



DERBYSHIRE
County Council
Improving life for local people

A Guide to Home Care Services



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INVESTOR IN PEOPLE

Produced by Derbyshire Adult Care

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Adult Care Department, Derbyshire County Council, County Hall, Matlock, Derbyshire DE4 3AG

Derbyshire County Council Adult Care

Derbyshire's home care service has developed from what was traditionally known as the home help service.

Our aim is to deliver the highest quality of service to allow you to continue to live in your own home as independently as possible.

You will be assisted to live the way you choose and will be given the opportunity to make informed choices.

Derbyshire's home care service provides:

- Re-ablement Services
- Crisis support
- Complex Personal Care
- Traditional Domestic and social support as part of a package of care

Who can seek support with home care?

- Older people in need
- People with dementia
- People with learning difficulties
- People with physical disabilities including sensory impairment
- People with a terminal illness
- People who are ill or recovering from illness
- People with mental ill health
- People with HIV/AIDS
- Carers of these people
- Children and families in some circumstances.

When we receive a referral for a home care service in most circumstances you will initially receive a service from the re-ablement teams. The home care staff in the teams will work with you for up to 6 weeks to help you to regain some or all of your independence following illness, a fall, a dip in confidence etc.

When you have achieved your level of independence you will be consulted about your individual care package and offered the choice of your preferred service provider if you need ongoing support to remain in your own home.

We base the need for service on an eligibility criterion therefore our staff will explain the criteria to you as you go through the re-ablement assessment period.

What do home care services include?

- Personal care which may include: washing, dressing, going to the toilet, assistance with medication, amongst other personal care tasks.
- Practical support which may include: help with housework, shopping, laundry and food preparation.
- Social care which may include: help to maintain your social contacts, welfare rights advice, support to do your own shopping, sitting services for carer respite, etc.

Staff will work with you to produce a personal service plan which will identify what you require from the service. Generally this will be reviewed annually; where complex care is required reviews will be more frequent. The review will also help us to monitor the quality of our service.

You can request a review of your personal service plan at any time, however if you require an increase in service following discharge from hospital, recovery from illness, fall etc you may be referred to re-ablement for a period of re-assessment.



We will involve any friends, family, etc in the assessment and review period if you so wish.

We have to meet health and safety requirements to protect you, your carers and the home care staff. Where a risk is identified that may have implications to yourself or a staff member a Risk Assessment will be in place to safeguard all involved and include guidance to minimise the risk. In some circumstances staff will be unable to perform certain tasks such as medically related tasks that require a trained nurse or physical tasks such as cleaning windows. This will be discussed with you as part of your care package.

Who provides home care?

The home care service including re-ablement is organised by Derbyshire County Council's Adult Care Department.

All home care staff receive ongoing training to ensure they have the necessary skills and experience to meet your individual needs and are expected to study for a National Vocational Qualification in Care.

All staff have criminal records checks before starting work.

We recognise the diversity of our communities and our staff are trained to provide services in a sensitive and dignified manner that is respectful of individual choices, cultures and lifestyles.

When are services available?

Services are available seven days a week, 365 days a year. Calls can be arranged for early in the morning or late at night, or, on occasions, throughout the night.

Adult Care home care service provides immediate support in case of a crisis for yourself or your carer with the aim of preventing unnecessary hospital or care admission.

How do I request help?

If you already receive a service from us you will find a signature page at the end of your personal service plan which includes the number of the home care manager.

If you do not currently receive a service and would like to request a service please contact: **08456 058 058**.

It is helpful, when you contact us, if you can be prepared to give us basic information about yourself and your needs.

How is an assessment of my care needs carried out?

Following identification of your needs and choices you will be visited by our Home Care staff either from the Re-ablement service for a period of assessment or mainstream home care for longer term support.

You will be fully consulted on:

- what you wish to achieve;
- your views and wishes;
- a focus on your strengths and abilities; and
- your choices.

Your cultural, religious, personal and social needs will be respected and taken into account.

The assessment period may take up to 6 weeks and the home care service you receive during this time will gradually reduce as appropriate as you reach your level of independence.

The assessment will involve any care you receive from family, friends etc who will be consulted as part of the service provision where you so wish.



If you require ongoing services at the end of the period of assessment your support plan will identify this.

If you choose Derbyshire's Adult Care service you will then be referred to a home care services manager called a Domiciliary Services Organiser. The Domiciliary Services Organiser will complete a personal service plan with you outlining how you wish your care to be delivered.

If you are assessed as not eligible for home care services you will be informed of options available to meet your need as soon as possible.

Our member of staff should be clearly identifiable by the production of an identification badge. If you have any concerns about a member of staff's identity please contact our call centre: [Call Derbyshire on 08456 058 058](tel:08456058058).

Gaining access to your property

The home care staff will knock or ring your bell before entering your property, unless you agree for them to let themselves in; however they will always call out and alert you to their presence. If you are unable to let the home care staff into your home we will work with you to make alternative arrangements to ensure you are able to receive your service.

If you are aware you will not require the service at any time because you will be out or family are staying etc, you must inform the local office as soon as possible. This will enable them to amend your care roster and avoid any unnecessary action as detailed below.

If a member of home care staff is unable to gain access on a pre-arranged visit we will contact relatives, friends, etc if there are any concerns about your safety and will continue until we know you are safe. This may include calling the Police in extreme circumstances.

Protection for you and the home care staff

We all have a right to live free from fear of abuse and neglect whether it be from family members, home care staff, other professionals or from others in your community.

We are committed to providing you with the help you need to remain safe. If you have any worries or concerns regarding your safety or for the safety of others please talk to your home care staff or their line manager. You are also able to speak to Call Derbyshire at any time **Tel: 08456 058 058**.

Your Person Held Record (this is the information you will keep in your home that refers to the service being provided and may include any health or other information regarding your care) will include a leaflet called "Safeguarding Adults: protection of vulnerable adults" which provides more information on how we can help. Please ask your home care staff or ring Call Derbyshire if you wish to be provided with another copy.

If at any time home care staff suspect any risk of abuse they will report this to their line manager immediately to safeguard you and your family.

If the home care staff are collecting pensions, paying bills, shopping etc they must record the amount of cash involved, any change given, any receipts and you or a carer must countersign the home care staff's signature where possible on the visit record sheet which is where the staff record any relevant information.

Home Care staff are in paid employment when providing your service therefore it is not appropriate for them to benefit financially from the relationship. The staff have a code of conduct that must be adhered to, therefore they may refuse gifts and must always refuse any money offered.

We also ask staff not to become involved in any other private financial agreements such as catalogues, looking after money for you, borrowing money, etc.

The staff will not be able to help you with any witnessing, signing of wills, acting as executor or accepting a bequest or legacy.



How much will services cost?

Personal care services, organised or purchased by us, are currently provided free of charge.

What happens to the information I provide?

Information held by the Adult Care Department, from which individual service users can be identified, is treated as confidential. This information will be kept in accordance with the Data Protection Act 1998.

Your personal information can only be disclosed with your permission or when disclosure is required by law.

High standards of service provision

Derbyshire County Council Adult Care is committed to providing highly trained and skilled staff within a quality service. Derbyshire's home care service has achieved the ISO 9001 quality award and if you are to receive a service, we will send you a copy of our quality standards on request.

The service is also monitored, regulated and inspected by the Care Quality Commission, an independent public body that reviews our services to ensure we are meeting quality standards set by the government.

You can access the Care Quality Commissions inspection reports from your local area office or via their website at the end of this booklet.

We need to make sure that you are satisfied with the service you receive. This requires us, from time to time, to send out surveys to people receiving a home care service from us. These surveys are confidential and are used to check on the quality of the services we offer and how we might go about improving them.

Your rights, health, and best interests are safeguarded by home care policies and procedures. These are available on the Derbyshire County Council website: www.derbyshire.gov.uk

Our Statement of Purpose for the home care service

Derbyshire County Council Adult Care has compiled a Statement of Purpose for the home care service. This is a detailed document that includes:

- the aims and objectives of the service;
- the nature of the services provided;
- the name and address of the registered provider and registered manager;
- the relevant qualifications and experience of the registered provider and registered manager; and
- how to access the complaints procedure for the service.

You may request to inspect this Statement of Purpose by contacting your local office: contact details will be given with your personal service plan.

What if I want to make a complaint, a suggestion or give some praise?

Derbyshire County Council Adult Care is committed to providing services of the highest quality to Derbyshire residents. A key element of ensuring services are maintained to high standards is to listen to what you have to say. If you consider Adult Care have: failed to provide a service, acted wrongly, or treated you unfairly or discourteously, then we want to investigate and put things right.

For more information please ask for a copy of the putting people first leaflet.



This leaflet also gives contact details if you would like to make a suggestion on improving, or wish to praise, our services.

The Care Quality Commission (CQC) will also have an interest in complaints that relate to their standards and regulations. The Care Quality Commission can be contacted:

CQC East Midlands

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: **03000 616161**

Email: **enquiries.eastmidlands@cqc.org.uk**

These are some of the ways of contacting us and finding out further information:

Call Derbyshire **08456 058 058**

Mon-Fri 8:00 am to 8:00 pm

Saturday 9:30 am to 4:00 pm.

If you prefer not to use the 0845 number you can telephone Call Derbyshire on **01629 736200**.

A friend or relative can speak to us on your behalf and an interpreting service is available to assist people whose first language is not English.

Our out of hours teams provides a service outside normal working hours, including weekends and Bank Holidays. They will try to respond to any crisis or emergency that cannot wait until the next working day, and can be contacted via Call Derbyshire on **08456 058 058**.

Alternatively you can contact us by:

email: **contactcentre@derbyshire.gov.uk**

text: **86555**

fax: **01629 533295**

minicom: **01629 533240**

Or you can write to us by filling in our online form or sending us a letter addressed to:

Derbyshire County Council Adult Care

County Hall

Matlock

DE4 3AG

You can also visit the Derbyshire County Council website at www.derbyshire.gov.uk and follow the link for Social Care and Health.

The information in this leaflet may also be available in another format, for example, in **large print, braille, or another language**.

