

A guide to the Home Care Enablement Service



Support for people to stay as independent as possible in their own home







Who is the Home Care Enablement Service for?

The Home Care Enablement Service may be for you if you:

- have been in hospital and need help to learn how to manage when you get home; or
- are finding it difficult to manage living at home.

What does the Home Care Enablement Service do?

The Home Care Enablement Service helps you relearn skills such as washing, dressing and cooking, or learn new ways of doing things, so you can be as independent as possible.

We will work with you at home for up to six weeks. We will help you to learn, or relearn, how to manage at home and get your confidence back.



How do I apply for the Home Care Enablement Service?

If you are in hospital, a hospital social worker will talk to you about the Home Care Enablement Service before you leave hospital.

If you live at home and you are having difficulty managing, we will arrange for a social care worker to visit you and assess your needs.



contacting the Adults and Communities Access Point (ACAP).

You can ask us for an assessment by

Phone: 0121 303 1234

Email:

acap@birmingham.gov.uk





Assessment

We will ask you to answer some questions on a form called a self-assessment questionnaire. We will visit you to find out about what your needs are and the things you are finding difficult. You may want to have a relative, friend or carer with you when the social care worker visits.

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If you have a carer, we will talk to them about their needs as a carer, and any advice or support they need to continue caring for you.

Am I eligible for the Home Care Enablement Service?

If we assess you it doesn't always mean you can have the Home Care Enablement Service.

If you are not eligible for the service, we will give you advice and information about other services and organisations that may be able to help.

We will offer you the Home Care Enablement Service if your assessment shows that you have 'substantial' or 'critical' needs. This means we have assessed you and think you need a lot of help.

For more information about the way we decide who needs a lot of help, we have another leaflet called 'Am I eligible for adult social care?'. If you would like us to send you this leaflet, phone us on 0121 464 3123.



Your Home Care enablement plan

If you have critical or substantial needs, a social care worker will work with you to make an enablement plan.

This will show the areas you need help with and how you want us to give you that help.







Your enablement plan will look at:

- how much you can do for yourself;
- what you want to achieve;
- the tasks you need to do to be able to carry on living at home; and
- the people who will provide your support.

Your Home Care Enablement Service will start when we have written and agreed your enablement plan.

What kind of support is available?

For up to six weeks, we can help you relearn or learn a new way to:

- get in and get out of bed;
- get in and out of the bath or shower;
- get dressed and undressed;
- prepare meals and snacks; and
- practise using any new equipment.



We may give you equipment and devices to help you live as independently as possible in your own home.

For example the equipment might be:

- a bath lift to help you relearn or change the way you get in and out of the bath; or
- a kettle tipper, kitchen trolley or perching stool to help you relearn how to prepare drinks and meals.

We may ask an occupational therapist to help you choose the most suitable equipment for your needs. We can help you to practise using it.

The support we give you may also include products known as 'assistive technology'. Assistive technology is a range of devices that can help you stay safe at home.

Examples of assistive technology include a falls detector that alerts a relative or carer if you have a fall at home and a pill dispenser that will remind you to take your medication.

When you have had four weeks of support, your social care worker will visit you to see how you have been getting on. We call this a review.

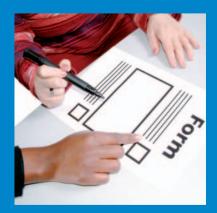
The review will help you and your social care worker decide if you will need more care after you have had the Home Care Enablement Service for six weeks.

If you do, we will do another assessment to see if your needs have changed.





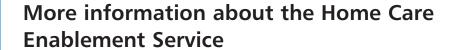






The Home Care Enablement Service is free for the first six weeks. After this, you may have to pay something towards the cost of any care we provide for you. How much you have to pay will depend on your financial situation.

A member of staff from our Fairer Charging Team will visit you to ask about what money you have already and what money you could get from the Government and from us. You won't have to pay anything until you have had a financial assessment.



If you would like more information, please contact the Adults and Communities Access Point (ACAP).

Phone: 0121 303 1234

Textphone: 0121 303 6245

Email:

acap@birmingham.gov.uk



Website: www.csed.dh.gov.uk

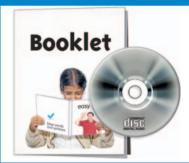




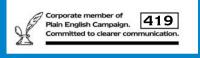












The Customer Care and Citizen Involvement Team

If you have any comments, compliments or complaints about our services, please contact the Customer Care and Citizen Involvement Team.

Phone: 0121 303 5161 (choose option 1)

Email:

CustomerCareTeam@birmingham.gov.uk

Website:

www.birmingham.gov.uk/AdultCustomerCare

To get this leaflet in other formats

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 contact us.

Phone: **0121 464 3123** or email **ACCommunications@birmingham.gov.uk**

Some of the pictures in this leaflet are provided by CHANGE.

Website: www.changepeople.co.uk