

## Building a Movement

**Citizens UK** are building a movement to improve social care and achieve a better deal for care recipients and care workers. Between now and the 2015 General Election we are bringing together care

recipients, communities, care workers, providers, commissioners and Government so that together we can create a movement for better social care in the UK. This means everyone playing their part.

### Civil society:

- Schools, faith communities and others to build stronger relationships between generations
- Communities to twin with local residential care homes
- Communities to take up dementia-friendly training and practices

### Care commissioners

- Ensure consistency so care recipients can form relationships with care workers
- Ensure care workers are paid a Living Wage and paid for travel time
- Adopt outcomes-based commissioning practices

### The vision of our campaign:

### Government:

- Integrate health and social care
- Ensure a quality service is sufficiently funded
- Remove regulation that is a barrier to community engagement

### Care providers:

- Care workers trained in dealing with dementia, moving and handling and in mental health
- Ensure consistency so care recipients can form relationships with care workers
- Ensure care workers are paid a Living Wage and paid for travel time
- Strive for excellence in community engagement

### Care workers:

- Values-based practice
- Commitment to training and career progression



Contact us about our campaign:

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020 3384 2818 [www.citizensuk.org](http://www.citizensuk.org) @CitizensUK

Charity No. 1107264

**CITIZENS** UK

## A Charter of good practice for care providers and commissioners

Through hundreds of face to face conversations with care recipients, care workers, providers and commissioners, we have developed this charter. These specific standards of care provision and care commissioning will lead to a better quality service for people receiving care and greater dignity for care workers.

We ask care providers and commissioners to work towards these standards where possible and to join our campaign for a care system where these standards can be achieved across the UK.

### Proper training:

- Care workers trained to a high standard including in dealing with dementia, moving and handling and in mental health

### Better relationships

- Consistency of care worker to care recipient; eg. 90% of care provided by small team of named primary care workers
- An effective strategy to involve communities and build relationships

### Enough time

- At least 30 minutes for Home Care visits
- Home care workers paid for travel time between visits
- Sufficient staffing in Care Homes

### Dignity in work

- A Living Wage for care workers
- An occupational sick pay scheme
- A clear pathway for career progression



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