



A Guide to Home Care Services



Produced by the Performance Review Team

Photos from www.JohnBirdsall.co.uk

This document is produced on recycled paper

Social Services, Older Adults Department, Derbyshire County Council, County Hall, Matlock, Derbyshire DE4 3AG



Other Formats

The information in this leaflet is also available in:

- Other languages
- English on audiotape
- Large print
- Braille
- British Sign Language with English subtitles

To request information contained in this leaflet in an alternative format, please telephone **01629 772225** and ask for the Performance Review Team.

اگر آپ کو اس لیٹ میں درج معلومات کسی اور صورت میں درکار ہوں، تو براہ مہربانی پرفارمنس ریویو ٹیم (Performance Review Team) سے ٹیلیفون نمبر 01629 772225 پر رابطہ کیجئے۔

इस दस्तावेज में भी जानकारी है उसे किसी अन्य रूप में प्राप्त करने के लिए प्रफॉर्मैन्स रीव्यू टीम (जाँच करने वाली टीम) को टैलीफोन नंबर 01629 772225 पर सम्पर्क करने की कृप्या करें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿੱਚ ਜੇ ਵੀ ਜਾਣਕਾਰੀ ਹੈ ਉਸਨੂੰ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਪ੍ਰਫਾਰਮੈਂਸ ਰੀਵੀਓ ਟੀਮ (ਜਾਂਚ ਕਰਨ ਵਾਲੀ ਟੀਮ) ਨੂੰ ਟੈਲੀਫੋਨ ਨੰਬਰ 01629 772225 ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰਨੀ।

如果你需要以另一種格式說明這份傳單的訊息，請致電 01629 772225 向績效檢討工作組提出要求。

W celu uzyskania informacji zawartych w niniejszej ulotce w innym formacie, należy zadzwonić pod numer 01629 772225 i poprosić o połączenie z Performance Review Team (zespołem ds. oceny wyników).

Per richiedere le informazioni contenute in questo volantino in un formato alternativo, vogliate per favore, telefonare al seguente numero: 01629 772225 e chiedete del Performance Review Team (Ufficio di Revisione Competenze)

Equal Opportunities

Derbyshire Social Services will provide services fairly, valuing diversity and with recognition for age, cultural background, disability, gender, HIV status, marital status, race, religion and sexual orientation.



THE HOME CARE SERVICE

Care at home

This guide aims to provide new and existing service users, their representatives and carer's with information about Derbyshire County Council's home care service. Over recent years the home care service, traditionally known as the 'home help service', has developed and grown into a service that is responsive to the varied needs of individuals in the community.

Derbyshire County Council's home care service provides complex personal care support, intermediate care and rapid response services alongside traditional domestic and social support. Every week approximately 1800 home care staff throughout Derbyshire deliver more than 30,000 hours of care to people who are elderly, vulnerable or have disabilities, enabling them to stay in the security and comfort of their own home.

Our aim is to deliver the highest quality of home care services to the residents of Derbyshire to enable individuals to remain living in their own home. We value your views and will use them to continually improve the services we offer.

The home care service employ highly skilled home helps that provide personal and practical support with daily living needs that promote

service user independence and quality of life. We aim to deliver a service that is reliable, flexible and one that ensures dignity and privacy and takes into account respect for an individual's lifestyle and personal choices. The service we offer is sensitive to differing ethnic and cultural backgrounds.

Who can seek help?

Derbyshire County Council has a duty to assess people who appear as though they may benefit from home care services. It welcomes and encourages those who believe they have care needs to seek help and advice before home circumstances break down. People can seek help and advice whenever they believe that they would benefit from a home care service.

Who is currently receiving help?

A wide range of people currently receive help. These include:

- older people
- people dealing with incapacity
- disabled people
- people with a terminal illness
- people with mental ill health
- people with HIV/AIDS
- children and families
- people with a learning disability
- people who are caring for a family member



Everyone who seeks help will have their cultural, religious, personal and social needs respected and taken fully into account. Derbyshire County Council provides help on a fair and equal basis.

Why seek help?

You may seek help if you believe you have short term or longer term needs in relation to:

- feeling that you may be 'at risk' without help
- managing in your own home
- avoiding unnecessary admission to a care home or hospital
- planning towards moving from a care home or hospital into your own home
- caring for a relative, neighbour or friend
- overcoming a temporary difficulty or crisis in your home circumstances
- providing adequately for the children in your care
- recovery from illness or surgery

Who is eligible for assistance?

An assessment of your overall care needs will be carried out. The assessment makes sure that those who need most help receive it. It is not automatic that those who seek a service or receive an assessment will qualify for help.

Derbyshire County Council has agreed a number of priority circumstances that guide

decisions about who should receive help and if so how much help. The demand for services is always high and support is based on these priority circumstances. Our staff will discuss this with you when they conduct your assessment.

If you are not satisfied for example, with the outcome of the assessment, you can make a complaint (see later in this guide for details). It is important to realise that the home care service is only one type of support that may be available in your own home. This guide lists other services that may also be available to you.

Who will provide the help?

The Social Services Department carefully selects its home care staff to make sure they can provide the right kind of assistance to meet your agreed care needs. Staff employed receive ongoing training to ensure they have the necessary skills, experience and qualifications to meet your needs. Staff are expected to study for a National Vocational Qualification in Care, which includes modules on promoting independence, customer care, team working and additional skills in support of the mandatory training units.

What help may be provided?

Personal Care – this is a priority service which can help and promote your independence in washing, dressing, going to the toilet and a range of other personal care tasks.



Social Care – includes assistants to maintain social contacts and linking with other services, such as day care services and welfare rights.

Practical Care – includes help with housework, shopping, laundry and meals, as part of an overall personal service plan.

All staff will be polite and courteous, seeking your agreement to providing support within your home. Staff should only be undertaking the tasks that are included in your personal service plan. If you feel you require additional support you may request a review of your services. Health and Safety regulations prevent home care staff from doing tasks such as cleaning windows, decorating etc. These limits will be discussed with you when staff visit.

When are services available?

Services are available seven days a week, 365 days a year. They may include calls early in the morning or late at night, or on occasions through the night. Your assessment will determine your service needs.

Derbyshire County Council has also developed 'rapid response teams' throughout the County that provide immediate support in times of crisis. The aim of the service is to prevent unnecessary admissions to hospital or residential care and to enable speedy discharge from hospital when appropriate.

Where do I ask for help?

There is a list of addresses and telephone numbers of local Social Services offices on the inside back cover of this guide. A contact number for you will be provided on the front sheet of your person held record which will be given to you when services are agreed. You can write, telephone or call in person, to make an appointment to see someone.

The Department now operates an 'out of hours' service that can also take your referral. Contact Call Derbyshire on **08456 058 058**.

It is helpful when you contact us if you can provide basic information about yourself and your needs. If you make contact by telephone someone will be available to take your details and a member of staff from our assessment team will contact you to arrange a visit within our departmental timescales.

What will happen next?

Following your contact with the local office an appointment will be made and you will be visited at home. The member of staff from our assessment team will clearly identify themselves by the production of an identity badge. If you have any concerns about the identity of the member of staff do contact Call Derbyshire on **08456 058 058**.

The member of staff will discuss your needs and circumstances with you by completing an assessment that will:

- concentrate on your needs
- consider your views and wishes
- focus on your strengths and abilities
- help you make the right choice

The staff member will discuss with you the outcome of your assessment. You may have a carer, relative, representative or advocate with you during this visit, as it is important that you are in control of the assessment process. We encourage your full involvement with the assessment to give an understanding of your needs as to the type of services you may require. The staff member will try to make sure that you are as happy as possible with the outcome of your assessment.

If you are assessed as requiring home care services this will be clearly identified within your overall care plan. You will be referred for services to one of our teams' Domiciliary Service Organiser (DSO) who will complete a personal service plan with you outlining what help is needed and when it will be provided.

The member of staff will also discuss with you whether you would prefer to be provided with direct payment funds to enable you to buy your own care services instead of receiving support from Derbyshire County Council's Home Care Service. You will be given information about the direct payment scheme during the first visit to enable you to make a choice. There is also available a separate



Social Services leaflet, 'a easy guide to direct payments', explaining more about the direct payments scheme. If you are assessed as not eligible for a home care service you will be told as soon as possible.

How much will services cost?

There is no charge for personal care services.

Will information I give be confidential?

Information held by the home care service, from which individual service users can be identified, is treated as confidential and will only be disclosed under the terms of the Data Protection Act 1998. Generally, this means that information can only be disclosed with the permission of the individual or when disclosure is required by law.

What if I need emergency help out of office hours?

If help is required, strictly on an emergency basis, and there is nobody locally to contact, Call Derbyshire on **08456 058 058** should be contacted.

What if I want more information about this service or other services available?

Please contact your local Social Services office. Contact details can be found on the inside back cover of this booklet.



What standards are applied to the quality of home care services and staff?

Social Services are committed to providing highly trained and skilled staff in the provision of a quality service. Clear quality standards have been set and these will be sent to you if you are to receive a service.

The Performance Review Team, of the Social Services Department, routinely sends surveys to individuals receiving home care services. These surveys are confidential and are used to measure the quality of the service and to recommend improvements. The outcome of the surveys will be published on an annual basis and distributed to Derbyshire residents. Information will also be available on the Derbyshire web site - **www.derbyshire.gov.uk**

The home care service is reviewed with you after six weeks and then, as a minimum, on an annual basis. If service needs are complex then this is carried out on a more frequent basis.

Staff receive one to one supervision with their line manager at least four times a year. In addition they meet as a staff team bi-monthly. The line manager, with the service user's consent, will also observe the practice of the staff member at least once a year within someone's own home.

The line manager also receives, as a minimum, monthly supervision from the Registered Manager of the service to ensure that the appropriate practice is in place related to

Government guidance and the Derbyshire County Council policies and procedures manual.

Likewise the Registered Manager receives supervision from the Area manager who checks that the quality assurance processes have been carried out and that any shortfalls are addressed.

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

Derbyshire County Council has compiled a statement of purpose for the home care service. This statement of purpose includes:

- Aims and objectives of the service
- Nature of the services provided
- Name and address of the registered provider and registered manager
- Relevant qualifications and experience of the registered provider and registered manager
- How to access the complaints procedure for the service

You may request to inspect this statement of purpose by contacting your local area office.

From the 1st April 2003, Derbyshire County Council's home care service has been registered with the Commission for Social Care Inspection (CSCI). This is an independent,



non-governmental public body who inspects the service on an annual basis to make sure we are meeting minimum quality standards set by the Government. These standards ensure the quality of personal care and support that people receive whilst living in their own home.

What if I want to make a complaint?

Derbyshire County Council 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 feel Social Services have failed to provide a service, acted wrongly or treated you unfairly or discourteously, then we want to investigate and put things right. Full details of our complaints procedure is set out in a leaflet called 'Suggestions, Praise and Complaints'. You will be provided with the leaflet during your first assessment visit by a member of staff or contact your local Social Services office.

The Commission for Social Care Inspection will also have an interest in complaints that relate to not meeting the regulations and standards that they have set. The Commission for Social care Inspection can be contacted at:

South Point
Cardinal Square
Nottingham Road
Derby. DE1 3QT

Tel: 01332 851800

Fax: 01332 851810

We also appreciate your views on what the home care service does well, or your views on what we could do better. The leaflet 'suggestions, praise and complaints' outlines the process to follow regarding any of these issues.

Indemnity Insurance

All staff employed by Derbyshire County Council are identified under the Council's legal liability insurance policy whilst undertaking duties in accordance with the agreed procedures.

About this guide

This service user guide to home care services has been written by the County Council's Social Services Department. The first edition, related to the Commission for Social Care Inspection standards was compiled in March 2003 and has been updated annually. This is the December 2005 edition.

Social Services Department

The Social Services Department offers a wide range of high quality services. It provides support and advice, as well as practical assistance, to the many people in Derbyshire who need help to improve their quality of life.

If you have a general enquiry about social services, please contact your nearest Social Services office or the Social Services Department at County Hall, Matlock on **01629 772225**.

Contact us on-line at:
yourviews@derbyshire.gov.uk



Derbyshire County Council - Social Services Offices High Peak and North Dales

- Talbot Street, Glossop. SK13 7DG.
Tel: (01457) 728888, Textphone: (01457) 861898 Fax: (01457) 728850
- Kents Bank Road, Buxton. SK17 9HN
Tel: (01298) 308000 Textphone: (01298) 23942 Fax: (01298) 308050
- Cromwell House, High Street, Chapel-en-le-Frith. SK23 OHD
Tel: (01298) 308100 Textphone: (01298) 812556 Fax: (01298) 308150

Chesterfield

- West Street, Chesterfield. S40 4TZ
Tel: (01246) 347777 Textphone: (01246) 348068 Fax: (01246) 347867
- 19 High Street, Staveley. S43 3UU
Tel: (01246) 348000 Textphone: (01246) 277249 Fax: (01246) 348057

Derbyshire Dales

- Portland House, Clifton Road, Matlock Bath. DE4 3PL
Tel: (01629) 772323 Textphone: (01629) 57439 Fax: (01629) 772324

North East Derbyshire

- High Street, Clay Cross, Chesterfield. S45 9JB
Tel: (01246) 348888 Textphone: (01246) 6861852 Fax: (01246) 348889
- Southgate House, Southgate, Eckington. S21 4FT
Tel: (01246) 348600 Textphone: (01246) 348602 Fax: (01246) 348601

Bolsover

- Oxcroft Lane, Bolsover, Chesterfield. S44 6DJ
Tel: (01246) 348400 Textphone: (01246) 823105 Fax: (01246) 348415
- Creswell Neighbourhood Centre, Colliery Lane, Creswell. S80 4BU
Tel: (01909) 708220 Textphone: (01909) 708209 Fax: (01909) 708229
- Shirebrook Family Centre, Byron Street, Shirebrook. NG20 8PJ
Tel: (01623) 588058 Textphone: (01623) 588040 Fax: (01623) 588035

Amber Valley

- Long Close, Cemetery Lane, Ripley. DE5 3HY
Tel: (01773) 728000 Textphone: (01773) 570864 Fax: (01773) 728111

Erewash

- Rutland Mill, Market Street, Ilkeston. DE7 5RU
Tel: (0115) 9098585 Textphone: (0115) 9303058 Fax: (0115) 9098586

South Derbyshire and South Dales

- Civic Way, Swadlincote. DE11 OAQ
Tel: (01283) 238000 Textphone: (01283) 226901 Fax: (01283) 238100

Single Point of Access (North East only)

- Tel: (01246) 347969 Textphone: (01246) 347985 Fax: (01246) 347986

Urgent Help

Social Services provides access to social services support out of normal office hours on: Tel: (01773) 728222 Textphone: (01773) 742536 Fax: (01629) 585669

If you are in any doubt about what number to contact please telephone:

Call Derbyshire 08456 058 058