

Home Care Service – Service User Guide

August 2018

What is Home Care?

The Home Care Service enables adults to live in their own homes for as long as possible by providing help and support with personal care and daily living tasks, whilst ensuring they maintain their independence and personal dignity.

Who can receive the Service?

The service can only be provided to a person following an assessment which identifies this need. If you are in hospital a Social Worker or a Care Co-ordinator can carry out an assessment for you to see if you are eligible for support which will be paid for by the Council or the Clinical Commissioning Group, or if you will need to pay a contribution for the help and support you need or pay the full cost of the service.



You can also arrange for an assessment to be carried out yourself by contacting either Virgin Care or the Home Care provider directly.

If you request an assessment on behalf of someone else, it is very important that the person is aware of this, and that you have their full permission before you make the request.

The assessment will be completed either by a Health or Social Care Professional and a support plan will be drawn up indicating that Domiciliary Care/Home Care Services are required.

Where are Home Care Service Providers Based?

The Council and the CCG work in partnership with six service providers within Bath & North East Somerset. The providers tend to operate within specific areas of Bath e.g., North Bath, South Bath, North East Somerset (Radstock area) and Keynsham.

The five providers that the Council and the CCG currently have contracts with to provide services are:

- [Way Ahead Care](#)
- [Carewatch](#)
- [Care South](#)
- [Somerset Care](#)
- [Kumari](#)
- [Safe and Sound](#)

There are, however, other providers who provide services in Bath and if you choose to have a Direct Payment from the Council or CCG or need to fund your care privately, you will be able to choose which provider provides your service.

Details of providers who operate in Bath & North East Somerset can be found on the Care Quality Commission website (the Care Quality Commission are the government body who regulate care services such as these) or the Council's Trading Standard website.

What happens next?



Once an assessment of your needs has been completed and a support plan has been agreed with you indicating that Domiciliary Care/Home Care is required, the relevant contracted provider will be asked to visit you. They will discuss with you the length and the frequency of the calls that the Home Care Support Worker will spend with you to carry out the tasks agreed in the support plan.

They will explain to you about the time banding system that is operated and agree with you when your calls will happen. Whilst this may not be your ideal time initially, the provider will work with you to arrange a more suitable time as soon as their staff resources enable them to do this. This can take a few weeks to sort out for you, but please be assured that the providers will do their very best to accommodate your preferences as soon as they are able.

How much will it cost?

There is a charge for this service but these charges will depend on your financial circumstances. This will be explained to you by the person who is appointed to carry out the financial assessment. However, you need to be aware that the cost of the service if you are assessed as needing to fund this yourself will vary from provider to provider.

When will the Service Start?

When your service provider visits you to set up your service they will explain to you in detail how the service works and will also introduce you to your Home Care Support Worker Team if this is possible. This may be done the same day or at a later date.

If you are in hospital it is important that you are able to return home as soon as possible. This is in your best interests and means that once you are considered fit to go home that this happens quickly so that hospital resources can be made available to people in need.

This does mean that we need to work with you and your family/friends to facilitate a timely discharge and in order to achieve this you could be required to accept a solution which is not your preferred option. Providers will work with you to move to a more suitable time as soon as they have the staff resources to do this.

Is there a need to carry out any Health and Safety assessments?

All employers are required by law to observe their obligations under the Health and Safety at Work Act. This is aimed at protecting both yourself and the Home Care Support Workers who will be visiting you.

Such assessments include:

- Assessing any risk presented by possible environmental hazards within your home (e.g., defective flooring, hazardous chemical substances and surplus furniture). Also Home Care Support Workers are issued with electrical circuit breakers (RCDs) when using electrical appliances if appropriate.
- Moving and handling – there is legislation on moving and handling which is aimed at minimising risks to both yourself and to the staff involved in providing your care and support (e.g., if you need help getting in and out of bed or with bathing) and these risks need to be assessed and minimised. Adjustments may need to be made to the positioning of furniture in your home to ensure your and the staff members safety.



In some cases risk assessments may result in the need for two Home Care Support Workers to attend and/or the provision of specialist equipment (e.g., hoists).

Health and Safety obligations for staff mean that they are not authorised to undertake tasks for service users other than those set out in the Care and Support Plan provided to you.

In accordance with legal obligations to staff involved in providing care there may be occasions when the care and support provided to you has to be withdrawn due to high risk and alternative arrangements would need to be made for your care and support which could require you moving from your home.

Can you help me with medication?

Home Care Support Workers are not able to administer medication unless it is authorised as part of your care and support plan and conforms to the provider's medication policy and procedures.

We appreciate that these restrictions are often problematic but would ask you to fully co-operate in these areas. Such restrictions are in place to protect you and the member of staff supporting you as they are not nurses and do not have clinical or medical training.

The service provider will be able to provide further information to you on this matter.

How will I identify the Home Care Support Workers who will visit me?

All Home Care Support Workers wear uniforms relevant to their employing organisation and they will also have identity badges containing their full name. You should ask to see these badges when the Home Care Support Worker visits you.

Should anyone present themselves as a Home Support Worker not conforming to the above then we advise that you refuse entry to them and contact your service provider immediately. Service providers will provide you with a folder which will provide you with all the relevant contact numbers that you will need.

How will the Home Care Support Worker gain access to my property?

To ensure the safety and security of your property a Home Care Support Worker will gain entry to your property as agreed with you. For security reasons we ask you not to leave keys under flowerpots or to leave your door open. We would recommend that you consider a key safe if you are unable to open the door to the Home Care Support Worker and you need them to be able to gain access.

Before the Home Care Support Worker leaves your property (assuming that you are unable to) they will make sure all gas and electrical appliances are switched off or left in a safe manner, and where appropriate, doors are locked and keys returned to the key safe.

What does a Domiciliary Care/Home Care Service involve?

The main role is to assist with personal care in accordance with the Care Act 2014 eligibility criteria. Home Care Support Workers will only perform low level domestic services and these will be specified in the Care and Support Plan.

If you require a higher level of domestic support you will need to secure this service separately.

Home Care Support Workers will only handle service user's money in exceptional circumstances and in these instances you will always be issued with a receipt. They are not able to withdraw cash for you or have access to any debit cards or associated PIN numbers.



If your Care and Support Plan states that you require a laundry service this will be arranged for you, but you will be required to meet the cost of this service.

Will the same Home Care Support Worker always visit?

Every effort will be made to ensure that your care and support is provided by a regular team of Home Care Support Workers who are known to you. However, sometimes it may be necessary for providers to provide replacement Home Care Support Workers who are not part of the normal team. We accept that change is not always easy, but providers will ensure that all Home Care Support Workers are familiar with your care and support needs or that they read the necessary plan in your home before they provide you with care and support.

Can Home Care Support Workers help with other tasks?

Staff are only authorised by their employers to perform those tasks identified in your care and support plan. They cannot undertake any other tasks which have not been authorised or included in your care and support plan.

How will my service be monitored?

At the end of each visit the Home Care Support Worker will ask you to sign their timesheet as evidence that you have received the service at the times stated. The Home Care Support Worker will insert the actual times that they attended (bearing in mind that there may be some slight variation to the times indicated in your care and support plan due to travel delays etc.)

You should check that your Home Care Support Worker has completed this part of the timesheet correctly before you sign – please do not sign if the Home Care support Worker has not inserted the correct times and only sign if you are satisfied with the service. Never sign a timesheet until the end of the visit.

An invoice for your contribution will be sent to you by the Council.

What if my needs change?

Your care and support plan and your total package of care and support will be formally reviewed at least once a year by the provider commissioned by the Council or the CCG to undertake this role. If you have any problems concerning the services provided to you please contact the service provider in the first instance to try to resolve your concerns. If this fails then you can report your concerns to the Council's complaints officer.

Your service provider will also undertake an informal review of your service and will be able to deal with any concerns that you may have. Providers will recommend increases and decreases in care and support where required.

Who monitors Domiciliary/Home Care?

Domiciliary/Home Care is registered with the Care Quality Commission and the Care Quality Commission undertakes inspections of services.

The Council and the CCG also review the services that they commission locally.

Gifts and Rewards

Home Care Support Workers are expressly forbidden to receive any gifts or financial rewards from you or your family in relation to the service that is provided to you on behalf of the Council/CCG. If you are happy with the service you receive the providers would welcome your feedback.

Information Sharing and Confidentiality

Any information that you provide to the Council or the CCG will be kept safe. We will not disclose your information to anyone not involved in your care and support without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

Representations/Complaints/Comments

If you are unhappy with any of your services or about the way you have been treated, you should initially discuss this with the relevant service provider and we hope that the problem can be resolved at this stage.

However, if you are still unhappy you can take the matter further by making a formal complaint to the Council's Complaints Officer, CCG or the Local Government Ombudsman.

If you think that something has been done well we would like to hear this too.

Advocacy Services

We can arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and you do not have family or friends to help you.

For more information, please ring the ASIST team on 01225 396000

If you would like this information in another format or local community language, please contact P_C_Comms@BATHNES.GOV.UK

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AMS/MH