

Home care

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Information sheet B3

May 2017

If you have been ill or have just come out of hospital, the short-term support of a home care worker could be welcome. Also known as domiciliary care or care at home, it is available to anyone, but is particularly aimed at older people or people of any age with a physical or learning disability, or a mental health condition. Home care providers can support your carer if you have one.

Home care services provide help with daily activities, such as cleaning and shopping, and personal care, including getting in and out of bed, washing, dressing and using the toilet. Sometimes, with the right help, people are able to recover their independence and need no further help.

Before deciding you need home care, seek advice about equipment and adaptations. This may reduce, or even remove your need for home care.

Home care is provided by private or voluntary agencies or individuals. Care workers must be specially trained in areas like manual handling, first aid and food hygiene. They will also have had background checks with the Disclosure and Barring Service.

Not all agencies provide the same services and charges vary. Some agencies offer a night-sitting or a live-in service, and some are able to provide registered nurses if needed.

All home care organisations that provide personal care must register with, and be inspected and rated by, the Care Quality Commission (CQC), which makes sure that quality standards are met and that staff are appropriately trained to do the job. You can ask the CQC for its

latest inspection report and rating for any agency you are considering. The provider should also be able to provide this information.

You can also find inspection reports on the Care Quality Commission website: www.cqc.org.uk

Home care provided by an individual who is not part of an organisation, is not required to be registered or regulated by CQC. Please be mindful of this, and ask anyone you are considering to provide references from other people who have used them. That said, as they work on their own, they can often provide you with a very tailored service to suit you

Paying for your home care

You can arrange and pay for home care yourself. If you buy help privately you can choose the type of help you receive and the amount that you want. If you would like more information about care providers in your area there is lots of information available on the Somerset Choices website www.somersetchoices.org.uk, in the Somerset Care Services Directory <http://www.carechoices.co.uk/region/south-west/somerset/> , or please phone us on 0300 123 2224.

If you are eligible following a care and support assessment and a financial assessment, you can have a personal budget and we can help you arrange the services you want. Or you can have a Direct Payment so that you can make your own arrangements.

You may find the following information sheets useful:

A4: Care and support assessment explains what happens at an assessment and how we can help you;

C5: Help with paying for care and support explains how we work out if you are eligible for our help to pay for your care.

B1: Care and support plans and personal budgets, explains about your personal budget and care and support plan.

If you would like a copy, please look on our website, ask your social care worker, or phone Somerset Direct on 0300 123 2224 and they will send you one.

Support for carers

If you have someone who cares for you, for example a family member or neighbour, they are also entitled to an assessment and may qualify for support. You will be asked about this when we talk with you.

Who provides home care?

Home care is provided by private organisations registered with the Care Quality Commission.

The registered care staff are experienced and trained to care for people in their own homes. Care workers will help you do the things that you used to do for yourself, and where appropriate, help you to do them for yourself again so that you can be as independent as possible.

Senior care staff will first of all talk with you about what you need and provide your care and support, adjusting it to make sure it is right for you.

When they are sure that you are getting the right amount of help, they will arrange for you to receive your care from a regular group of care workers who will get to know you and provide most of your care and support.

If you have a personal budget we will regularly talk with you to see how you are managing. The care and support you have will change as your needs change, and will end when you no longer need help.

What time will the care worker visit?

The time that your care worker will visit should be agreed between you and the senior care staff during the early part of your care.

The exact times of your visits may vary depending on your needs and the demands on the home care service.

If you have needs that must be met at definite times, for example medical, special diets or things you have to do at fixed times, this can be agreed with your care worker. However, your care worker is allowed to visit up to half an hour before or after that time. Please, only phone the care provider if your care worker is more than half an hour early or late.

Self Directed Support

You are in control of the care and support you receive, and by talking with the people who provide it you should be able to make flexible arrangements as long as you give enough notice - 48 hours is recommended.

For example:

You may have care arranged to help you in the morning. However, your daughter is coming to visit you for a couple of days so you temporarily don't need this help. If you talk to your care provider in advance, they may be able to provide your care in a different way on these days. Or they may be able to arrange for it to happen on another day instead, providing it meets the agreed personal outcomes listed in your self-directed support plan. You may choose just to cancel it altogether temporarily.

What if you don't need your care one day?

You must tell the people who provide your care at least two days in advance, if possible. Otherwise, if they arrive at your home and you don't answer, they will be worried. They will contact your neighbours and ask other family members to try and make sure you are safe. After that, if they still have reason to be concerned for your safety they might ask the police to break into your home to try and find you.

Please ask to see our information sheet **A12 'No response'** if you would like to know more about this.

You will be charged for your care if you don't let your provider know or cancel too late, unless the circumstances are unavoidable, for example an unexpected hospital admission.

Do you have to pay for your care?

If you have short-term reablement care it is free.

People with savings of £23,250 or more will then usually pay the full cost of their care, otherwise:

If you have not had care at home before you will be financially assessed by a member of the Financial and Assessment and Benefits (FAB) team who will tell you how much you need to pay. Your contribution will start from the date they tell you or the date your longer-term care starts if this is later.

If you have had care at home before and a member of the FAB team has already worked out how much you could afford to pay, you will be asked to pay your original contribution.

To find out more please read our information sheet **C6: 'Working out your contribution for care and support'**.

Your care provider will invoice you directly for your contribution.

What if I want to stop my care?

If you feel you no longer wish to have care workers visit you, please contact us to discuss this. We want to make sure that you will be safe and may talk about other ways you could be supported.

What if I move house?

If you have a personal budget from us and plan to move home, please contact us so we can make sure that your care arrangements continue when you move. This could be for you and your carer if you have one.

If you are moving to another Local Authority area, for example from Somerset to another county, with your permission, we will let your new social services offices know.

They may wish to contact you to talk about your care and support needs before you move. We will provide them with your care and financial assessment information, personal budget allocation, and care and support plan so that they can make sure their agreed level of service is ready for you when you arrive in your new home.

They will probably contact you soon after you arrive to make sure you are happy with the arrangements and to see if anything needs to be changed.

Where can I find out more?

If you would like to find out more about Care at Home Services please phone **Somerset Direct** on 0300 123 2224, ask your social care worker, or look at our website, www.somerset.gov.uk/careathome

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, www.somerset.gov.uk, or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer
Floor B2 East
County Hall
Taunton
TA1 4DY
Email: customerexperience@somerset.gov.uk

<p>This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.</p>
