



Our pledge to all our clients

**A SAFE
PAIR OF HANDS**

At My Care Consultant we recognise that we can all find ourselves in vulnerable circumstances occasionally during our lives. This is especially the case for many when seeking urgent care for a loved one or simply trying to navigate their way through the confusion and complexities of our care systems.

At My Care Consultant we are committed to working with our clients in ways that recognise this and help them feel they are dealing with a firm that represents and feels like 'a safe pair of hands'.

My Care Consultant is a supporter of the Charter of The Financial Vulnerability Taskforce that commits us at all time to the following:

My Care Consultant will always:

1. Endeavour to make our services easy to understand.
2. Put our client's interests before all else.
3. Make our services and their cost transparent (so no hidden charges).
4. Seek to understand how your circumstances might make you vulnerable.
5. Ensure we never make assumptions about you. All clients will be treated the same, regardless of their age, gender, race, sexual orientation, disability, gender reassignment, religion, or beliefs.
6. Use appropriate language so as not to label you.
7. Always act sensitively and appropriately.
8. Seek to meet the needs of our clients and always ensure confidentiality.
9. Ensure our staff are knowledgeable and properly trained.
10. Seek to mitigate any risks our clients face, including acting where we identify the possibility of immediate harm or abuse from any third party.

Jaqueline Berry
Founder and Managing Director, My Care Consultant