



with you every step of the way

Curam Managed Care Services Service User Guide



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Welcome

I would like to personally welcome you to our Curam Managed Care Service User Guide. This guide has been written so that we can give you a brief overview of our services and explain how we hope to help you with your care needs.

We hope this guide will give you all the information you need to help you to make an informed decision when choosing us as your care provider. Please do share this guide with others who are involved in organising your care, or those actively helping you select a suitable care provider.

Curam Managed Care Services is a CQC regulated care provider, part of the Curam family. Originally founded in 2017 with a mission to transform the care sector and and make care accessible 24/7.

It is our passion to provide you with a service that best suits your needs, preferences and contributes positively to your overall well-being and day-to-day life. As a team, we are here to help and support you every step of the way.

Our service provides personalised, person-centred care for adults over 18, supporting each individual with the level of assistance that best suits their unique needs. This includes help with personal care, companionship, community engagement, domestic tasks, medication prompting, and a wide range of other tailored support to promote independence and wellbeing.



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Our mission

Here at Curam Managed Care Services, it's our mission to:

- To deliver safe, compassionate and personalised care to people in need so that they may continue to live at home and enjoy community life and family.
- To provide employment opportunities for dedicated professionals in a working environment which promotes dignity and respect, equal opportunities and fair rewards.
- To be recognised within the local community as the provider of choice.
- To transform care and create a better care community for everyone

If you have any unanswered questions after you have read this guide, please do give us a call and we would be more than happy to assist you.

I hope you find this guide useful, and we look forward to helping you find the care you need.



Ashley-Louise,
Registered Manager



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Our aims

Curam Managed Care Services aims to assist you in living as independently as possible in the comfort of your own home, as well as to enable you to have a full and stimulating life. We believe that staying in your home is the best environment for you to receive support and care as you are surrounded by your own possessions and familiar faces.

The management and staff at Curam Managed Care Services are experienced, qualified and committed to providing a high standard of care in compliance with CQC and the essential standards of quality and safety. The aim of our staff is to understand and meet your care needs, respect and support your wishes and care goals.

Our objectives, expressed as our commitment to you. We will aim to:

- Always focus on the delivery of a flexible, reliable, personalised service which fully meets your needs, reflects your personal wishes, preferences and desires, achieves the anticipated positive outcomes and improves your quality of life
- Involve you in any decisions about your care, and review your Personal Care Plan on a regular and “as-needed” basis, responding to changing needs and circumstances
- Always treat you in a dignified and respectful manner and respect your cultural and religious practices and beliefs



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- Take all opportunities to promote your independence, and thereby maximise opportunities for you to take part in community and social activities
- Never discriminate against you in an unlawful fashion
- Encourage you to comment upon the care you are receiving, listen to any concerns that you have, and take speedy steps to rectify any problems or omissions
- Protect your confidential information
- Always respond to your requests for information and assistance, often through our email or telephone service which operates every day 8am-4pm
- Co-operate with and involve others associated with aspects of your care, to achieve a seamless and efficient service
- Ensure that all of our care staff receive regular supervision, appraisal and training in order to provide, maintain and enhance a standard of service which always meets/exceeds your expectations

We believe that consistency in care is paramount to the people we support, and we are committed to developing and maintaining good communicative relationships with you, family and loved ones, other care professionals and anyone else involved in your care and support.



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Our model of service is based on supporting adults, in line with the Adult social care outcomes framework:

- Improving Quality of Life
- Making a Positive Contribution
- Empowerment, Information and Advice
- Freedom from Discrimination and Harassment
- Continuity and High-quality care
- Safety
- Personal Dignity and Respect

Types of services we provide

Curam Managed Care Services aims to provide a flexible care service that is responsive to each individual's needs. For this reason, if you cannot find the services you require below then please contact us to discuss additional services we can offer.

- Personal care and hygiene - assisting with dressing, undressing, (getting up and going to bed) washing, bathing, showering etc.
- Personal services - shopping, arranging appointments, accessing local services, arranging for prescriptions, helping maintain social and family contacts, accompanying you on visits and medical appointments, providing companionship etc.
- Food preparation - preparing snacks/meals and assisting with eating/drinking.
- Domestic services - shopping, laundry, light cleaning etc.

Although we do not provide nursing care, we can offer you a very comprehensive range of care services. The delivery of these services starts with a discussion with you, usually over the telephone to discuss the help you require. This process is called an Initial Assessment and is usually undertaken by one of our senior staff members.

- Curam Managed Care Services offers Hourly and overnight services.



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What is an Initial Assessment?

Our initial assessment is typically a discussion with one of our dedicated team. They will ask some questions to help us gather information and understand your needs, the outcomes you want to achieve and how we can help you achieve them. A carer, friend or relative can accompany you at the meeting if you wish. This telephone call or visit will be no more than 30 minutes.

Where an Assessment has already been undertaken, (for example by a representative from the Local Authority), then this will form the basis of our discussion.

The next step would be to provide you with a Personal Care Plan, detailing the support we can provide together with associated costs, and a Form of Agreement which determines the basis upon which we will provide services. We will also assess the health and safety considerations relating to your care, including undertaking risk assessments in relation to the home environment, manual handling tasks etc.

If we find, during the risk assessment process, that there is a significant hazard present, then we will advise on how the associated risk can be eliminated or reduced to an acceptable level.

Following your acceptance, the service will begin at a time of your choosing. Visits by our Care Professionals will be arranged to suit your requirements. The duration of these visits will reflect the services we will be providing, your Personal Care Plan will be reviewed on a regular basis, always reflecting your needs, and promoting your independence.



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Person-Centered Care and Support Plans

On acceptance, a Person-Centered Support Plan will be put together. This tailored package of care is agreed with you, your relatives and other involved parties and embraces the ethos of Self-Directed Support. It is very carefully structured to provide an exceptional level of personal support together with positive, aspiration-based personal development.

The care plan includes a description of your preferred daily routine, likes and dislikes, hobbies, social interests, preferred activities, and dietary requirements. It includes a comprehensive risk assessment and any applicable risk management plan. It features detailed notes about your health care needs, medication, preferred health care professionals, and details of any therapeutic or day care services provided.

You will be assisted to take responsibility for your own medication where possible. However, if this is not possible due to specific risk assessments staff will ensure all medication is ordered, received and administered in accordance with our medication policy, the GP or Consultant's instructions and in compliance with current legislation.

The care plan also includes information about how you prefer to communicate and be communicated with and your wishes in respect of personal care. We uphold your right to be treated as an individual, and we respect your rights to self-determination, privacy and dignity. We also ensure that you are able to pursue legitimate lifestyle choices including religious, cultural, and sexual orientation. Your wishes and requirements in respect of these are detailed in your care plan.

Our fees are dependent on the level of support required and are both competitive and transparent in what they cover. These will be explained to you, your social worker, an advocate and/or members of your family.



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There is no obligation to choose Curam Managed Care Services as your care provider as you can make this decision after we have completed your care needs assessment. However, if you decide that you are happy to proceed with the care package that we have created for you then you will be asked to sign and be provided with a copy of your 'Service User Agreement'.

Invoices

Invoices will be generated monthly and require payment within 7 days. Any considerations to this will be at the discretion of the Registered Manager and service user's representatives.

Travel expenses

All travel expenses due to our Care Professionals for providing personal care to you are incorporated in the charges levied to you. However, where it is necessary for our staff to use their car or public transport to shop or collect on behalf of you, the actual bus fare or travel allowance at an agreed rate per mile will be added to the amount payable on the weekly invoices.

Handling of money

It is the policy of Curam Managed Care Services, that staff are not permitted to complete financial transactions, such as shopping or the collection of a pensions, unless such actions have been agreed and documented in full by the Registered Manager. We understand that it is common for service users to develop sometimes long and close relationships with our staff and to offer to staff gifts, gratuities or even include them in their will; however, this can lead to accusations against our staff of coercion, exploitation and even fraud. Therefore, our staff will not be permitted to:



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- Accept payments on behalf of the company
- Accept gifts
- Become involved in the drawing of a service users will or with soliciting any form of bequest or legacy
- Be a beneficiary to the will or last testimony of a service user
- Act as a witness or executor of the will or last testimony of a service users and not become involved in any other form of legal document
- Borrow, lend monies or accept monetary gifts from a service user
- Sell or dispose of goods or services belonging to a service user
- Use a service user's personal property, i.e. telephone, without obtaining prior permission
- Become involved in gambling syndicates with service users, i.e. lottery / pools etc.
- Incur liability on behalf of a service user

Activities and Engagement

Curam Managed Care Services believe that recreation and leisure activities are an important aspect of all service users' well-being. We seek to encourage service users to participate in recreational activities appropriate to their age and ability and respect the dignity of risk associated with the normal daily living activities of all citizens.

You will be supported and encouraged to maintain existing interests and explore new hobbies/activities. Management and staff will facilitate and support you in creating a daily timetable of activities in line with your lifestyle choice that will be designed to develop:

- Independent living skills
- Personal competences
- Social skills
- Relevant community experiences



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We will also work closely in conjunction with other organisations, including third-sector providers of leisure activities suited to those with specific needs. Our goal is to work closely within the community, and this includes helping our service users to develop and maintain good community links.

Communication

Curam will communicate with you in an open and transparent way, and we will ensure all information is clear and understandable. Our staff will ensure your preferred communication method is documented in your care plan, and any accessibility needs are considered to the best of our ability.

Key Policies and Procedures

Curam Managed Care Services is required to undertake its work according to standards and regulations under the supervision of the CQC. These regulations and standards require us to have in place a set of policies, procedures, and processes which help everyone involved in your care understand what is expected of them. Policies and Procedures are provided to staff and to individuals who use the service by request to the Registered Manager. The key policies and procedures relating to the services we provide, and which govern the ways in which we operate, include, but are not limited to:

- Anti-bribery, Gifts and Wills
- Business Ethics
- Complaints
- Consent to Care and Treatment
- Dealing with Violence and Aggression
- Dignity and Respect
- Disclosure and Barring
- Duty of Candour



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- Duty of Candour
- Equality and Diversity
- Good Governance
- Infectious diseases
- Manual Handling
- Medicines Assistance and Administration
- Person Centred Care
- Quality Assurance
- Risk Assessment
- Safe Care and treatment
- Safeguarding

Privacy and Dignity

Our team, through their training, are trained to recognise and respect your dignity and respond to your specific needs. Your needs and risks regarding vulnerability are recognised and addressed.

Staff Code of Conduct

Staff at Curam Managed Care Services will carry out their duties and functions in a professional and competent manner. Our code of conduct includes expectations of:

- A high standard of personal hygiene and dress code.
- Avoidance of derogatory remarks or unacceptable language in the home.
- Adherence to the rules of the organisation, including no smoking, alcohol or unprescribed drugs.
- A high level of respect for you, your family and others.
- Staff are not permitted to accept gifts.



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Safeguarding

Curam is committed to safeguarding all users of the service and its staff. As a service user you can be assured all staff have Adult Safeguarding Training and adhere to our Safeguarding and Safe Care and Treatment policies.

All Care Professionals have a verified ID card on their Curam App. This ID has been checked and verified by our team, and you should ask to see this on their arrival. If you have any concerns and wish to speak to our dedicated safeguarding lead and please contact us on 020 4629 8925.

Recruitment of staff and service provision

Our stringent recruitment processes are targeted at selecting and employing Care Professionals who are trained and experienced in their roles, and who are dedicated to providing you with an excellent standard of care.

The recruitment processes include interview, a biometric level ID and background checks (taking and contacting of references), confirming qualifications and making use of the UK Government's Disclosure and Barring Service (DBS), Criminal Records Bureau check at enhanced level, proof of identity, to be sure that anyone we employ is not on the Register of persons barred from working with adults and/or children. Applicants will also be required to provide documentary evidence of any relevant qualifications and a full employment history.

Staffing

Curam Managed Care Services is staffed in accordance with your needs and of other services users as agreed in individual placement plans. This can include day staff as well as waking and /or sleep-in staff at night dependent on your needs and package. Our pool of brilliant care staff will cover holidays and sick leave.



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We will aim to provide you with the same Care Professional for most visits, although as you will appreciate there will be times, through holidays and sickness, when an alternative Care Professional must be provided. We apologise in advance for any inconvenience this might cause.

Staff Training

Staff at Curam Managed Care Services go through approved training programs working up to Level 5 Diploma in Health and Social Care. Induction training will be provided to all new members of staff in line with the Skills for Care Excellence Standards. Other training provided will include:

- Manual Handling
- Health and Safety
- Dementia Awareness
- Managing Behaviour
- Infection Control
- Medication
- Risk Assessment
- Food Hygiene
- Safeguarding of Vulnerable Adults
- Person Centered care

Smoking Policy

It is Curam Managed Care Services policy that staff must not smoke at any time whilst on your premises and in the presence of service users, this includes the use of E-cigarettes. We understand that the environment in which care is provided in peoples own homes and should you wish to smoke this is your choice. Please notify the Manager at the assessment meeting so that staff are aware.



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Equality and Diversity

We will endeavor to maintain services, which are free of discrimination and meet the needs of all people irrespective of gender, age, culture, race, sexuality and disability. We are keenly aware of the requirements of the most recent Equality Act and will go above and beyond to comply with its requirements.

We strive to provide an environment that is respectful and supportive of all ethnic/cultural and religious groups by ensuring staff training and development programs.

Your cultural and religious preferences will be written in your care plan to ensure that staff make allowances for any such considerations during your daily routines. Care Professionals will organise for you to attend religious, cultural or social events if desired.

Exemptions Under the Equality Act 2010

While the Equality Act 2010 promotes fairness and aims to eliminate discrimination, it also recognises certain exemptions where differential treatment may be lawful. These exemptions apply in limited circumstances and are designed to allow for proportionate and legitimate aims. Examples include:

- **Occupational Requirements:** In some cases, a job may require a person of a particular sex, religion or ethnicity.
- **Positive Action:** It is lawful to take positive steps to support underrepresented or disadvantaged groups where this is a proportionate means of achieving equality.
- **Single-Sex Services:** Certain services may be provided separately for men and women were justified, particularly where privacy or safety is involved.

We ensure that any such exemptions, where relevant, are applied fairly, transparently, and always in line with the principles of dignity, respect, and necessity.



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Data Protection

Curam Managed Care Services respects your right to have all your personal information treated with the utmost confidentiality. We comply with the Data Protection Act 1998 and have a confidentiality policy which states that your information will only be shared with other professionals concerned with the provision of your care. Where it is necessary for information to be shared outside your network of care providers, we will seek your permission.

Registered with the Information Commissioners Office. Registration number: ZA781783

Privacy notice

All information will be held with the strictest confidence using the Curam software system, to respond to any communications that you send us.

This information may be collected from any correspondence you send to us, telephone calls you make to us, or through any website contact applications via our management software system and any other information you share in relation to your care. This information includes your name, address, email address and phone number, date of birth and bank details and may be processed by us for the purposes of responding to you and keeping record of those communications. This processing is necessary for the administration of our business and the provision of our services.

We will keep hold of your data for no longer than necessary. The length of time we retain it will depend on any legal obligations we have, the nature of any contracts we have in place with you, the existence of your consent or our legitimate interests as a business.

We will keep your information for as long as required to respond and complete your enquiry and for a further 12 months, before deleting your information.



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Compliments and Complaints

Our commitment to you is to deliver the agreed plan of care in a timely and consistent fashion.

However, there may be times when, in your opinion, we fall short of this commitment and if this does happen, we hope you will tell us. We are happy to receive complaints either orally, or via email to ManagedComplaints@curam.io and our policy on handling complaints, which includes information about how to make a complaint will be provided upon request. Just ask your Care Professional or contact the Registered Manager.

Equally, the good work of our staff often goes unnoticed on a day-to-day basis, so if you feel a compliment is warranted, we will welcome this as a positive way of recognising individual performance. You can send us an email to Managed@Curam.io to leave any comments or compliments.

We recognise that many individuals who will access our services will be particularly vulnerable. We aim to safeguard their welfare through good, open and transparent services and relationships, and with thorough working policies and procedures. These include adult protection procedures and an effective complaints procedure (these documents are available to read).

A serious complaint, including an allegation of physical, sexual, psychological or financial abuse, will follow the Safeguarding policy and will involve all necessary authorities. The Care Quality Commission will always be informed of any serious complaint and will be kept informed about the resulting investigation.

Curam Managed Care Services operates a 'whistle blowing' policy to protect people who wish to bring to the attention of the management team any witnessed form of neglect or abuse, or practices which do not comply with the safeguarding policy and relevant legislation.



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When concerns of any form of abuse are raised all necessary precautions will be put in place to protect the individual concerned, whether this be you, other service users or a member of staff. If a serious complaint is made against a member of staff, that individual may be suspended from their duties until the investigation is complete.

If the complaint is not dealt with to the satisfaction of the complainant within 28 days, they may contact:

Mr Gerry Toner
Gerry@curam.io

Summary of the Complaint's procedure

The Curam Managed Care Services strives to achieve the very best outcomes for its service users all of the time. However, on occasion, things can go wrong, and as such, may be the subject of a complaint.

If they do, we need to know about it so we can put it right, learn from our mistakes, and implement changes so as to reduce the potential for complaints in the future. It is Curam Managed Care Services commitment to always take complaints seriously and investigate them fairly.

Complaints may be made directly by service users, or they may be made on behalf of a service user if the service user is unable or unwilling to undertake the process alone.

Informal Complaints

All staff are instructed to take complaints seriously. Where complaints are made orally, then staff are asked to try to resolve the problem immediately, and informally. On occasion a service user may make a complaint orally and directly to a Care Professional, for example, or by phone to the office, on a more serious issue which cannot be dealt with informally.



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In such cases the individual receiving the Complaint will record the details of the complaint and advise Curam Managed Care Services Registered manager without delay. The essence of the complaint will be summarised in the subsequent letter of acknowledgement.

Formal Complaints

All written complaints, or complaints made orally or made via email, which have not been satisfied or are of a more serious nature, will be regarded as formal complaints and recorded in Curam Managed Care Services register of complaints.

Acknowledgement

The complaint will be acknowledged, in writing, within 10 days of receipt. The Company will always aim to respond to formal complaints within 2 days of the letter of acknowledgement.

Written response

Written responses will outline the nature of the complaint, the matters given consideration by Curam Managed Care Services, and its response. Once this has been sent, Curam Managed Care Services will follow up directly with the service user, within 7 days, as to whether they feel that the matter has been dealt with appropriately, and to their satisfaction. However, should Curam Managed Care Services ability to resolve the matter prove insufficient, then the service user will be advised in writing of the situation and that they may seek external advice, such as an approach to the Care Quality Commission for example.

Records

Curam Managed Care Services will maintain records of all formal complaints, and details in relation to their outcome.



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Complaints about staff

Where a complaint is about the behaviour of a member of staff, and behaviour is found to be inappropriate, unprofessional or abusive (for example), then the Company's formal disciplinary procedure will be introduced. Where appropriate, matters may also be referred to external bodies, such as the Disclosure and Barring Service, in cases of serious misconduct.

Learning from our mistakes

Every formal complaint is an opportunity to improve. Curam Managed Care Services will ensure that errors, mistakes or other omissions or failures are examined carefully to understand what needs to be done to prevent the same or similar incidents in the future.

Reporting Organisations:

If at any stage throughout our complaints process or where you feel that your complaint has not been satisfactorily resolved you have the right to refer your complaint to any of the following organisations:

Care Quality Commission:

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Email: enquiries@cqg.org.uk

Local Authorities

If you feel the need to discuss any concerns with the Local Authority's adult safeguarding teams, you will need to contact the Local Authority for where the care is provided. In most cases, this will mean the borough where you live.



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Local Authorities

If you feel the need to discuss any concerns with the Local Authority's adult safeguarding teams, you will need to contact the Local Authority for where the care is provided. In most cases, this will mean the borough where you live.

Local Authority Safeguarding Team Contact Details here:

London Borough of Lewisham

Second Floor, Laurence House, 1 Catford Road , London SE6 4RU

Telephone 0208 314 7777

Email SCAIT@lewisham.gov.uk

If you fall under a different Local Authority to that listed above, you can use the link [here](#) to find your Local Authority Adult safeguarding team contact details.

Registered Persons

The people who oversee the day-to-day operations of Curam Managed Care Services are as follows:

Name and Contact Details of Nominated Individual:

Name: Mr Gerry Toner

Email: Gerry@curam.io

Business address: 18-22 Ashwin Street, London, E8 3DL

Contact number: 020 4629 8925

Name and Contact Details of the Registered Manager:

Name: Mrs. Ashley-Louise Lumley

Email: Ashley-Louise@curam.io

Business address: 18-22 Ashwin Street, London, E8 3DL

Contact number: 020 4629 8925



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Terms and Conditions

All fees consist of fixed costs, staffing costs, and additional costs according to each service user's individual needs. Fees will be agreed with the sponsoring authority and will be subject to an annual increase. Hourly care and live-in care have individual fees.

Equipment

Curam Managed Care Services will provide the appropriate protective gloves and aprons to all our staff & Care Professionals. It is your responsibility and/or the Local Authority Social Services Department to provide all other necessary equipment e.g. hoists, commode, bath seat etc. It is also your responsibility and/or the Local Authority Social Services Department to maintain such equipment in good working order. You will be responsible for providing all cleaning materials and equipment to be used to undertake housework.

Service Cancellation

Should you require cancelling your agreement with us 28 days' notice in writing is required. In this instance your Registered Manager and registered provider will meet with you to discuss any issues or concerns you have. This notice may be withdrawn within 5 working days of submitting notice should this be applicable.

Withdrawal of services

It is the policy of the company to withdraw its service provision at any time where a service user is not abiding by the company's terms and conditions of business or in cases where there is a serious risk of harm to staff.



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We respect your right to live in the conditions of your choice. However, set against this is the right of our staff to be able to complete their duties without undue hazards or threats, in the form of intimidation, violence or other threats, to their general health, safety and wellbeing and includes the following scenarios:

- Abuse, aggression, harassment, discrimination or actual violence from a service user or their family, friends, relatives or advocates;
- Attacks, aggression, harassment, discrimination or actual violence from a service user towards another service user of a serious nature.

In such circumstances you and, where applicable, your representative will be notified of the incident and given the opportunity to take actions to avoid recurrence of the incident. If there are further incidents, of the same or a different nature, towards our staff we will exercise our right to withdraw our service and in such cases you will be given advanced notice of a minimum of 72 hours' notice where practicable to cease the service user agreement.

The withdrawal of our services is seen as the ultimate sanction and will only be exercised when all other avenues for resolving problems with you have been exhausted. However, we have the ultimate responsibility and will do our utmost to safeguard and ensure the health, safety and wellbeing of all staff.

Hours of operation

Curam Managed Care Services telephone lines are open Monday to Friday from 8.00am to 5.00pm. Outside of these hours, in the event of an emergency you or your relative should use the emergency telephone number to contact the on-call Manager on: 020 4629 8930.



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Out of hours

When should you call Curam Managed Care Services out of hours?

- If your Care Professional has not arrived within 30 minutes of the time the service was booked for, and you are unable to contact the main office.
- If you need to cancel a service for that evening or before the office opens the next morning.

If you are feeling unwell or have had an accident you should contact either your GP or call 999.

Please note * Calling the out of hours' service number when not essential could prevent calls being received from other clients.

Insurance

The company's insurance policy is held with independent insurers and covers the following areas and at the following limits:

- Employers' Liability Insurance – £10,000,000

Our certificate of Employers' Liability insurance is displayed within the registered office at all times.

Quality Assurance

We will strive to maintain the quality of our service through continuous monitoring of all aspects of the services we provide and through regular reviews of our procedures in consultation with staff and service users through periodic meetings. We will also send out Quality surveys to service users, families and relevant professionals. Feedback is monitored and an action plan produced if required.



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Our evaluation of the standards and efficiency of the service will help us to adapt to the changing needs of service users and maintain the highest standard of quality and total good practice in management of Curam Managed Care Services.

Care Quality Commission, a regulatory body for adult care services, will carry out inspections and the report will be kept at the house and available on request. The report will also be made available on Curam Managed Care Services and CQC websites.

If you wish to make a complaint, please send an email to:
Managedcomplaints@curam.io

If you wish to leave a compliment or comment, please send an email to:
Managed@curam.io OR complete out feedback survey [here](#).

Thank you

Thank you for your enquiry and for reviewing our Service User guide. We hope it has been helpful in making your choice. If you have any questions or would like to speak with us, please do give us a call on: 020 4629 8925.