



What happens with my Information?

Records and information about you will be kept secure in keeping with The Data Protection Act 1998.

Your personal confidences will be respected, however there may be times when information you give may have to be shared with others. You need to be aware that any information shared with Eclipse Care team members may have to be shared with their manager, if it is felt there may be a risk to your (or anyone else's) health, safety or wellbeing. The Support workers are unable to promise you that information shared will be kept a secret between the two of you. (Information may be viewed by the Care Quality Commission Inspectors as part of the regulatory inspection process for all Domiciliary Care providers)

Complaints & Compliments

You (or a person acting on your behalf) can raise your concern or feedback immediately with any of the staff who are involved in your care. Or you can contact Head office either by email, telephone or in writing.

Office Hours:

Main Office

Between 9:00 am – 5.30 pm Monday – Friday

Our Contact Details

Eclipse Care (Southwest) Ltd
Office 10, The Barns,
Farm Road,
Caddsdow Industrial Park,
Bideford,
Devon,
EX39 3BT

Tel: **01237 875000**

Email: Admin@eclipsecare.co.uk

Outside office hours please call the number above and your call will be redirected to an on-call number.