

Woodview

- will have the necessary health and safety equipment
- will be checked through the Criminal Records Bureau

We will agree a level of service with you following assessment. The assessment identifies the difficulties you are having or may have, and then we agree what support can be provided.

Commission for Social Care Inspection

The Community Support Service is registered with the Commission for Social Care Inspection. A copy of our most recent inspection report is available at One Stop Centres, or from:

Commission for Social Care Inspection
Leeds and Bradford Area Office
Aire House Town Street
Rodley
LS13 1HP

Telephone: 0113 2011075

This leaflet is available in other formats.

Please telephone 0113 247 8730 if you need this leaflet in large print, Braille, audio tape, or a community language.



Woodview

Community Support Service Extra Care housing: A service user's guide



Woodview



Woodview is an Extra Care scheme in the Leeds 14 area, run by Leeds City Council in partnership with the Anchor Trust. The scheme is designed for older people whose quality of life can be improved by living in their own home in a safe, supported environment.

The personal care services available at Woodview can include washing, bathing and dressing, meal preparation, laundry, weekly shopping, help with ordering medication, and help attending scheme activities and on-site hairdressers.

The domiciliary services at Woodview are provided by Leeds City Council Adult Social Care Community Support Service team.

Our services are specially tailored to help you keep your independence while meeting your individual needs.

“We will respect your cultural, religious, personal and social needs and take these into account.”

Woodview

incur while they are on your premises providing a service, if the loss or injury occurs as a result of your negligence.

▣ Statement of purpose (summary)

To provide an accessible domiciliary personal care service for people of the Leeds Metropolitan District who have eligible needs, irrespective of age, disability, race, culture, religion and sexuality.

We will:

- provide an integrated and comprehensive Community Support Service, in order to maintain and promote your independence, respect your rights, dignity, privacy and choice
- treat you with dignity and respect at all times
- provide the service that we have agreed*, to maintain your independence
- let you know as soon as possible if we have to change anything about the service. We aim to give you 24 hours notice of any changes
- give you written details of contact numbers so you can contact us if you need to
- take into account any special religious or cultural needs you may have
- visit you every year to review the quality of the service
- reply to you quickly if you have any complaints, and deal with them as explained on **page 8**.

Our staff:

- are trained to a minimum of NVQ Level 2 (as required by the Department of Health)

Any recommendations made by the panel will be sent to you within five working days of the panel hearing. The Director will inform you within 20 working days of any action that will be taken in light of the recommendations.

Taking your complaint to the Ombudsman

If you are still not satisfied with the outcome of your complaint, or think that the complaint has not been dealt with properly you can complain directly to:

The Local Ombudsman
Beverley House
17 Shipton Road
York
YO30 5FZ
Telephone: (01904) 380 200
Fax: (01904) 380 269
Email enquires: york@lgo.org.uk

You can read more details about the complaints process in our leaflet called *Complaints, Comment and Compliments*, which we will give you when you move in.

Our insurance cover

Public Liability: the Council has insurance cover for all sums that it is legally liable to pay as compensation as a result of its negligence, including solicitor's costs, for bodily injury or property damage that you might incur directly as a result of the Council having provided you with the service.

Public Liability Community Support Assistants/Householders Liability: the Council provides insurance cover for you as a user for any claim made for loss or injury that a member of our staff might

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▣ Who can get the service?

Someone from Adult Social Care will arrange to visit you to talk about your individual needs. This is called an assessment. The assessment will identify whether you meet the eligibility criteria to be considered for Community Support Services.

If you are assessed as in need of support, a Community Support Supervisor will visit you and together, you will complete a support plan—a plan of what type and level of services you will need.

Most organisations have guidelines to help them decide whether a person in particular circumstances needs to receive support or not.

The Leeds City Council guidelines are called the *Fair Access to Care*. If you would like a copy, telephone the Contact Centre on 0845 1254113.

▣ Who will provide the service?

The domiciliary services at Woodview are provided by Leeds City Council Adult Social Care. Community Support Care Assistants are available on site 24 hours a day.

All Community Support Assistants are carefully selected, and checked by the Criminal Record Bureau. Every effort is made to ensure that they get the right training so they can provide skilled support.

The registered provider of the Community Support Service is Mike Evans (BA, MBA, and Certificate of Qualified Social Worker) and the registered manager for the service is Margaret Pease (Management Charter Initiative Level 4, continuous professional development units RMI and F3, qualified NVQ assessor, Diploma in Home Care Management).

received, and advise on how the complaint will be handled. A Social Care manager will contact you to discuss your complaint. Following an investigation, a letter will be forwarded to you informing you of the outcome of your complaint.

Stage 2 complaints—if you are not satisfied

If the complaint is not resolved at this stage you can contact the Complaints Manager and ask for a formal investigation into your complaint, known as a Stage 2. An independent investigating officer will carry out a formal investigation into your complaint and provide you with a written report.

The Chief Officer responsible for the service will then decide how to act on the investigation findings and will write to you.

You will hear back from us within 25 working days from the date you and the investigating officer agreed a statement of your complaint, although this can be extended to up to 65 working days in certain circumstances. We will keep you informed of progress.

Taking your complaint to a review panel

If your complaint is not successfully resolved after this formal investigation then you can ask for it to be considered by a review panel. The panel is chaired by an independent person.

The people who attend the panel hearing are yourself, someone to speak on your behalf if you wish, the investigating officer from Stage 2 (the formal investigation), and the Chief Officer responsible for the service.

At the review panel hearing it is your opportunity to explain why you are unhappy with the Council's response to your complaint. The panel members will speak to everyone involved and they will then consider your complaint in private and report their findings to the Director of Adult Social Care.

Your right to see information about you

You have the right to see information held about you under the Data Protection Act 1998. You have the right to see information if:

- you are the person whom the file is about
- you are legally responsible for someone who is not capable of asking to see the file for themselves* *or*
- the file covers more than one person, and the Council thinks this is reasonable (if the other people have agreed)

Complaints, comments and compliments

We hope you are happy with the service at Woodview. We welcome feedback and comments at any time about the service we provide. If you wish to compliment a particular member of staff or service, you can send us the compliment and we will send a copy to the person or department concerned so they know their work is appreciated.

You will have a Quality Assurance visit once a year, when you can give your views and comments about the service you receive.

Complaints

If you have a complaint, please speak first of all to the relevant staff or their manager. If you would prefer to make your complaint in confidence, contact the Complaints Manager at Social Care on (0113) 247 8627.

When your complaint is received we will send you a letter within three working days. This is to confirm that your complaint has been

** Please note—if you want to see information about someone who isn't capable of asking to see or understanding the information for themselves, we have a legal duty to consider their best interests. In doing this we may decide to limit or refuse access to information or consider using an independent advocate.*

All staff carry identification badges and you should ask to see this badge before allowing anyone into your home for the first time.

When are services available?

Support is available 24 hours a day, seven a week, 365 days a year, subject to need.

How much does it cost?

A Social Care worker will help you work out how much you will need to pay for the service by doing a financial assessment with you. The assessment includes allowances for housing costs and any extra expenses because of your health. They will also check that you are getting the right benefits.

After the assessment we will be able to tell you the maximum amount per week you will need to pay for the service. This can range from no charge to the maximum of £82.00* per week.

The charge may depend on the number of hours of service you have. If the charge for this is less than your maximum amount per week you will pay the smaller amount.

The hourly rate for the service is currently £8.20* and you will be sent a bill every four weeks. You can pay through your bank or post office, by post, by telephone with a debit card, or on the internet.

How to get a place

You can apply for a place yourself by telephoning Leeds City Council's Contact Centre on 0845 125 4113. Or, if you prefer, you can ask your GP to refer you to Adult Social Care (Social Services).

**correct at September 2006*

☐ Contact us

Woodview Extra Care Scheme
Eastwood Drive
Swarcliffe
Leeds LS14 5HU
Telephone: 0113 204 4000

☐ Find out more about social care

For general information about Social Care telephone the Contact Centre on: 0845 1254113.

There are also two helpful leaflets:

- **The New A-Z of Health and Social Care Information in Leeds**—A mini guide for older and disabled people
- **Social Care and Health Services**—this is a leaflet about other services that are available

You can get copies of these from One Stop Centres, some libraries or from Social Care—telephone (0113) 247 8924.



Other useful information

This section includes details about the important information we need from you so we can provide you with the types of support services you need, along with advice about how to make a complaint, an explanation of our insurance cover and a summary of our statement of purpose.

☐ What we need you to tell us

As we are providing a service to you we will need to collect some information about you to help us give you the right service. All information given is strictly confidential and staff must comply with our confidentiality policy.

Sometimes we may need to share this information with other parts of the Council or other organisations like health services, because we may need to work with them to get you the right service.

We may also need to share your information with Commission for Social Care Inspection as they monitor the standard of our service. All Community Support staff are required to work to an agreed Code of Practice and Leeds City Council's Staff Instructions.

Inappropriate breaches of confidentiality or failure by Community Support staff to abide by the Code of Practice or Leeds City Council's Staff Instructions will be investigated and may be subject to disciplinary action.

For information about confidentiality and how we share information, telephone Social Care on 0845 125 4113 (textphone 0845 127 1113). This information is also on Leeds City Council's website, located at www.leeds.gov.uk.