

Handypersons and Minor Adaptations Service Specification

SERVICE QUALITY STANDARDS

The provider must ensure that clear information is published to inform people about the service, who to contact, the standards expected and any costs involved.

Tasks are performed at times agreed with the Service User within the normal working hours of the service.

There is respect for the Service User's wishes with regard to work being carried out where this does not pose a risk to either the Service User or worker in any way

The Service User's right to refuse help and accept a risk as a result is respected (following an appropriate risk assessment).

The provider confirms Service User satisfaction on completion of tasks.

Respect for the individual is demonstrated in the way the service is delivered and the Service User has confidence in and trusts the worker.

The worker must address the Service User by the Service User's preferred name and/or title.

Personal information about the Service User, held by the service provider remains confidential, except where significant risk requires that data is shared with identified statutory authorities, in line with the formal data sharing agreement.

The Service User's social, cultural, religious and language requirements and preferences are respected.

The way that the worker delivers the service demonstrates an understanding of a Service User's particular difficulties, eg with hearing, vision, learning/physical disability, mental health needs and communication.

The Service User retains their right to determine what takes place in their own home.

Respect for the Service User's home environment is demonstrated eg by minimal disturbance of the Service User's environment. Service Users' homes should be left clean and tidy after every task.

Money is handled by the worker only on the Service Users/Carers instructions and careful recording of all transactions.