

## Derbyshire County Council Home Care Service

By choosing the Derbyshire County Council (DCC) home care service you are choosing staff who are trained to the highest standards and can offer a range of expertise in specialist areas including dementia. Every year our dedicated home care workers support thousands of people to live independently, safely and happily at home.

### Our Staff

Our committed staff will make sure you get a service whatever the weather – seven days a week – 365 days a year. We offer tailor-made services at flexible times – early to late – to suit your needs. We will use the same team of home care workers to visit you so you get to know them. We also have dedicated out-of-hours teams on call through the night in case you need us unexpectedly.

### Assessing for eligibility

Before any service begins a social care worker will work with you to assess what care and support is required and how this is to be provided, which will also determine if you are eligible for support from Adult Care. Following the assessment a personal service plan is completed detailing how you wish your care to be provided. This plan will be reviewed annually but where complex care is required reviews may be more frequent. Alternatively you can request a review of your personal service plan at any time and family and friends can be involved if you wish.

We have a legal obligation to meet health and safety legislation to protect you, your carers and the home care staff. Where a risk is identified that may have implications for yourself or a staff member, a risk assessment will be carried out to safeguard all involved and provide safe working guidance to minimise the risks. In some circumstances staff will be unable to perform some tasks, such as medically related tasks that require a trained nurse or physical tasks such as cleaning windows. Every aspect of your care will be discussed with you at every stage.

As part of our care package we could help you with:

- Getting in and out of bed
- Care of Personal hygiene
- Dressing
- Going to the toilet
- Eating and drinking
- Some essential domestic tasks

We can also offer a sitting service so your carer can get out and about, knowing that you are in safe hands.

## Adult Care Fact sheet: Home Care Service

### Short Term Support at home

If you have experienced a recent fall, or just returned from hospital and only require support for a short time you may benefit from the Re-ablement Service. This service provides up to six weeks intensive support and will gradually reduce over this period as skills and confidence are regained, and you get back to being independent. This service is provided free of charge.

After six weeks, if you're assessed as needing support for longer and are eligible for DCC Home Care, you can decide who you want to provide your care.

### Gaining access to your property

The home care staff will knock or ring your bell before entering your property, unless you agree for them to let themselves in. However, they will always call out and alert you to their presence. If you are unable to let the home care staff into your home we will work with you to make alternative arrangements to ensure you are able to receive your service.

If a member of home care staff is unable to gain access on a pre-arranged visit we will contact relatives or friends if there are any concerns about your safety and will continue until we know that you are safe. This may include calling the police in extreme circumstances.

### Protection for you and the Home Care Staff

If at any time staff suspect any risk of abuse they will report this to their line manager immediately to safeguard you and your family whichever is appropriate. If care staff are collecting pensions, paying bills, shopping etc. they must record on the paperwork in your home the amount of cash involved, any change given, any receipts. You or a carer must also countersign the home care staff signature where possible.

Home care staff are in contractual paid employment when providing your service therefore it is inappropriate for them to benefit financially from the relationship. The code of conduct for staff requires them to declare any gifts offered and they **cannot** accept any money offered.

We also ask staff not to become involved in any private financial agreements such as catalogues, looking after money for you, borrowing money, etc. DCC Staff cannot witness any legal document such as wills, acting as executor or accepting a bequest or legacy.

### What does it cost?

You may be asked to contribute towards the cost of your care, either from your attendance allowance/disability living allowance or from other money you may have, for example savings. The cost of the service will be explained and the amount of your contribution be part of the assessment process where your income and welfare benefits will be taken into consideration.

### What happens to the information you provide?

Personal information held by Adult Care is treated confidentially in accordance with the Data Protection Act 1998. You will be able to decide what information is shared and with whom and we will make sure all information about you is held securely.

## Adult Care Fact sheet: Home Care Service

### How Services are regulated

The Home Care service is monitored, regulated and inspected by the Care Quality Commission (CQC) which is an independent body set up to ensure the standards of care required by government are achieved. You can access inspection reports from CQC East Midlands, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 61 61 61 Website [http: www.cqc.org.uk](http://www.cqc.org.uk)

Email: [enquiries.eastmidlands@cqc.org.uk](mailto:enquiries.eastmidlands@cqc.org.uk)

**For any further information, or if you would like to speak to someone about home care, contact your adult care worker, or contact Call Derbyshire on 01629 533190, or email [contactcentre@derbyshire.gov.uk](mailto:contactcentre@derbyshire.gov.uk)**