



Homecare Information Line

Call: **0800 073 1317**

If you get help or care at home funded by Hackney Council you can use this number to tell us about:

- Missed care worker visits or lateness
- Care workers not staying for the agreed time
- Not being treated with dignity or respect
- Any other concerns about the quality of the care you receive

Calls will be dealt with in confidence and staff will not pass your name to your provider without your consent. Phone-line staff will raise your concerns with the agency and ask them to address any problems.



Phone line is open Mon - Fri 9am – 5pm.

Voicemail will operate out of hours. Calls are FREE.

This number is only for you to tell us information about homecare services.