

Contact us

If you need our help to access or understand this information,
please call us on 0115 876 3222
or email adultsocialcare@nottinghamcity.gov.uk

“Very caring and committed staff that cared with dignity and respect and gave time to my father and support to other family members.”

For more information please visit
www.nottinghamcity.gov.uk/homecare

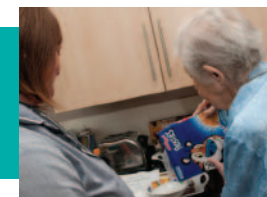
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Homecare Services in Nottingham

Support to people in their own homes,
assisting them with personal care and
practical tasks associated with daily living



What is Homecare?



Nottingham City Council's Home Care teams provide in-house care to support people in their own homes so they can remain independent.

Our care focuses on meeting people's needs and well-being. We work in partnership with Health colleagues, voluntary agencies and independent care providers to provide the best service to you.

You can expect us to:

- Set up services within 24 hours
- Ensure you are involved in how your support is carried out
- Train staff to national minimum standards and ensure over 50% have a relevant NVQ and QFC in care
- Carry out full criminal records check on staff
- Ensure staff turn up at an agreed time or inform you immediately if there is a delay
- Ensure staff are always friendly and helpful and treat you with dignity and respect
- Ensure staff wear a uniform and carry an ID badge to make them easily identifiable
- Inform you about what to do if you are not happy with the service

There are two main teams which form our Home Care team; **The Intake Reablement Team** and the **Nottingham Emergency Home Care Service**. Both work closely together to provide a complete care package to you.

The Intake Reablement Team

The Intake Reablement Team is a short-term home care team, which focuses on helping people to regain skills that they have lost, due to hospital admission or illness, by supporting them to do daily tasks.

They will closely monitor the progress being made by each citizen and will adjust the level of care provided, as their independence increases and their circumstances change.

Nottingham Emergency Home Care Service

The Nottingham Emergency Home Care Service provide a range of non-medical and emergency care. They can support people in many ways including helping people get up and about in the morning to checking on an older person in the evening. They also run a 'Through the Night Service' which offers emergency support during the night.

The team has close links with emergency GPs, the ambulance service and other health services.

How the Home Care Teams can benefit you

- We have one point of contact to save you time and stress
- We work in partnership with health organisations to get the best care service to suit your needs
- We can organise your care to make your life easier so you can be more independent
- We can help make you feel safer and healthier in your home – adding to your personal well-being
- We work with your family and offer them support



Call us now on 0115 876 3222