



CLEVEDON CARE

Client Expectations and Obligations Charter



This charter is intended to spell out to clients and volunteers how we expect them to behave as part of our organisation, so we can operate effectively and carry out our commitments to the community.

What clients can expect from Clevedon Care.

1. Clevedon Care always tries to do its best for its clients. The service we offer is important for their well-being and health. Clevedon Care will therefore always 'go the extra mile' to meet client needs.
2. Clevedon Care treats all clients with respect and courtesy.
3. Clevedon Care treats all information from clients relating to their health or private lives as confidential and takes active steps to protect and secure their data, which is only used by Clevedon Care to provide the service we offer.
4. Clevedon Care is an inclusive organisation: anyone can be a client, so long as their home is in the BS21 postal area, and they require transportation to a medical appointment. No client or potential client may be discriminated against on the basis of any legally protected characteristics: age, race (including colour, nationality and ethnic or national origin), religion or belief, sex, gender reassignment, sexual orientation, pregnancy and maternity, marriage and civil partnership and disability.
5. Clevedon Care is open to all clients irrespective of their financial needs, and we make no assessment of financial ability in determining access to our services. We are committed to offering a service which is affordable for all, and our rates comply with HMRC guidelines.
6. Clevedon Care will always be sensitive to the needs and circumstances of our clients. For example, we will try to transport clients who have mobility issues as close as possible to their place of treatment.
7. Clevedon Care members will always demonstrate empathy and understanding for the situation of clients, recognising that they may be sick or under severe stress. We also appreciate that many clients are elderly. They may be suffering a disability or are sometimes confused. We will try our utmost to communicate simply, clearly and consistently. We will always check that what we have communicated is fully understood by the client. Drivers will ensure that they make a courtesy call before a job to clarify and confirm arrangements with the client. Drivers will be punctual and open to communication by mobile phone when a client is in their place of treatment.
8. Clevedon Care recognises that sometimes circumstances can change in ways that are beyond the control of clients and makes allowance for this.
9. Clevedon Care drivers use their own cars and will ensure that they are safe, roadworthy and fit for purpose. In transporting clients, drivers will comply with the law, abide by the Highway Code and drive responsibly.
10. Clevedon Care drivers will always adhere to the Safeguarding Code of Conduct and treat clients in a friendly and professional manner.

What happens if Clevedon Care does not deliver on client expectations?

Clevedon Care is keen to improve the service it offers to clients, to learn from experience and to adapt current practices where appropriate. We welcome feedback from clients on anything we do



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and are committed to communicating the feedback to the volunteers concerned, as well as reviewing current practice.

If a client has a complaint about Clevedon Care's services, they should always try in the first instance to resolve it quickly by talking to the driver or the duty officer involved.

For more significant or repeated breaches of expectations or where an issue has not been resolved locally, we ask clients to submit their complaint promptly in writing to: The Chairman, Clevedon Care, YMCA, Marston Rd Clevedon BS21 7NN, or use the contact form on our website: www.clevedoncare.org.uk/Contacts

In submitting a complaint, clients should indicate as clearly as possible: the nature of the complaint, the date and time the incident occurred, the Clevedon Care volunteers involved, any significant context, the impact and the desired outcome.

Clevedon Care commits to acknowledging receipt of client complaints within 48 hours of receipt. If the chairman deems it necessary, an enquiry will be conducted by a trustee of Clevedon Care not involved in the incident and a report made to the Management Committee, who will determine what action if any will be taken.

If, in the judgement of the committee, an action taken by a Clevedon Care volunteer which did not meet the expectations set out here led to a negative consequence for the client, the Committee may, at its discretion, authorise payment of reimbursement from Clevedon Care funds, for example to cover the costs of a taxi. Such payment is not an admission of liability on behalf of Clevedon Care. Payment of reimbursement will only be made upon submission of a valid receipt for payment.

What Clevedon Care expects from clients.

In order that Clevedon care is able to deliver on its duty to the community and satisfy the needs of its many clients, there are certain expectations that we have for our clients. Fulfilling these expectations makes the process run smoothly and avoids confusion and anxiety.

1. Clevedon Care is a charity made up entirely of volunteers. We all give our time freely to help the community and expect to be treated with respect and courtesy by clients.
2. Clevedon Care is not a taxi service. Our mission is to take people to and from their home address to medical appointments. We do not pick up or set down accompanying relatives or friends. They have to make their own way to and from a client's home address. We do not make stops for shopping or other activities.
3. Our drivers are experienced volunteers who use their own cars. These cars are not taxis and there is obviously a great variation in the type and age of vehicles which clients must accept.
4. The drivers are experienced and understand the best route to take to a destination in the prevailing conditions and time constraints and it is for them to decide that route, not the client.



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5. Clients should always try to be specific, accurate and consistent in the information they provide when requesting a job. This is important, as drivers may have other jobs or commitments.
6. Drivers generally enjoy talking to clients during a journey, but clients should be sensitive to the position of the car on the route and not distract the driver at critical moments.
7. Drivers may keep some change in the car, but the onus is on the client to have the correct amount of cash for the job.
8. Drivers will wait for up to two hours at a place of treatment for a client. If it is known in advance that a visit will be more than 2 hours, the driver may return to Clevedon and a charge for a double journey made. If it becomes apparent during an appointment that it is going to exceed 2 hours the client should contact the driver to let them know. They will then advise if they are able/willing to wait longer or make it a double journey. If necessary, Clevedon Care will try to find another driver for a return trip, but this cannot be guaranteed. Good communication with drivers is vital if a client thinks that the treatment time will exceed 2 hours.
9. Drivers are not trained carers. Clients should be capable of getting into and out of the car without assistance from the driver. If this is not possible, clients should be accompanied by a carer, and this should be flagged up with the office in advance.
10. Drivers are responsible for determining where a client is dropped off and picked up because of their knowledge of local traffic conditions.
11. Clients with blue badges should ensure that they bring them with them.
12. If a client has been specific about a mobility aid, which they wish to bring with them, they should not change this after booking the trip, e.g. substituting a walker with a wheelchair, without clearing it with the Clevedon Care office first.
13. Clients should only cancel a job with Clevedon Care if their appointment is cancelled, not, for example, because they may have received an offer in the meantime of free transport from a friend, as this inconveniences drivers and wastes valuable administration time.

What happens when the behaviour of clients does not meet expectations?

Everyone is human and we all make mistakes. Most errors can easily be addressed by communicating on the spot with the Clevedon Care volunteer, apologising, and making a note for future reference.

In the event that a client exhibits a pattern of repeated transgressions that are willful and deliberate, then they will be contacted by a Clevedon Care officer and advised of the issue and the need to adjust their behaviour.

If the behaviour still persists, a written warning will then be sent by the chairman of Clevedon Care. This will advise the client that unless the behaviour changes and meets our expectations they will cease to be a client. If following a written warning, the client does not comply or fails to respond, then it will be at the discretion of the management committee to remove the client and cease to provide any future services.