

Kirklees Council Home Support

Helping you to help yourself



Information for people who
have a home support service
August 2011

Who can have home support services?

We provide a variety of support services to a range of vulnerable people over the age of 18 years, living in Kirklees, who meet the criteria to get council-funded care.

We provide services to people based on an assessment of their needs, by a qualified social worker, community care officer or health professional.

This takes into account what you would like, your cultural and religious beliefs as well as:

- physical disability
- mental health (including dementia)
- sensory impairment
- learning disability.

We also provide services to people who are recovering from surgery and who need help to get their skills, confidence and independence back.

In addition we provide services with health professionals to support people who have end of life care needs and wish to remain at home.

Services available

Short Term and Urgent Support Teams provide:

- Intake Service - for up to 6 weeks, to assist and support you to achieve and maintain your maximum independence
- Supported Hospital Discharge Service - for up to 6 weeks, to support you after a stay in hospital
- Rapid Response Service - for up to 5 days, to prevent admission to hospital
- Generic Worker Service (Long Term Conditions) - for up to 2 weeks, in partnership with health and social care colleagues, to provide you with a fast and efficient response with managing a long term condition and self care
- Carers Emergency Scheme - for up to 48 or 72 hours on weekends and bank holidays, providing short term support to cover unpaid carers in times of emergency and personal crisis.

Continuing Support Teams provide:

- Palliative/End of Life Care - we aim to deliver a fast, flexible and responsive service to people with a progressive and life-limiting illness who wish to die at home
- Unstable and complex case support - to provide you with support when you have extra support needs and need regular changes to your support package.



When is the service available?

Our services are available 24 hours a day, 365 days of the year, including public holidays, depending on your assessed need. Our offices are open Monday to Thursday, 8.45 am until 5.15 pm, and Friday, 8.45 am until 4.45 pm.

If you need to contact us outside the normal working hours above we have an Out of Hours Home Support Service. This is open Monday to Thursday from 5.15 pm until 11 pm, Friday 4.45 pm until 11 pm and Saturdays and Sundays from 7 am until 7 pm. At all other times, there is a helpline number available.

Please see the contact details section at the end of this guide for all our telephone numbers.

Planning your support

In conjunction with other health and social care professionals, a domiciliary care co-ordinator will be identified to work with you. They will make sure that a specific and individual package of support is developed with you. This will be set out in writing and will detail the services you receive and when you receive them.

We will do a risk assessment of your home before we start your services. This is to make sure your home is safe for you and for our staff working with you. Your support plan and risk assessment will be regularly reviewed.

You may have a support worker who provides personal care for you. They may support you with some or all of the following:

- washing, dressing and supervising you when you bathe
- assisting you to get up and to go to bed
- continence care
- basic healthcare needs, e.g. medication prompts
- meal preparation.

If you have a complex package of support you may also get support with:

- shopping
- light cleaning
- support with dealing with finances, household bills, letters and correspondence.

We may also provide support to access local community facilities depending on your assessed need.

Our staff are trained to support you if you have an assessed need for aids, adaptations and/or movement and handling equipment, so you can maximise your independence. We do not provide nursing care.

Aims and objectives

The Kirklees Council Home Support Service aims to provide:

- a high quality support service that helps you remain in your own home, by working closely with other health and social care professionals
- support so you can achieve and maintain maximum independence
- support for relatives and friends caring for people in the community
- a service that takes account of your preferences, wishes, personal circumstances, cultural and religious beliefs wherever possible
- services in an anti-discriminatory way
- highly trained staff who are competent to support you.

We will achieve these aims and objectives by:

- working to the support plan that we have agreed with you
- treating you and your relatives with dignity and respect
- supporting you to improve and keep your independence
- encouraging you to have your say about your services
- providing your services with highly trained and competent staff
- maximising your choice and control.

How much does the Home Support Service cost?

We do charge for home support services. What you pay is based on your financial situation, the type of service you get and for how long. You will not be asked to pay more than your disposable income - even if the full charge for your services is higher. A council officer will visit you, or if you wish your relative or representative. They will help you complete a Personal Financial Statement and will tell you the most you will need to pay for your services. You will get a letter confirming how much you will pay and how to pay this.

Standards you can expect from us

Here are summaries of key policies that we use to make sure the support you receive is of high quality. To see the policies in full please contact your Home Support office.

Quality assurance

Kirklees Council is committed to continuously improving its standards of service delivery.

Within four to six weeks of starting a service, you will be visited by a Domiciliary Care Co-ordinator who will ask your views and make sure the service is meeting your needs. This is called a quality visit. We use this information for our service planning.

The Kirklees Council Home Support Service is registered with and inspected by the Care Quality Commission. It must deliver services following legislation, regulations and standards. The Care Quality Commission have a copy of this guide and also our Statement of Purpose. If you would like a copy of our statement of purpose please contact your Home Support Office.

Confidentiality

In line with the Data Protection Act any information about you will be treated in confidence. This will not be shared with other people outside Kirklees Council adult social care services without your permission.

The only time staff can break this confidentiality is when:

- there is danger to yourself or others
- the law is being broken, or
- the information is needed for monitoring reasons by internal and external inspectors. For example, the Care Quality Commission may need to check the service is meeting legal requirements.

Access to files

We will share information between home support staff and managers involved in your care. We will keep a central file, in a secure place, in our main office. You can ask to see the file by contacting the office



or the Information Access Officer, who can be contacted on 01484 225985.

Insurance

Kirklees Council will only pay claims where Kirklees Council staff have been personally negligent while carrying out their work. We ask that you take out a personal insurance policy to cover yourself on a day-to-day basis.

Advocacy - speaking up for yourself

Sometimes it can be difficult to explain to us what you want, or what you think you need. An advocate can help you to put your views across, by helping you to work out what you want to say, or if you prefer, by speaking on your behalf. If you would like to speak to an independent advocate please contact Gateway to care by calling 01484 414933 or email: gatewaytocare@kirklees.gov.uk

Equal opportunities

We work hard to ensure, wherever possible, that the Home Support we provide takes into account your preferences, personal situation and cultural or religious beliefs. All staff are trained to treat you and the people who support you with respect, protecting your dignity while maintaining your well-being. In turn we would expect that the staff providing your support are treated with the same respect.

Medication

We can remind you to take your medication. We work closely with district nurses to make sure you are offered help with your medication if you need any further support.

We can apply prescribed creams if this has been assessed as a need and a risk assessment has been completed. We can perform some basic health care tasks.

Assistance with moving, handling and transfers

We can support you if you have difficulty moving, for example transferring from your bed to a chair, if this has been assessed as a need and a risk assessment has been completed. You should have a movement and handling plan in place.

Handling your money and finances

When identified in your support plan we can support you with your finances. If staff collect your pension and other benefits the amounts collected will be recorded in a receipt book. The receipt book will also be used to record details of shopping and payment of bills. You will receive a receipt for all transactions for your records.

Access to your home

We will arrange with you for safe access to your home. All staff carry an identification badge. They are happy to show you this if you ask them to.

Gifts and legacies

Staff are not allowed to receive a gift of money from you. We strongly discourage the receipt of personal gifts or legacies for staff duties. Staff should not do anything which may be seen as accepting a gift for services given.

Keeping you safe from harm

Everyone should be able to live their lives free from fear and harm. Some people are not always able to protect themselves and may be vulnerable because of their age, mental capacity or a disability.

Safeguarding is everyone's responsibility and all staff who, during the course of their employment, have direct or indirect contact with children, families and vulnerable adults, or who have access to information about them, have a responsibility to safeguard and promote the welfare of children and vulnerable adults.

There are six main types of abuse:

- physical – for example, hitting, slapping, burning, pushing, restraining or giving too much medication or the wrong medication
- psychological – for example, shouting, swearing, frightening, blaming, ignoring or humiliating
- financial – for example, the illegal or unauthorised use of a person's property, money, pension book or other valuables

- sexual – for example, forcing a person to take part in any sexual activity without consent
- neglect – for example, where a person is deprived of food, heat, clothing, comfort or medication
- discriminatory abuse - including racist, sexist and other forms of harassment.

Someone who is vulnerable may also neglect themselves or deliberately harm themselves.

An abuser could be anyone. It can be someone you know or someone you work with. It could be people who care for you or even your friends or family.

Sometimes when abuse takes place it has not happened on purpose. It could happen because of poor training or because the person does not know how to care for someone.

We can all stop abuse. We can all make a difference by taking more notice of what is going on in our home or neighbourhood.

If you have heard or seen something that worries you, or if you think you or someone else is being abused, please tell us about it. Telephone Gateway to care on 01484 414933.

The training our staff receive

All our staff have a full induction with Kirklees Council. This includes an introduction to the organisation and training, covering in-house practice and overviews of all Kirklees Council policies and procedures, including government legislation.

All our staff have an individual training profile which highlights their training needs.

We complete Criminal Records Bureau (CRB) checks for all our staff before we offer them employment. These are updated on a regular basis.

Equality and Diversity is addressed at all times during the recruitment and training

process and within the staff development structure.

All staff are trained in movement and handling. They will use specific movement and handling techniques that are detailed in your movement and handling plan for your safety and their own.

As part of their mandatory training, all of our staff receive Food Safety Training.

Specialist training is also provided for staff where needed in areas such as enablement, person-centred dementia care and managing challenging behaviour, promoting independence and respect, palliative care and coping with loss.



Contact Details

North Kirklees Short Term and Urgent Support Team

Wendy Burrows/Diane Waters
Domiciliary Care Managers (Job Share)
Eddercliffe Centre
Liversedge, WF15 6LT
Telephone: 01924 351566

North Kirklees Continuing Support Team

Jeanette Wardman
Domiciliary Care Manager
Cleckheaton Town Hall
Church Street
Cleckheaton, BD19 3RH
Telephone: 01274 335022

South Kirklees Short Term and Urgent Support Team

Julie Bacon
Domiciliary Care Manager
Oakmead
1C Lidget Street
Lindley, HD3 3JB
Telephone: 01484 416531

South Kirklees Continuing Support Team

Joanne Hinchliffe
Domiciliary Care Manager
Slaithwaite Town Hall
Carr Lane
Slaithwaite, HD7 5AF
Telephone: 01484 234508

Kirklees Out of Hours Home Support Team

Ruth Pickford
Domiciliary Care Manager
Westfields
13a Westfields
Mirfield, WF14 9PQ
Telephone: 01924 326489

Out of hours helpline number

Telephone: 01924 326489

Customer Services

If you do not feel that these standards have been carried out, or you wish to give a compliment, please tell us. The best way to deal with a complaint or to give a compliment is to speak with the staff member involved, or the service provider. This means they can pass on your compliment or sort out your concerns with you quickly.

Your complaint will be passed to the responsible manager who will work with you to solve the problem. We encourage you to be involved at all times during the investigation into your complaint so that you are completely happy with the way it is being looked into.

If you would like some help to make a complaint we can put you in touch with an advocate, who will be able to speak on your behalf.

FREEPOST RSCA-BSEA-SYGR

Customer Services Unit
Well-being and Communities
Kirklees Council
3rd Floor, 30 Market Street
Huddersfield, HD1 2HG
Telephone: 01484 225115
Email: sscu@kirklees.gov.uk

You can also compliment a service, team or staff member this way. We will write to you to acknowledge this, record it and then pass it on.

You also have the right to make a complaint to the Local Government Ombudsman. They have been appointed to look at the way that council services are provided.

The Local Government Ombudsman

PO Box 4771
Coventry, CV4 0EH
Telephone: 0300 061 0614 or
0845 602 1983
Fax: 024 7682 0001
Email: advice@lgo.org.uk

You can also contact the Care Quality Commission who are responsible for inspecting home support services.

CQC National Correspondence

PO Box 1258
Newcastle upon Tyne, NE99 5AU
Telephone: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

For more information

For information on health and social care please contact Gateway to care on 01484 414933. Carers can also contact Kirklees Council Carers Gateway on 01484 226050.

In an emergency outside office hours only, please telephone 01924 326489.

Email: gatewaytocare@kirklees.gov.uk
Website: www.kirklees.gov.uk

Do you need this information in a different format?

This information can be made available in languages other than English. It can also be made available in large print, audio CD and Braille. Full details are available by telephoning 01484 225274.

یہ معلومات انگریزی کے علاوہ دوسری زبانوں میں، بڑی لکھائی میں، سی ڈی یا ٹیپ پر اور بریل میں بھی فراہم کی جاسکتی ہے۔ براہ مہربانی اس نمبر پر فون کر لیں: 01484 225274 (Urdu)

આ માહિતી અંગ્રેજી સિવાયની બીજી ભાષાઓમાં, મોટી છપાઇમાં, ઓડિઓ સી.ડી., ઓડિઓ ટેપ અને બ્રેઇલમાં ઉપલબ્ધ કરી શકાય છે. મહેરબાની કરી 01484 225274 નંબર પર ટેલિફોન કરો. (Gujarati)

اے معلومات انگریزی تھی علاوہ دوئیاں زباناں، موٹی لکھائی، سی ڈی یا ٹیپ پر تہ بریل وچ وی لپی سکئی اہد۔ مہربانی کری تہ بس نمبر اپر فون کری کینو: 01484 225274 (Pahari)

ਇਹ ਜਾਣਕਾਰੀ ਅੰਗ੍ਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਬੋਲੀਆਂ, ਵੱਡੇ ਆਕਾਰ ਦੀ ਛਪਾਈ, ਆਡੀਓ ਸੀ ਡੀ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ 01484 225274 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। (Punjabi)

这些资料备有其它语文、大字体、语音光碟、录音带和凸字版本可供索取。请致电 01484 225274 查询详情。(Chinese)

Te informacje można nabyć w różnych językach, w powiększonym druku, na płycie kompaktowej lub na taśmie i Braille. Proszę telefonować na numer 01484 225274. (Polish)