

Home Care Service

Information for people
using the service

This information can be made
available in large print, Braille,
on audio tape and in other languages

Please contact the Public
Information and Access Team on **01924 305669**

What to do in an emergency

There will be a member of staff available for you to speak to each day.

If you have an emergency and have difficulty contacting the service at anytime please ring:

Social Care Direct
0845 8 503 503

Open 24 hours, 7 days a week

Introduction

Many people find that there are times when, due to an illness, disability, frailty or a major change in their circumstances, they have difficulty coping with daily life and need help from someone.

Often families, friends and neighbours are able to help, but some people may need further support to continue to live at home. This is where Wakefield Home Care Service can assist.

We are proud of the services we offer. This handbook tells you about Wakefield Council's in-house home care service and how it works.



Aim of Wakefield Home Care Service

The aim of the service is to help people to continue to live independently at home by:

- Respecting their right to privacy, dignity and to have their cultural and religious needs met.
- Providing efficient, high quality and effective personalised services such as personal care and practical assistance.
- Providing services that meet individually assessed need and delivering them in the most flexible and least intrusive way.
- Enhancing self-help and promoting people's independence.
- Supporting carers - the people who look after a family member or friend who may be older, ill or have a disability - by providing them with help and support.
- Ensuring vulnerable people are protected from abuse, neglect and exploitation.

Treating people the right way

Our team of home care assistants, supervisors and managers follow the Department of Health's Dignity in Care Charter to provide high quality care services that respect people's dignity.

We:

- 1 Have a zero tolerance of all forms of abuse.
- 2 Support people with the same respect you would want for yourself or a member of your family.
- 3 Treat each person as an individual by offering a personalized service.
- 4 Enable people to maintain the maximum possible level of independence, choice, and control.
- 5 Listen and support people to express their needs and wants.
- 6 Respect people's right to privacy.
- 7 Ensure people feel able to complain without fear of retribution.
- 8 Engage with family members and carers as care partners.
- 9 Assist people to maintain confidence and a positive self-esteem.
- 10 Act to alleviate peoples loneliness and isolation.

Who is eligible for the Service

Services will be provided and prioritised in accordance with Wakefield Council's eligibility criteria for service.

The service is available to adults following an assessment of their needs, where it has been identified that they need:

- Help with daily living tasks and personal care.
- Assistance while they recover from an illness or major operation.
- Support to continue to live safely and independently at home.

Care Treatment and Support

How we can help you

To start with, your service will be provided by ReACT (the Re-enablement and Assessment Care Team).

This team will work with you for up to six weeks. Their role is to help:

- Those recovering from an illness or major operation regain their confidence and daily living skills.
- Determine the appropriate level and type of service that will best meet your needs.

If, following ReACT, you need further support; our Co-ordination Team will help you to find an appropriate home care provider to deliver your service. Should this service be provided by us, our home care assistants can help you in the following ways:

- Assistance with washing, bathing and personal hygiene.
- Getting in and out of bed and other transfers. This may involve the use of equipment if your mobility is poor. All care tasks which involve moving or handling you will be subject to a risk assessment. This is for safety reasons and may restrict what our staff can and cannot do.
- Dressing and undressing.
- Assistance with eating.

- Help with using the toilet.
- Assistance with medication, subject to the current Wakefield Council policy and any other guidance.
- Help with personal laundry.
- Practical assistance e.g. essential shopping and household tasks.
- Support to carers to enable them to continue giving you support.



Staff

Getting a service from us

Once we have been asked to provide your home care service a manager from the team will contact you to confirm the times when the service will be provided. They will also tell you the tasks the Home Care staff are able to do.

You will be told the names of the home care assistants that will usually provide your service. It may not be possible to meet specific requests for times and visits. This is due to the demands placed on the service. However, we will do our best to meet your wishes.

Home care assistants will stay in your home for as long as it takes to complete the scheduled tasks. This may vary from day to day.

Because of the demand on the service, there are some tasks which we may have to schedule at times or on days when we have more staff available. If we have to reschedule we will let you know in advance.

Once the service is arranged you will be given a Service Delivery Plan. This will clearly show the service that has been agreed with you.

The manager from the team or Supervisor will visit you to introduce themselves, discuss the service and to do the following:

- Carry out a Health and Safety Risk Assessment.
- Explain the purpose of the Home Care Record.
- Agree your Service Delivery Plan.
- Ask you to sign a contract.

The manager from the team is the person responsible for Home Care staff and for the quality of the service provided. Their contact details are on page 26.



Who will provide the service

Our service operates over 24 hour, 7 days a week.

Teams of home care assistants provide services across the District. They work in time bands that operate from, 6am to midnight and midnight to 6am

However, practical support, such as shopping or housework, is not usually provided before 10am.

Wherever possible, your service will be provided by the same team of home care assistants. The number of home care assistants supporting you will be no more than is needed to provide the service and to cover for staff absence.

You will be informed, where possible, of any changes to your home care assistants or to the times and days your service is provided.

There will be times when, due to the absence of your regular home care assistants, replacements will be sent.

Every effort will be made to ensure

that 'relief' workers attend on the same day and at the same time. However, this may not always be possible. If this is the case, we will contact you to arrange a suitable alternative time.

There may be times when Home care assistants are unavoidably delayed. This could be when they have been involved in an emergency at someone's home. Every effort will be made to let you know about such delays.

Wakefield Council home care assistants are well trained to provide the service. They undertake intensive induction and have ongoing training to ensure they practice to the highest standards. Many home care assistants are qualified to NVQ level 2 in Care. All are expected to work towards this qualification.

What can I expect from the home care staff

At all times, you can expect home care assistants to:

- Treat you as an individual in a helpful, polite and courteous manner.
- Respect your religious and cultural requirements.
- Promote your independence and treat you with dignity and respect.
- Respect your privacy and confidentiality.
- Be appropriately dressed and carry a means of identification.
- Aim to call within 30 minutes of an agreed appointment unless they have become involved in an emergency situation.
- Respond to changes in your needs and put you in touch with other agencies where necessary.
- Show respect for your home and belongings.
- Adopt safe working practices when helping you.
- Not to smoke or drink alcohol when in your home.



Service Levels

What home care assistants can and can't do

Home care assistants will only provide services that you have been assessed as needing.

These will be agreed with you and written down in your Service Delivery Plan.

Household duties

Home care assistants will only carry out basic household tasks where these are part of a personal care plan.

Home care assistants do not do gardening, decorating or clean windows, inside or out. Neither are

they allowed to do tasks that involve climbing.

It is your responsibility to provide equipment and other materials for home care staff to use e.g. vacuum cleaner, furniture polish etc. Home care assistants will determine if they meet safety standards.

Shopping

Home care assistants can only shop at your local shop or a nearby supermarket where they can easily make the return journey in the time allocated. The amount of shopping they can do will be determined by a risk assessment on the amount they can safely carry or transport.

Medication

Home care assistants can only assist with medication in line with Wakefield Council policy and procedure and as agreed in your care plan. This is for safety reasons. We hope that you will understand. They cannot give advice on medicines or on any 'over the counter' medicines. You should always ask your GP or a pharmacist about medicines.

Entering your home

Home care assistants are not allowed to enter your home without you being there. If a member of home care assistants is unable to gain access to your home then enquiries will be made of relatives, neighbours, your GP, hospitals etc, to make sure that you are safe.

If we are unable to find out your whereabouts, we may need to contact the police to gain entry to your property to make sure that you are alright.

To avoid this, please let us know as soon as possible if you do not need the service, for example if you are going away or into hospital.

Where someone is not able to open their door to let the home care assistants in, there are equipment and services to help overcome this problem; things like key safes or door entry systems.





Conduct of home care staff

General appearance

Home care assistants must wear their uniform and ID badges at all times and show this ID whenever asked. They must also wear appropriate footwear ie. flat-heeled full shoes.

Home care assistants are provided with protective work wear and clothing such as disposable gloves and aprons. These must be worn when attending to your personal care needs or dealing with potentially harmful substances.

To protect you from being scratched and preserve a professional appearance, Home Care staff should not wear excessive jewellery. Neither should they have excessively long fingernails or wear nail varnish when working.

Visits to you home

Home care assistants should only visit you when they are scheduled to do so or when on official business on behalf of the Council. They must not bring children, members of their family or pets with them on visits.

Involvement in your financial and personal affairs

Home care assistants will not become involved in your financial or personal affairs. Home care assistants cannot make rent payments on your behalf

Home care assistants cannot carry service users cash at any time and they must not be given a Personal Identity Number (P.I.N.) in order to collect cash.

They should never be asked to act as a guarantor or to witness wills or other official documents.

Gifts

Sometimes people who receive a service wish to express their thanks by offering gifts, money or even making the member of staff a beneficiary in their will.

Please note that staff are **unable** to accept gifts of any kind, including bequests.

We hope this will avoid any misunderstanding, for you and for members of staff.

Confidentiality

Home care assistants are subject to the Data Protection Act 1998 and must respect your confidentiality at all times.

They will not discuss your circumstance with other service users or members of their own family.

Neither will they share your personal information with any individual or agency outside Wakefield Council without your permission or unless the law says they must.

However, where a member of home care assistants is concerned that somebody may be subject to abuse from either a family member, other professional or member of the general public they are obliged to inform their manager immediately.

Is there a charge for the home care service

There is a charge for the service. Whether you have to pay and how much will depend on a number of things such as how much service you receive and your own individual financial situation.

A member of our Financial Assessment Team will visit you to carry out a financial assessment. They can also tell you whether you can claim for any benefits.

We will then tell you the amount you will have to pay towards the cost of your service. We will put this in writing, or in a format suitable to you. You will also receive a Community Services swipe card which you can use to pay for your service at any Post Office.

If the amount of service or your financial circumstances change, the cost of the service may also change. Don't forget to tell us if this happens.



How do you pay for the service

You will be issued with a monthly statement. This will be in arrears, and will tell you your weekly charges for any home care services you may have had and any payments made by you during this time.

If you also attend a day care centre your attendance, meal and transport charges (if applicable) may also be shown on your statement.

There are various ways you can pay for your community care services:

At a Post Office

You can pay at any Post Office in the United Kingdom, either in cash, by cheque or by using your Community Services swipe card. You will be given a receipt showing the amount you have paid. Please keep this for your own records. There is no charge for this service.

Online

You can pay online by Girobank's secure BillPay website. You can pay using any Switch, Electron, Solo or Delta debit card. The service is free of charge and is available 24 hours a day, 365 days a year.

Full details of how to gain the most from this service, including registering as a new user, paying your bills and viewing a BillPay payment history can be found when accessing the BillPay website - www.wakefield.gov.uk

With a Debit Card

You can pay using any Switch, Electron, Solo or Delta debit card by telephoning 01924 306720, Monday-Friday 9am-5pm

By Direct Debit

You can also choose to pay by Direct Debit. If you are interested in using this method of payment, please contact us and we will send you a Direct Debit form for you to complete.

For further details write to:

**Wakefield Council
Payments and Income Team
PO Box 488
Wakefield WF1 9AJ**

Alternatively, you can telephone:
01924 307783 / 307717





How will Family Services know how much service you have received

Each time home care assistants call to provide a service they will check in and out of your home using a call monitoring system.

This will involve the home care assistants dialling a FREEPHONE number from your telephone to register the time they arrive and the time they leave. These calls are free and will cost you nothing.

Part of receiving our service is that where people have a telephone home care assistants are allowed to use it to record when they arrive and leave.

The system records the amount of service provided to you each week and means that we can work out your charges more accurately.

The system also helps us ensure we are delivering the service to you at the right time.

What about insurance cover

We expect you to have your own household insurance policy to cover you against any accidental damage to your possessions

Your responsibilities

In the same way we expect our staff to treat people with respect and politeness at all times, so we expect those who use our service and members of or visitors to their households to extend the same courtesies to them.

No member of staff should be subject to threats, violence, aggression, intimidation or harassment of any kind. To treat our staff in this way could lead to suspension of the service.

Learning from you

Quality Assurance

Your care needs will be monitored and reviewed by a social worker. Together with you and us, they will determine whether the service we are providing is still appropriate or whether changes to the service are needed. Reviews will be held at least once a year.

In addition, home care managers and supervisors will undertake quality assurance visits and telephone calls to people using our service. This is to check you are happy with the service and if not, what needs to change.

Sometimes we do surveys to give people a chance to tell us their opinion of the service.

We would very much appreciate you taking the time to help us with this as it helps us monitor and improve the service we provide.

We also welcome your comments about the Home Care Service. It is your views that tell us about the quality of what we do. We will listen to everything you say and take your comments seriously. Where we can, we will use the information you give us to improve services.

Please also feel free to tell us what you think the service has done well.

If you have any comments or suggestions for improving the service or if you are unhappy with the service and want to complain, you can contact a manager at any time to discuss your service.

If the manager is not able to resolve your complaint or you wish to discuss it with someone who is not part of the service, you can contact a member of our Complaints Team at:

**Wakefield Metropolitan
District Council
Complaints Officer
Family Services
County Hall
Wakefield WF1 2QL**

Tel: 01924 302840

Email: familyservicescomplaints@wakefield.gov.uk

A copy of the Complaints Leaflet and a form that you can use to make a written complaint are included with your Home Care Record.

When we receive a complaint we will respond within 10 working days. Where additional time is needed to investigate a particular matter we will let you know. The complaint will be dealt with as swiftly as possible and you will be kept informed of progress.

If appropriate, another member of the team will be asked to visit whilst the complaint is being investigated.



Regulation and Inspection

Care Quality Commission

The Home care Service is registered with and inspected by the Care Quality Commission. You have the right to contact them to discuss any aspect of the service you receive. Their address is:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Fax: 03000 616171

General Social Care Council

The General Social Care Council was established in October 2001 under the Care Standards Act 2000. They are the guardian of standards for the social care workforce in England.

Their role is to:

- Increase the protection of users of social care services, their carers and the general public.
- Regulate the social care workforce.
- Ensure that work standards within the social care sector are of the highest quality.

As well as promoting high standards within the social care sector, they also champion social care to help give it the recognition it deserves. They can be contacted at:

General Social Care Council
Goldings House
2 Hay's Lane
London SE1 2HB
Tel: 020 7397 5800
10am to 12pm & 2pm to 4pm
Monday to Friday)
Email: info@gsc.org.uk



Where to get more Information

For more information about the Home Care Service, please contact the local office for your service/area:

Home Care Team East

Bullenshaw House
Bullenshaw Road
Hemsworth WF9 4LN
Tel: 01977 723735
Fax: 01977 723749

Email: HomecareTeamEast-General@wakefield.gov.uk

Responsible for the following areas:
Castleford, Airedale, Ferry Fryston, Normanton, Altofts, Kirkthorpe, Warmfield, Featherstone, Purston, Knottingley, Pontefract, Darrington, Ackton, Sharlston, Streethouse, Hemsworth, South Elmsall, South Kirkby, Upton, Havercroft, Ackworth, Fitzwilliam, Kinsley, Ryhill, South Hiendley, Thorpe Audlin, East Hardwick, Badsworth

Home Care Team West

Staff House 1
Waterton House
Waterton Road
Lupset
Wakefield WF2 8HT
Tel: 01924 303796
Fax: 01924 304071

Email: HomecareTeamWest-General@wakefield.gov.uk

Responsible for the following areas:
Lupset, Portobello, Sandal, Crofton, Walton, Kettlethorpe, Crigglestone, Durkar, Ossett, Gawthorpe, Horbury, Netherton, Middlestown, Notton, Central Wakefield, Eastmoor, Agbrigg, Alverthorpe, Flanshaw, Outwood, Wrenthorpe, Stanley.

ReACT (East)
Ground Floor
Chequerfield Neighbourhood Centre
The Circle
Chequerfield
Pontefract WF8 2AY
Tel: 01977 723532
Fax: 01977 722729
Email: react-east@wakefield.gov.uk

Responsible for the re-enablement and assessment service on the east of Wakefield District, covering the same localities as Home Care Team East.

ReACT (West)
Waterton House
Waterton Road
Lupset
Wakefield WF2 8HT
Tel: 01924 303885
Fax: 01924 303883

E-mail: react-west@wakefield.gov.uk

Responsible for the re-enablement and assessment service on the west of Wakefield District, covering the same localities as Home Care Team West.



