov.uk</p>	<p>NHS Portsmouth Clinical Commissioning Group 1 Guildhall Square, Portsmouth, PO1 2GJ</p> <p>Tel: 023 9289 9500 Web: www.portsmouthccg.nhs.uk Email: pccg.enquiries@nhs.net</p>

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20. Social Media

You can find us on the following social media platforms and links:



[Twitter Page](#)
[Facebook Page](#)



Facebook QR Code

21. Advocacy

People using our services have the right to access external agents who will act in their interests to help them solve problems, discuss concerns, etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks. Some of those currently known to us are:

Voice Ability

United House, 39-41 North Road,
London, N7 9DP
Tel: 0300 330 5499
(Mon-Fri, 9am-5pm)

Web: imca@voiceability.org / <https://www.voiceability.org/about-us/compliments-and-complaints>

Tel: 0300 330 5454
(Mon-Fri, 9am-5pm)

Arrangements for your voting rights can be made through the:
Merton Council

<http://www.merton.gov.uk/>

22. Terms, Conditions and Fees

For private contracts, please see the Private / Self – Funding Contract. For those referred through a social services department, the local authority will cover the fees, and this come under their contract.

