

**What you can
expect from home
care services
arranged by
Kirklees Council**



An assessment of need is available to anyone who the local council thinks might need care and support and this assessment must be provided free of charge. The assessment is usually carried out by a social worker, or sometimes an occupational therapist or other trained worker, and results in a care and support plan being agreed. The plan should, where ever possible, be produced with the input and agreement of the person needing care and their family/friends. One of the ways of meeting needs for care and support is to arrange for a home care service.

A home care service is supportive care provided in the home, focused on meeting your individual needs and lifestyle. **If you are eligible for home care support, Kirklees Council have two options which you might want to consider:**

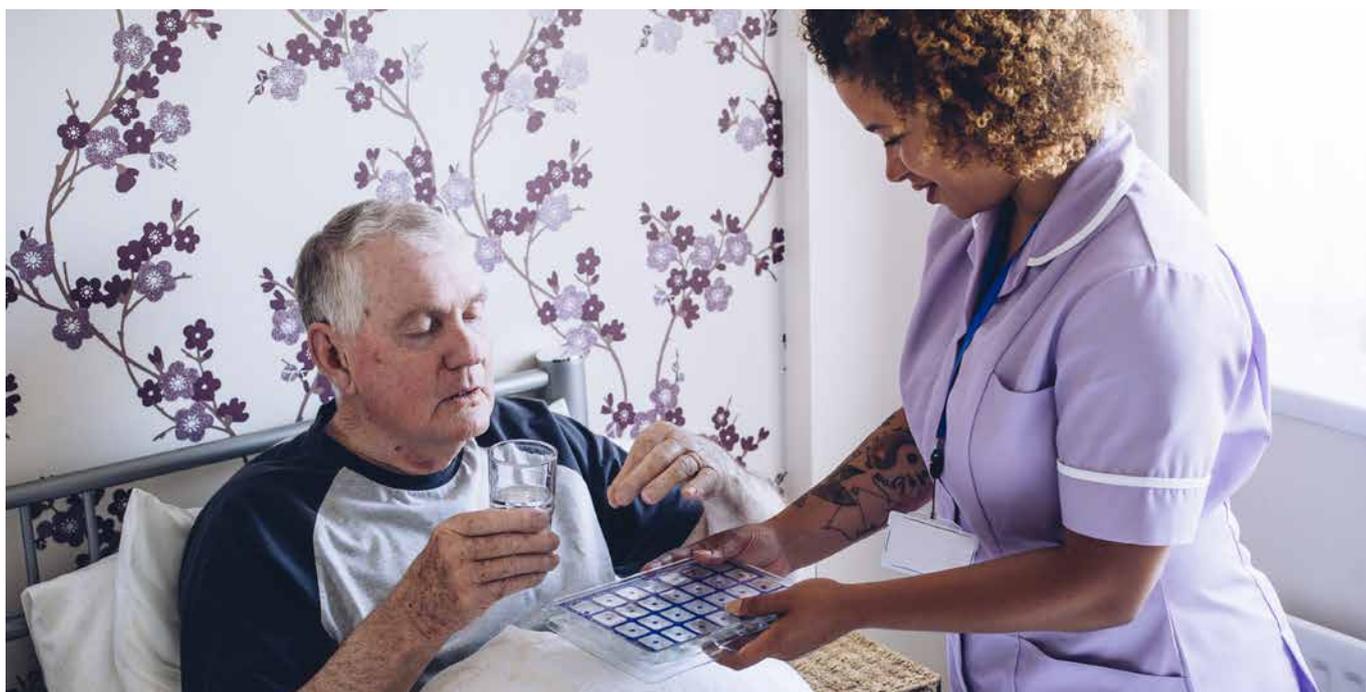
1 Option 1 - **A Direct Payment**

A Direct Payment is a sum of money paid by the council, through a pre-payment card or bank account, for you to purchase your own home care support. You have the freedom to choose how to spend this money to meet your needs, as discussed with your assessor. For example, you can employ your own staff or a home care organisation. A Direct Payment is to enable you to have more control over your life, specifically how and when your support is provided. It increases the opportunity for flexibility to meet your lifestyle and needs. There is more detail regarding this option in a separate leaflet. Your Assessor can provide more details about Direct Payments and you can also receive support to set this up.

If you need help to set up a Direct Payment, your Assessor will be able to arrange this.

2 Option 2 - **A Brokered Service**

If you would prefer, a Kirklees Council team called Brokerage can set up your home care service on your behalf. The information below explains how a service arranged by Brokerage works, which may be useful in helping you to decide which Home Care option is best for you.





1. Will I have to pay for my home care service?

Home care, however it is arranged, is a chargeable service, which means you might have to pay: none of it; some of it; or all of it. How much you pay will depend on your financial circumstances; to help the Council understand your circumstances, a financial assessment can be carried out at your request, if requested, the Kirklees financial team will be in touch to arrange a financial assessment. Alternatively, you can complete this online to give you an early indication as to how much you will need to contribute to your care costs at <https://www.kirklees.gov.uk/beta/social-care/paying-for-adult-social-care.aspx>. We aim to conduct financial assessments before services begin, to help people understand the amount of money they need to pay for their services and to support financial planning. However, in certain circumstances, such as when home care is needed very quickly to support you, it may not happen until after the service has started. In this case, your invoices will be backdated to the start of your service, if you are assessed as being able to pay for part or all of your care.

It is important to note that if you have a reduced service for any reason (for example, if you go on holiday) you may not automatically be entitled to a reduction in your payment. Your assessor will be able to provide you with more information on this. If any additional time is required to meet unforeseen needs you may need to make a further contribution to this.

2. How is my home care arranged?

If you choose Kirklees Council to arrange your home care, (Option 2 - A Brokered Service) the Kirklees Council Brokerage team will set this up on your behalf.

3. Who provides my home care?

Kirklees Council has contracts with a number of home care organisations who were successful in bidding for these contracts. All of the organisations are registered with the Care Quality Commission. These organisations will provide your home care service, not the Council. These organisations may change however if the council needs to award new contracts, which happens periodically. The Council has quality guidelines which we adhere to when awarding contracts to providers to ensure the best care and choice for you.



4. Who will provide my day to day support at home?

Care workers who are employed to deliver home care are fully trained to be able to carry out their duties. Home care organisations employ a diverse workforce regardless of gender, age, race, sexuality etc. in the same way that hospitals, GP surgeries and care homes do. It is not possible to provide specific staff to provide your support. All care workers are employed on the basis that they will treat you and your family with dignity and respect. In return it is important that care workers are also shown courtesy and treated with respect.

5. What time will my service be provided?

At the start of your service you will be given a time range to meet your needs and lifestyle, where possible. Unfortunately, home care organisations, like district nurses, are unable to give specific times. This is because on a day to day basis there could be unexpected events such as traffic delays, accidents and staff sickness. Your home care organisation will try to contact you if your call time is likely to be much later or much earlier than your usual time range. Sometimes your home care organisation may need to make changes to your time range. They will talk to you about this in advance and make sure that the times of your calls are still appropriate for you.

It is important to keep in mind that home care services can be very busy at certain times of the day and priority has to be given to people who have particular needs. For example, some people need to have their calls at more specific times because of a medical condition such as diabetes, or because the medicine they take has to be given at a set time. Sometimes services can be disrupted due to emergency situations such as severe weather, gas leaks, flooding etc. Also services may be disrupted due to planned events such as street events, cycle races etc. In these circumstances your home care organisation will work with you to plan how best to support you. This may include combining some of your visits or identifying other people that can support you. If you want to change your usual time range, please contact your home care organisation and discuss this with them. They may not be able to meet your request at the time but can possibly work towards a new time banding over a period of time.

6. Who should I contact if my care worker doesn't arrive?

If your home care worker has not arrived within the usual time range (as explained in section 5), please telephone your home care organisation. The home care organisation will look into this and will make any necessary alternative arrangements to support you.

7. What information do I need to keep my home care organisation updated about?

It is important that you, your family/friends and your home care organisation keep each other updated with any changes relating to your health or care/support plan.

For example:

- **If you have been feeling unwell or have had a recent doctors visit** – it is important for you to tell your care worker as they may need to change how your care is provided to ensure you continue to be supported in the best way possible.
- **If the doctor changes your medication** – your home care organisation will need to know this if they support you with medication, as care workers have guidelines to follow when supporting people with medication. If you tell your care worker anything important about your care or they notice a change in your condition, they will discuss this with you and tell their manager or office. You may be asked if you would like the care worker to contact your family, your doctor or a relevant professional, which is your decision to make. Please note that care workers have a duty of care to report anything which gives them concern about your safety or well-being.

8. How will the care workers know how to support me?

The home care organisation will be provided with the information from your assessment completed by a Kirklees Council assessor. This will inform your home care organisation of your individual preferences and the areas in which you need support. The home care organisation will then use this information and work with you to create a more detailed care/support plan. Home care workers will assist and encourage your independence, give you choice in terms of how tasks are completed along with things like the types of food you eat, and they will respect your wishes. The care/support plan will be kept in your home in a folder. The folder will also contain other important information such as any movement and handling plans, risk assessments, a daily record log and a Service User Guide from your home care organisation. In the future, home care records may be held in an electronic format. The care/support plan is designed to meet your aspirations and needs, if you feel these have changed at any time, please contact your home care organisation to request a review.





9. What should I do if I want to cancel some of my home care calls?

If you are not going to be at home and need to cancel some of your home care calls, please tell your home care organisation with at least 24 hours' notice or ask a family member/friend do this for you. This might be when you have to attend doctor or hospital appointments or are visiting family. Sometimes it is not possible to give any notice - for example, if you are admitted to hospital in an emergency.

Please note: You may be required to pay as usual if 24 hours' notice is not provided. This is to avoid unnecessary emergency situations. For example, if you do not inform the home care organisation that you are not going to be at home, the care worker who calls may assume you have fallen in the house or become too ill to let them in. If this is the case, they will need to follow a procedure which may result in the police being called out and emergency entry into your home being made to check your safety.

10. What if more than one home care organisation provides my support?

Sometimes it may be necessary for more than one home care organisation to support you. Each organisation will have their own paper work in your home, such as copies of your care/support plan, medication records and risk assessments.

Care workers from each of the home care organisations will fill in their own records. They will also need to read and occasionally record in other organisations records to coordinate your care. This helps everyone involved with your support to communicate with each other. It also helps them to keep up to date about your needs, particularly if any changes occur. It is important that records are kept together in a safe accessible place agreed by you, in your home. All organisations will need to be informed of any changes, for example medication changes, holidays or planned hospital visits, please ask your home care organisation or family/friends if you feel you need help with this.

11. How do I make a compliment or complaint?

Services welcome your feedback and use this as a way to improve services. Your home care organisation will have its own compliments and complaints policy. If you have a compliment or complaint please contact the organisation - information about compliments or complaints will be in the Service User Guide that you will be given when your service starts. Your home care organisation will work with you to resolve any issues or concerns.

If you are not satisfied with the response, you may want to contact a more senior person within the home care organisation; if you would like to do this, but aren't sure who the more senior person is, please ask your home care organisation or family/friends to help you with this. If you are still not satisfied after they have investigated your complaint, you may wish to contact Kirklees Council or the Care Quality Commission (CQC). These details can be found in the Service User Guide given to you by your home care organisation.

12. What is the responsibility of the householder?

Home care workers need safe access to your property to ensure they can always support you properly, and you may be asked to make arrangements in this regard. For example:

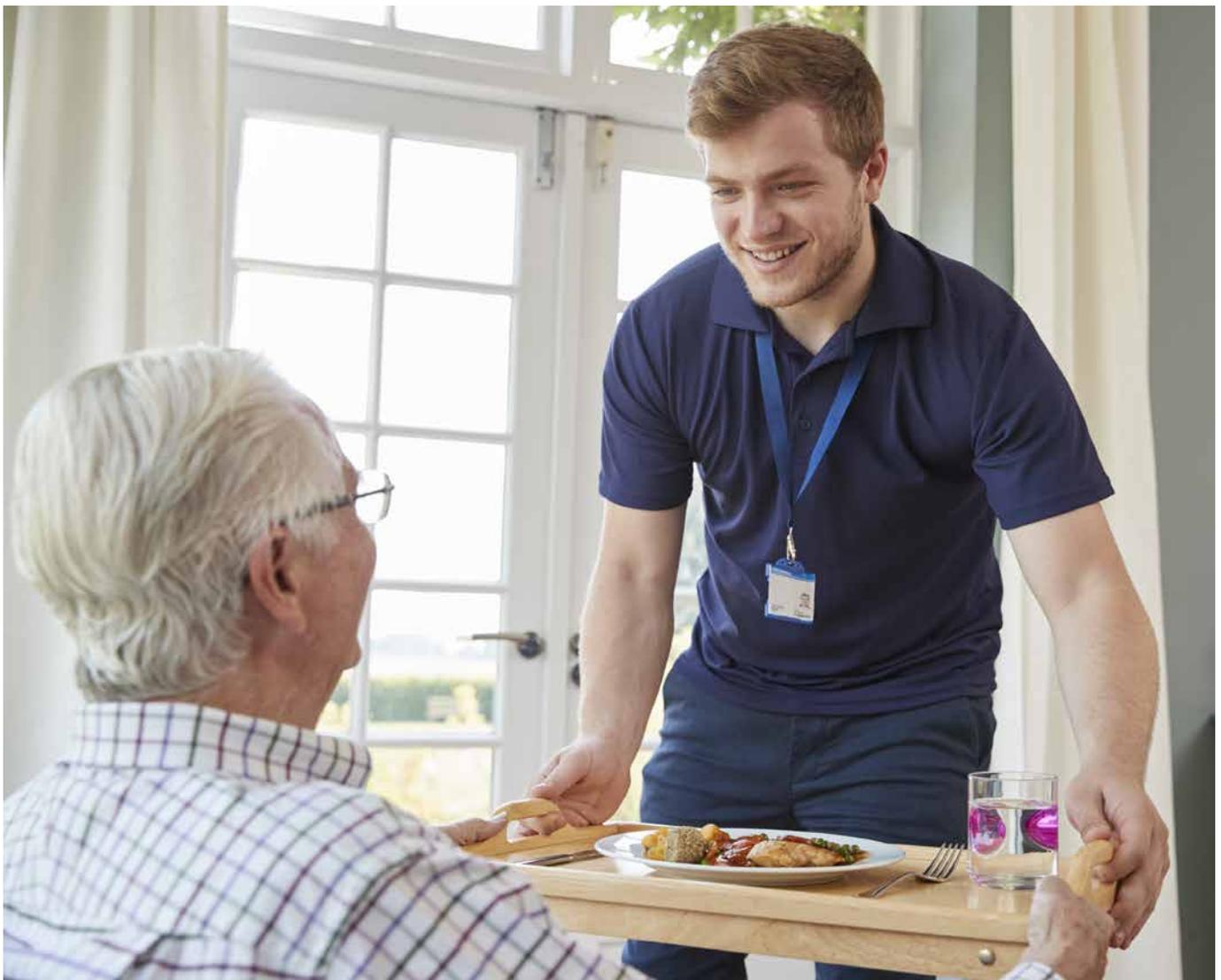
- **ensuring pathways are clear, well-lit and non-slippery.**

You may also have to make arrangements to ensure care workers are not put at risk for example; from any pets or from inhaling cigarette smoke while they are supporting you.

Home care workers will also use a variety of domestic equipment and household items in your home that you or your family would normally use yourself, such as your kettle. It is reasonable to expect that these items are in good working order and safe to use. Broken or worn items should be replaced by the customer or householder unless it can be evidenced that the care worker has caused the damage through misuse or neglect. If you feel this is the case, please follow the complaints guidance set out in section 11.

13. What do I do with any equipment that I no longer need?

If you have any equipment that you no longer use, please let your home care worker know or contact your home care organisation directly, they will support you to return it to the correct department. This might include hoists, slings, commodes, zimmer frames, care phones etc.



For more information please contact:

Gateway to Care

Go online:

www.kirklees.gov.uk/beta/adult-social-care-and-health.aspx

Call us on:

01484 414933

(24 hours a day, 7 days a week)

Visit us at:

Huddersfield Customer Service Centre

Civic Centre 3, Market Street, Huddersfield HD1 2YZ

Dewsbury Customer Service Centre

Walsh Building, Town Hall Way, Dewsbury WF12 8EQ