



You can find **information** about local care domiciliary agencies on Care Place.

https://www.hounslow.gov.uk/info/20048/adult_social_care/1400/careplace



The Council pays **£19.30 per hour** for domiciliary care agencies.



The care agency will meet with you to discuss your **care and support** needs.



You should agree a **care plan** with the agency.



The care agency should **review** your care plan with you.



You can complain if you are **unhappy** with your care or feel **unsafe**.



You can complain to the **Care Quality Commission** by phone: 03000 616161 or email: enquiries@cqc.org.uk



You can also contact **Hounslow Council** on **0208 583 3100** or email adultsocialcare@hounslow.gov.uk