

Living well in Halton – Domiciliary Care

Arranging my domiciliary care

This leaflet is designed to help you understand what we mean by **domiciliary care** and how we can work together to best support your care needs. If you think that you, or someone you know, may need domiciliary care, this leaflet will tell you how to go about arranging it and possible financial considerations.



Domiciliary care, also known as *home care*, describes a range of care and support services, delivered by a service provider within your own home, that help you live well and maintain your independence.

Requesting an assessment of your care and support needs

Arranging domiciliary care starts with getting a social care assessment of your care and support needs. The assessment is done free of charge by a Halton Borough Council adult social care worker and can be undertaken at your home or other convenient place. Anyone can request an assessment, regardless of income or savings.

What to expect at your assessment

Where an assessment is requested, the Council has statutory duty (a legal responsibility under the Care Act 2014) to assess your care and support needs. During the assessment an adult social care worker, designated as your care manager, will discuss with you:

- Your skills and abilities.
- Your support network from family, friends or informal carer/s.
- Any physical or mental difficulties that you may have, and how they impact your life.
- Any health or housing requirements.
- Your needs and wishes, and what you would like to happen to help you maintain your independence.
- Information about your needs from your friends/family/informal carer, where you have given permission for them to contribute.

If you are happy for them to do so, the person undertaking the assessment with you may talk to other professionals who already support you – such as a GP or District Nurse - to ensure we get a full picture of what care and support you may need.

The first step is to contact Halton Borough Council Adult Social Care by calling 0151 907 8306 or by emailing the Prevention and Wellbeing Service: pws@halton.gov.uk.

Visit www.halton.gov.uk and search 'Adult Social Care- [Assessing your care needs](#)' for more information about what to expect at your assessment.



What can I expect after I have had an assessment?

Planning care can help you is based on the outcomes of your social care assessment. The person undertaking your assessment will draw up a personalised care and support plan with you and, if the Council is to arrange care and support on your behalf, discuss with you your preferences on how you want that care and support to be delivered.

Where domiciliary care would best meet your needs, the time of the care visit(s) will be requested in the form of a “time band”. This is the period of time(s) in which your assessed care and support will be delivered by the care provider. When your care manager agrees to organise home care for you they will discuss your preferred time of day for visits. Services are usually delivered between 7am and 11pm each day. Your preferred visit times can be requests in the following time bands:

Early morning: 07:00–09:00

Late morning: 09:01–11:00

Lunch: 11:01–13:00

Early afternoon: 13:01–15:00

Late afternoon: 15:01–17:00

Early evening: 17:01–19:00

Mid evening: 19:01–21:00

Late evening: 21:01–23:00

Based on your time band preferences home visits will then request from a care provider on your behalf.

We support people with a wide range of needs on a daily basis and while you may prefer particular call times they may not always be possible. This will depend on the complexity and risks associated with yours and other people's packages of care that the provider manages.

Will I need to pay for my domiciliary care?



If you are assessed as being eligible for care and support services you may be required to contribute (in part or in full) to the cost of the services you receive. A financial assessment will be done to consider your income, savings, property and any other financial assets you have so that we can calculate how much you need to contribute towards the cost of your care and support – this is also known as a ‘means test’.

We will need to verify these details and you will be asked to supply paperwork, such as bank statements. We then apply national rules to see whether we can help with paying for your care and what contribution you might have to pay for yourself.

Following your assessment you may, for any reason, prefer *not* to receive any financial support from the Council. If you would like to fund your own care, and you are able to do so, then you can directly contact a care agency to arrange your own care and support. We can provide you with details of care companies that operate in the area.

Visit www.halton.gov.uk and search ‘[Paying for Non-Residential Care and Support](#)’ for more information about paying for your care.

What happens if I am responsible for funding all of my care and support?

Known as a ‘self-funder’, where the financial assessment determines that you need to pay for *all* of the cost of the service provided to meet your needs, Halton Borough Council can:

- ✓ Arrange the delivery of those services on your behalf through a provider that we commission.
- ✓ If you prefer, you can arrange your own service provider/s and Halton Borough Council can provide information to you on care companies that operate in the area.

What happens if Halton Borough Council is making a contribution to fund my care and support?

There are 2 options available to you:

- ✓ Halton Borough Council can arrange services on your behalf through a provider that we contract with.
- ✓ Alternatively, Halton Borough Council can arrange for you to have a Direct Payment. Direct payments are *not* a form of income but are paid to the individual specifically to buy care and support services (or equipment) that they choose. This means they don't affect benefit entitlement or income tax. Direct payments are intended to improve choice, control and independence for people to purchase their own care and support.



You can manage a Direct Payment yourself, or someone else can manage it on your behalf. It *must* be used to pay for the identified care that you arrange for yourself. Halton Borough Council can provide information to you on care companies that operate in the area. If you prefer to arrange your own care then a Direct Payment may be the better option for you.

Visit www.halton.gov.uk and search 'Adult Social Care - [Personal Budgets and Direct Payments](#)' for more information about Direct Payments

What happens next?



We have produced a further leaflet which explains more about how your domiciliary care will work, called - '*What to expect from my Domiciliary Care*'.

Visit www.halton.gov.uk and search 'Adult Social Care – [Domiciliary Care](#)' for the 'What to expect from my domiciliary care' leaflet.

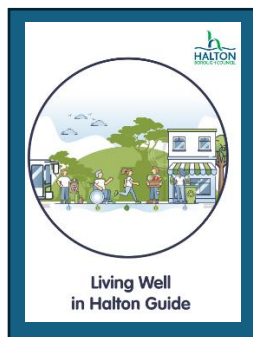
What if I have to wait for my care package to be arranged?

We have produced information about what happens to keep you safe and whilst waiting for your care package to be put in place.

Visit www.halton.gov.uk and search 'Adult Social Care – Waiting Well'.



Where can I find more information that can help me live well and independently?



We have produced a useful guide to information and resources that can help you live well in all aspects of your life, from staying independent and managing your money to getting out and about and having a social life.

Visit www.halton.gov.uk and search Living Well in Halton Guide.

Can I provide feedback?

If you wish to give a compliment, or make a complaint, you can contact Halton Borough Council's Adult Social Care Customer Care Team. The Team will advise you of your rights, the complaints process and next steps if you are not satisfied with the response to the complaint.

Halton Borough Council Adult Social Care Customer Care team on 0151 511 6941 or email ssd.complaints@halton.gov.uk