

**Wolverhampton**  
City Council



# Harrowby/Patshull Home Care Services



**Address:**  
**Harrowby Court**  
**Sheltered Scheme**  
**Chetton Green**  
**Brinsford Road**

### **Introduction**

We provide care and support for vulnerable adults and elderly people in their own homes to enable you to live a independent life and prevent unnecessary hospital admission or the situation where you may need long-term residential care.

This is known as our Domiciliary Care Service and is carried out by care workers employed by us.

Harrowby Court is a sheltered scheme, which provides a personal care service to a number of people who live in the flats as tenants. Support services are available to all of the people who live in

Harrowby and Patshull Court. The service is flexible and can be adjusted depending on any change in your care needs.

The service is based at Harrowby and Patshull Court flats, Chetton Green, Brinsford Road.

### **What help can we offer?**

The kind of help we can provide includes:

- Personal care, such as supervising medication as required or assistance with getting up and going to bed.
- Listening and supporting with social or emotional needs.

- Providing a mid-day meal, at a small cost, within your own flat or the community lounge.
- Essential laundry.
- Essential domestic tasks to help maintain a safe environment.

### How do I obtain services?

To obtain services you or your family/carer should contact:

- Your local Social Services Sector Team (see back page for contact details).
- The manager of Harrowby Court.
- Your doctor.
- Other health care professionals such as district nurses.

- Wolverhampton Homes - see back page for area office address.

**To obtain this service you will need to be a resident of Harrowby Court. An assessment and housing form will need to be completed.**

We will carry out an assessment of your needs to see if we can help you (see leaflet What is a Community Care Assessment), or an assessment can be made by the manager to establish your needs and put together a care package suited to your requirements.

### **Our aim**

We want to help you to be as independent as possible and make sure you live your life the way you want to. We want to support your relatives, friends and neighbours in their unpaid caring roles.

The Domiciliary Care Service is available every day of the year, from 8am to 10pm weekdays and weekends 8am to 5pm and all Bank Holidays 9 am to 2pm. Priority is given to meeting personal care needs

### **How much will I have to pay?**

Your rent will be your main charge and you will pay a Supporting People

payment. Your local District Housing office (Wolverhampton Homes) will give you payment details. Charges will depend on your financial situation.

### **How will I get the service?**

After an assessment has been completed, one of the managers will visit you before services are provided.

During this visit we will bring an information pack giving details of the service, contact names and numbers and essential records relating to your service. These will remain in your home.

There will also be an opportunity during this visit for you to discuss any particular needs and preferences. This will be written into your service provision plan.

This plan will detail the days and times when Support Workers will visit your home. We will also carry out a health and safety check at your home during our visit. If we need more advice or guidance we may ask for help from specialist staff to cover time when we are not available.

### **What if my circumstances change?**

If your circumstances change and you feel the service is no longer

meeting your needs then you should inform your Support Worker.

A manager will visit you and review your care plan.

If you are going on holiday or going into hospital or likely to be away when your Support Worker calls, please let us know.

The forms are located in the foyer of Harrowby Court for people to fill in and return to us.

If you are away from home for up to two weeks, your service will start again when you return. If you are away from home for a longer period of time we will review the service provided to you on your return.

### Record keeping

You will be given an information pack when services begin. Care workers are responsible for keeping accurate records of the services provided to you. The records will be kept in your own home. If you are unhappy about any of the services provided please let us know so we can remedy the problem.

### Household equipment

You must provide safe household equipment and materials to help Support Workers to carry out their jobs. Any equipment, which is faulty, will not be used.

### What standards can you expect?

- We will respect your cultural, social, religious and emotional needs.
- We will give you an information leaflet about the service and a copy for your family members if required.
- We will give you a contact name and number for use during office hours and an emergency contact number for other times.
- Request for further help in an emergency can be made via your care link equipment.
- A manager will visit you to discuss your needs and how we will then proceed.

## Harrowby Home Care Services

- Your Support Worker will do the jobs identified in your Service Provision Plan.
  - We will agree with you a date and time that the service will start and discuss with you any changes to be made to the service.
  - Support Workers will record each visit they make to your home.
  - We will introduce you to all workers who will be visiting you and let you know the names of any replacement workers.
  - Support Workers will aim to arrive at an agreed time.
  - You will be informed if there are any changes or you would like to change the time of the visit.
- Support Workers will show their Social Services identification cards each time they visit you.
  - All care workers will wear the Department's official uniform, be polite and courteous and have a good standard of personnel appearance.
  - Support Workers will not smoke in your home.
  - They will respect your dignity and help you to live as independently as possible within your own home.
  - Your personal and financial information will be kept confidential.

- Support Workers will be responsive to changes in your needs and will inform managers of changes in your circumstances.
- They will help you to make contact with any other service you may require.
- Support Workers are aware of what to do and how to get help in the case of an emergency.
- If you need help and assistance moving about we will carry out an individual risk assessment.

### Our commitment to you

- We will provide a high quality service, which reflects the needs of the Harrowby Court community.
- We will consult you to ensure that what we provide is of a high standard and your views are taken into account.
- We will encourage people from ethnic minority groups to be aware of and to make use of the service available.
- Harrowby Court Domiciliary Care Service will comply with the Care Standards Act 2000 and the Domiciliary Care Minimum Standards.



## HARROWBY COURT SERVICE AGREEMENT

This is a service agreement document between  
..... (service user)  
and Harrowby Court Domiciliary Support Services.

Address: .....  
.....  
.....  
Harrowby Court

Start date of support service: .....

Level of support required:.....  
.....

I confirm that I have read and understood the terms, conditions and agreed service level provided by Harrowby Court. I also understand and agree to abide by any support, risk assessment that is relevant to my care or my health and safety.

SERVICE USER SIGNATURE: .....

MANAGER'S SIGNATURE: .....

## Harrowby Home Care Services

Harrowby Court Sheltered Scheme	552825
Ashmore Park Housing Office	552727
Scotlands Housing Office	552700
Wednesfield Housing Office	552990
Age Concern	572060
Befriending Service	572083
Bereavement Counsellors	444518
Care Link	552965
Care and Repair	571205
Carer Support	556678
Chiropodist	575043
Continence Advisor	444503
Development Nurse	444345
Keep Able Shop	711881
New Cross Hospital	307999
NHS Direct	0845 4647
Pensioner's Consortium	428460
Ring and Ride	421515
West Midlands Police (Bilston Road)	649000
Wolverhampton Eye Infirmary	307999
Wolverhampton Over 50's Forum	343605
West Park Rehabilitation Hospital	444000

### Contact numbers for local Social Services Sector Teams for Older People:

#### North East

Wednesfield/Heath Town/  
Ashmore Park/Scotlands/  
Low Hill/Oxley/ Bushbury/  
Fordhouses/Pendeford Park

Tel: 01902 553600

Textphone: 01902 553602

#### Hospital Social Work Team

Tel: 01902 307999

Textphone: 01902 695673

#### Emergency Duty Team

Tel: 01902 552999

*Textphone: 01902 553929  
(for emergencies only when  
other offices are closed in the  
evenings or at weekends and  
Bank Holidays)*

#### South East

Bilston/Blakenhall/East Park

Tel: 01902 553635

Textphone: 01902 553637

#### South West

Penn/Merry Hill/Graiseley/  
Whitmore Reans/Springfield/  
Tettenhall/Tettenhall Wood/  
Wightwick/Aldersley/  
Claregate/Dovecotes

Tel: 01902 553700

Textphone: 01902 553931

For further information  
contact the social work teams

*This information is produced by Wolverhampton City Council*

*If you would like a copy of this leaflet in Braille,  
large print, On audio tape, or in a community language,  
Please contact 01902 555496*

[www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk)