

The Home Care and Night Care Services



Supporting you to be as independent as possible at home



adults and
communities

June 2010

The Home Care and Night Care Services

The Home Care and Night Care Services offer a range of personal care and practical support to help you live as independently as possible in your home.

The home care and night care staff work together with other professionals who may also be involved in caring for you (such as social workers, district nurses and occupational therapists).

The Home Care Service

This service is available between 7am and 10pm, seven days a week. It specialises in short term support, to help you regain independent living skills you may have lost through ill health or a stay in hospital, or to learn new skills. We will always try to help you to do things for yourself, rather than do them for you, unless this is not possible. This service usually lasts for a maximum of six weeks. We also provide some longer-term care in certain circumstances.

The Night Care Service

This service provides three different night time services between 10pm and 7am:

- A carer to stay through the night. This service is available for a maximum of two nights a week, Mondays to Fridays only, to provide a break for the person who usually stays with you;
- Night carers who visit your home up to three times a night to provide vital personal care that cannot be provided in any other way; and
- Carers at night to support you if you live in an Extra Care Sheltered Housing scheme.

How do I arrange a home care or night care service?

To find out if you are eligible to receive support from our home care or night care services, please contact our Older People's Access Service (OPAS).

Phone: **0121 303 1234**

Textphone: **0121 303 6230**

Email:

OlderPeoplesAccessService@birmingham.gov.uk

A social worker will visit to help you complete a full assessment of any support you need. If you meet our criteria for a service from home care or night care, the social worker, and sometimes an occupational therapist, will agree with you the support you need. This is called your support plan. This will say what days and at what times our home care assistants will visit, and what they will do to support you.

A home care organiser will then visit you to arrange the best way to give you the support that has been agreed. Home care assistants will then start visiting you to give you that support.

What happens after six weeks of home care service?

Your social worker and home care organiser will keep in touch with you and your home care assistants throughout the six weeks that you receive home care to see how you are getting on.

By the end of the six weeks, your social worker will talk with you about the choices that are available to you if you still need support and can help you to arrange this.

What kinds of support can the Home Care and Night Care Services give?

We give support with things like:

- help to get in or out of bed;
- personal care – this means things like help to wash, shower, bathe, dress, use the toilet, or eat meals; and
- practical support to make simple meals and drinks.

What kinds of things can the Home Care and Night Care Services not do?

Our staff are not allowed to:

- do anything for you that is different from what was agreed in your support plan;
- keep or use your bank Personal Identification Number (PIN) or use your bank card to take money out for you;
- collect your pension or benefits using your card;
- keep the keys to your house; or
- accept gifts or money.

Health and safety

When a home care organiser first visits you, they will plan how to give you the help that has been agreed in your support plan. This will include thinking about how the home care assistants can support you without putting their own health at risk (for example if you need to be lifted or helped to stand or move). For their and your safety, the carer will only be able to give this help in the way that has been agreed and using any equipment that has been provided.



Do I have to pay if I use the Home Care or Night Care Services?

There is a charge for having support from the Home Care and Night Care services. The amount you will have to you pay depends on how much care you receive and your level of income and savings.

Once your service has started, a member of staff from our Fairer Charging Team will visit you to work out how much you need to pay.

They will also check what state benefits you may be entitled to and support you to apply for any that you are not getting.

You will **not** be asked to pay for any home care or night care service you receive before you have been told how much the charge is.

Our standards

The Home Care and Night Care Services are registered services regulated and inspected by the Care Quality Commission. Inspection reports which say how well we meet their standards are on the Care Quality Commission website at www.cqc.org.uk, or you could ask us for a copy.

We aim to:

- give you the best possible service. Home care organisers regularly visit all our customers and our managers routinely visit a sample of our customers to ask them what they think of our services;
- give you support in a way that respects your individual needs; and
- support you to stay in your home by helping you do as much for yourself as possible, but we will not expect you to do more than you can.

We make sure that:

- our staff are appropriately trained and supported so that they can give you care that is safe and of a high quality;
- we follow national guidance on keeping vulnerable adults safe. We will always report circumstances that we believe suggest a vulnerable adult is at risk of harm;
- we will keep a record of the support we give you each day in a communication book kept at your home; and
- we will give you the telephone number and e-mail address of your home care organiser.

Data Protection

We follow the Data Protection Act 1998 and we will only share information about you with people who provide your care.

For further information, visit www.birmingham.gov.uk/dataprotection

Smoking

It is illegal to smoke at work. As your home is the home carer assistant's work place, they are not allowed to smoke there.

We ask you to show consideration for the health of our staff by not smoking whilst they are in your home and for at least 30 minutes before they arrive.

Security

All our home care and night care staff carry a Birmingham City Council Identification badge with their photo on, which they should show you before coming into your home.

What should I do if my home care assistant is late or does not visit?

We try to make sure that we always visit you as agreed in your support plan and on time. Sometimes this might not be possible. If this is the case we will always try to contact you beforehand.

If you have not heard from us and you are worried because your carer is late arriving, please contact your home care organiser during office hours (8:45am to 5:15pm, Mondays to Thursdays and 8:45am to 4:15pm on Fridays).

Outside these times please ring our Out of Hours service on **0121 464 5001**.

What should I do if I am going to be away from home when my home care assistant is due to visit?

It is very important that you let us know if you are not going to be at home when we are due to visit.

If you don't tell us and there is no reply when we visit, we may assume you are hurt or in danger. We would then have to ask the police for emergency help to enter your home.

What should I do if I want to make a comment, complaint or compliment about the home care or night care service?

Your views are important to us. We encourage you to talk to your home care organiser, or you can contact our Customer Care and Citizen Involvement Team.

Telephone:
0121 303 5161.

Email:
CustomerCareTeam@birmingham.gov.uk

Address:
**Customer Care and
Citizen Involvement Team,
Birmingham City Council,
Adults and Communities,
Milton Grange,
16 Handsworth Wood Road,
Birmingham
B20 2DR**

Home Care, Night Care contacts

My Home Care Team

Name:

Telephone Number:

My Home Care Organiser

Name:

Telephone Number:

Email address:

Out of office hours and weekend emergency contact number: **0121 464 5001**.



Corporate member of
Plain English Campaign
Committed to clearer communication.

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If you would like a copy of this leaflet in another language, in large print, in Braille or on audio tape, MP3 or CD, please phone us on **0121 464 3123** or email accomunications@birmingham.gov.uk

www.birmingham.gov.uk/adults