

A Guide to

Home Care Services

Supporting your independence



A Guide to Derbyshire County Council Home Care Services

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

Following assessment most people who need home care services will be offered an initial period of reablement from Derbyshire County Council's in-house Reablement Team, where it is felt that this would be beneficial.

What does reablement mean?

Our Reablement Service provides intensive support to help you regain some or all of your independence following hospital admission, illness, a fall, or a dip in confidence for example.

We will provide help until you reach your potential for up to a maximum of 6 weeks.

The provision will:

- be based on an assessment that shows you will benefit from a period of home care reablement
- be appropriate and responsive to your needs, with a flexible approach to spend more or less time with you as necessary
- ensure your preferences and/or those of your carer are taken into account
- encourage you 'to do for yourself' rather than 'doing it for you', helping you to regain lost skills
- have access to a range of specialist skills such as occupational therapy or mental health services to give support with dementia and other mental/cognitive problems
- provide the optimum level of support for you to improve your health and wellbeing.

Our Reablement Service is free from Co-funding.



When you have achieved your maximum level of independence you will have a reassessment and your ongoing needs will be discussed with you. If you need continued support to remain independent in your own home and are eligible to receive services, you will be offered a personal budget that you can use to purchase services that will meet your identified needs.

You can purchase these services directly from Derbyshire County Council Adult Care or you can select a service from an independent sector provider. Our Brokerage Team can help you to find the right service provider for you.

We have many years of experience of providing excellent home care. Our staff are fully trained in all aspects of personal care and are committed to promoting your health and wellbeing. We offer you a service that is tailored to meet your individual needs and our home care staff will always get a service to you.

We are a large organisation and can offer many benefits.

We have staff with specialisms in areas such as dementia, and our links with other professions, such as Occupational Therapists enable us to carry out specialist assessments. With the help of the countryside rangers, we can get to rural areas, even in bad weather conditions such as heavy snow.

By choosing our in-house Home Care Service you are making the very best choice for your future care. You will be treated with dignity and respect and can rest assured in the knowledge that we are always fully committed to your wellbeing.

Derbyshire County Council In-House Home Care Service offers:

- 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 as part of a package of care
- social care support which may include: help to maintain your social contacts, 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 how you wish your care to be delivered. Generally this will be reviewed annually, but 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 a significant increase in service, for example following discharge from hospital, you may be referred to our Reablement Service. If you prefer, we will involve any friends and family in the assessment and review.

You must include any specific documentation relating to resuscitation or treatment in the personal service plan to enable the home care staff to inform health care professionals if they need to contact them in an emergency.

Our staff receive first aid training which includes resuscitation but there are situations where they will not attempt to resuscitate.

This may contravene the 999 ambulance service protocols.

We have a legal obligation to meet health and safety requirements to protect you, your carers and the home care staff.

In order to minimise risks that may have implications for yourself or a staff member, a risk assessment will be carried out to safeguard all involved and provide guidance. In some circumstances staff will be unable to perform certain 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.

All our home care staff receive on-going training to ensure they have the necessary skills and experience to meet your individual needs and are expected to study for a qualification in care.

Where specialist services are provided (such as dementia care) training will reflect the service requirement.

All our staff have enhanced criminal records checks before starting work.

When are services available?

All services are available seven days a week, 365 days a year.

The times of your calls will be discussed with you.

The service provides immediate support in a crisis for you or your carer with the aim of preventing unnecessary hospital or residential care home 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 an assessment please contact **Call Derbyshire on 01629 533190**.

What happens next?

You will be visited by a care coordinator who will support you with an assessment to help you identify what help you need.

You will be fully consulted on:

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

The Home Care Service will be informed of your individual needs from your support plan and contact you to arrange the delivery of the service.

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

Service delivery

Once your care has been agreed you will receive a weekly schedule with your planned care times and who will be visiting. Unfortunately there are times when, due to staff illness, or other clients' difficulties the times or carer may vary, but you will be contacted by the home care manager wherever possible to inform you of any change.

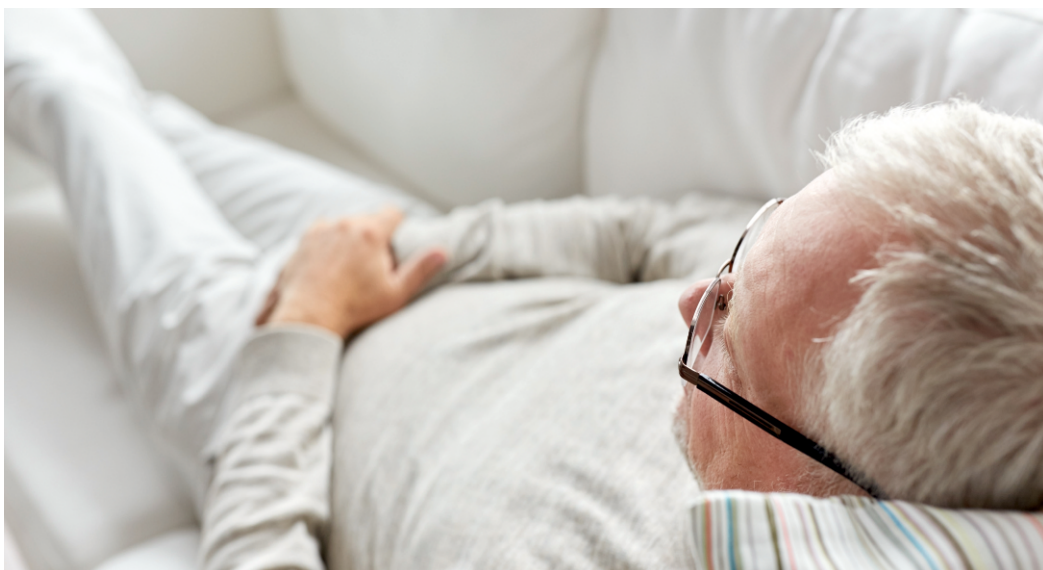
Gaining access to your property

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.

Unable to gain access/acknowledgment on a planned visit

If a member of home care staff is unable to gain access or unable to ascertain that you are in the house once entered (via a key safe for example) they will be concerned about your safety.



The staff are instructed to take appropriate action which may include one or all of the list below:

- searching the house (if you have given prior permission)
- contacting their manager
- contacting relatives or friends
- contacting the police
- the staff will keep trying to ascertain your whereabouts until they know you are safe.

Protection for you and the home care staff

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, whichever is appropriate.

If the home care staff are collecting pensions, paying bills, shopping etc, they must record on the paperwork in your home the amount of cash involved, any change given, and any receipts. You or a carer must countersign the home care staff's signature where possible.

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 offers of gifts and must always refuse any money/gift vouchers offered.

We also ask our 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, acting as executor of wills, or accepting a bequest or legacy.

How much will services cost?

Personal care services, organised or purchased by us, are co-funded and your contribution will be dependent on your income.

What happens to the information I provide?

Information held from which individual clients 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.

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

You can access the CQC's inspection reports from your local area office or via their website listed at the end of this booklet.

We need to make sure 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 a statement of purpose for the Home Care Service.

This is a document that includes:

- the legal status of the organisation
- the regulated activity
- the aims and objectives of the service
- the name and address of the registered provider and all locations where we provide a service, including the names of registered managers.

You can ask to view this statement of purpose by contacting your local office; contact details will be given to you 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 a high standard is to listen to what you have to say. If you consider Adult Care has 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 are set out in the Derbyshire County Council website www.derbyshire.gov.uk/adultcarefeedback and our leaflet called **“Putting People First”** contains a form that can be completed in writing. A member of staff will be able to provide this leaflet for you. This leaflet also gives contact details if you would like praise our services, or make a suggestion on improving them. The Care Quality Commission (CQC) will also have an interest in complaints that relate to their standards and regulations, and can be contacted at the following address:

CQC East Midlands

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: **03000 616161**

Website: <http://www.cqc.org.uk/>

email: enquiries.eastmidlands@cqc.org.uk



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