

The Good Companions (Cumbria) Limited

Governance Information: Service User Guide

Effective Date: 19 May 2026

Introduction

This Service User Guide provides a plain-English summary of Good Companions care and support services, how to make enquiries, how care is arranged, and where to find further information.

Our Services

Good Companions provides a range of regulated care services and support arrangements. These may include residential care, homecare, dementia care, live-in care support arrangements, day care, and wellbeing support services.

Regulated Services & CQC Rating

Our registered care services are regulated and inspected by the Care Quality Commission (CQC). The Good Companions (Cumbria) Limited is currently rated "Good" overall by the CQC, with our most recent inspection report published in March 2023. CQC registration applies to specific regulated activities and registered services.

Support Arrangements Outside CQC Registration

Some support arrangements, including certain direct-pay live-in care arrangements and day care or wellbeing support services, may operate separately from CQC registration requirements. We will explain the regulatory status of any service or support arrangement clearly before your care or support begins.

Assessment and Suitability

Care and support needs are considered individually. Before a service begins, we may discuss personal needs, preferences, risks, routines, family involvement, medication, mobility, safeguarding considerations, and the specific type of support required.

Fees, Contracts, and Notice Periods

Fees are calculated individually based on your initial needs assessment and the level of care required. A full breakdown of costs, payment terms, deposit requirements (if applicable), and contract notice periods will be clearly outlined in your individual Contract or Terms of Business. This information will be provided to you for review and agreement before any care or support service commences.

What People Can Expect

- Respectful and compassionate support.
- Clear, transparent information about the service being provided and its associated costs.
- A focus on dignity, independence, and personal wellbeing.
- Appropriate safeguarding and safer recruitment standards.
- Opportunities to raise concerns, leave reviews, or provide feedback.
- Clear information about whether a specific service is CQC-registered or operates separately.

Safeguarding

Good Companions takes safeguarding seriously. Concerns about safety, abuse, neglect, or exploitation should be reported promptly to our management team. Where appropriate, concerns may be referred directly to the relevant local authority safeguarding team or emergency services.

Complaints and Feedback

Feedback helps improve services. Complaints or concerns can be raised in person, by telephone, by email, in writing, or through a family member or representative. Making a complaint will not negatively affect the care or support received.

We take all complaints seriously. We will formally acknowledge any complaint within 3 working days and aim to provide a full, written response following an investigation within 20 working days.

If you remain unsatisfied with our final internal response, you have the right to escalate your complaint to the Local Government and Social Care Ombudsman (LGSCO) for an independent review:

Website: www.lgo.org.uk

Telephone: 0300 061 0614

Alternatively, you may contact the Adult Social Care team at Cumberland Council.

Confidentiality and Privacy

Personal information is handled in accordance with applicable data protection legislation and the Good Companions Privacy Policy.

Useful Links

Good Companions Website: <https://goodcompanions.net/>

CQC Information Page: <https://goodcompanions.net/cqc-listings/>

Safeguarding Page: <https://goodcompanions.net/safeguarding-protection/>

Complaints and Feedback Page: <https://goodcompanions.net/complaints-procedure-feedback/>

Policies & Information Page: <https://goodcompanions.net/policies-information/>

Statement of Purpose: Available on request or via the Policies & Information page.

Contact

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Email: admin@gchc.co.uk

Website: goodcompanions.net

This document is intended as a general public information guide and does not replace individual care agreements, contracts, assessments or professional advice.
