

Living Well in Halton

What to expect from my Domiciliary Care

Domiciliary care, also known as home care, describes a range of care and support services that help people live well and maintain their independence in their own home.

This leaflet will help you understand what happens after your assessment where domiciliary care has been arranged to meet your needs. It explains what to expect from your domiciliary care provider, and, in turn, what we expect from you.

What kind of domiciliary support can I expect?

The type of domiciliary care that may be provided depends on the outcome of your assessment and what is in your agreed care and support plan. Types of care might include:

- Personal care
- Food preparation
- Administering medication
- Assistance with transfers / moving with dignity

When will carers come to my home?

When the Council arranges care and support on your behalf the time of the care visit(s) will have been requested in the form of a “time band”. This is a period of time in which your assessed care and support will be delivered by the care provider. Services usually deliver care between 7am and 11pm each day on 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

Call times are prioritised dependent on your needs. Therefore if there are any tasks in your care plan that need to be delivered at a specified time, for example 'time-critical' medications, we will request a specific time for your visit within 15 minutes either side.

More generally, the care provider will consider your preferences for timings *where possible*. Prior to your package of care starting your care manager will confirm that the times which can be offered are acceptable.

Once your care package is in place there are occasional, exceptional circumstances where the home care provider may need to change your time bandings. You will be notified of proposed changes in advance and have the opportunity to discuss the impact of these changes with your care manager.

How your care will be delivered

Commissioned care is purchased in units of 15 minutes, 30 minutes, 45 minutes and 1 hour. The amount of time allocated for your care visit(s) is based on an estimated amount of time required to meet your care and support needs, as outlined in your care assessment and agreed plan.

Following commencement of your care package it may be identified that staff are staying over their allocated duration, or the tasks may be completed quicker than the allocated duration. In this instance, a review would be completed to refine the package of care to ensure it continues to meet your needs.

How are my care visits monitored?

When a care worker arrives at your property there will be a process to verify that they have arrived. For example, the care worker may use their phone to log the visit or scan a bar code kept in a file giving details of your care and support needs at your home.



This process takes place at the start and the end of the visit and is part of what's known as 'Electronic Call Monitoring'. From this, the domiciliary care provider keeps a record of visits and sends a report to the Council so that we know the visit has taken place.

Will I be offered domiciliary care following a hospital stay?

Your care needs might change following a hospital stay. This may be because your condition or illness has become worse or where you have had an accident, such as a fall. If you are already in receiving domiciliary care then the Council's Social Work Hospital Discharge team will reassess your needs to determine the level of care you will require on your return home.



Do I have to let anyone know if I am not going to be in when my care worker calls, for example if I am visiting friends, going on holiday or going into hospital?

Yes. You must let your care provider know, giving as much notice as possible. In some circumstances you may still be charged for cancelling:

- A planned cancellation with at least 24-hours' notice – there will be *no* financial contribution from you
- A cancellation with less than 24-hours' notice – your assessed contribution remains in place, unless there are exceptional circumstance i.e. an emergency hospital admission.

If you do not cancel your care visit and you are not at home when your care worker visits, the provider has a duty of care to check that you are safe. They will take steps to find you, including contacting your next of kin, local hospitals or places you regularly visit. If they cannot locate you they may need to call the police.

Will my care package remain in place whilst I am in hospital?



If you are admitted to hospital, your package of care will be suspended for up to 7 days, after which time your package of care will be closed.

The Hospital Discharge Team will arrange to restart your package of care, if you have been in hospital for 7 days or less and your needs haven't changed following your stay.

If you have been in hospital for more than 8 days and/or your needs have significantly changed then the Team will look to secure a new package of care for you.

What if my care and support needs change?

You will have reviews of your care and support plan at regular intervals with an Adult Social Care Worker. You should discuss with them if your needs are changing. Increasing,

reducing or ceasing part of your agreed care package may impact on what you are liable to pay.

You can also discuss changing care needs directly with your domiciliary care provider, who can work directly with the Council to alter your package of care.

You can request a re-assessment of your needs at any time by getting in touch with your Council's Adult Social Care Worker.

What if my financial situation changes?



Changes in your financial or household circumstances could impact the amount that you are assessed to contribute towards your care package. This includes all increases or decreases in income or savings such as:

- Changes in your weekly income e.g. if your pensions increase or you receive more or less benefits.
- Changes in the level of your savings.
- Changes in your household or disability related expenditure
- Changes to your household e.g. if someone moves in or out of your home.

It is important that you let us know as soon as possible after a change has occurred. Prompt notification of a change in your circumstances will ensure that you do not lose out on any potential additional assistance towards your care costs or helps avoid accruing charges if you are no longer entitled to as much help towards your care costs.

We have Payment Support Workers that can help you manage your care costs and avoid going into arrears, please ask your Adult Social Care Worker if you would like to speak to them for help and advice. To report any changes in circumstances please contact the Income & Assessment Team on telephone number: 0151 511 7888.

Can I see my care records?

Yes. For records held by your care provider please ask them how to access your records. For records held by Halton Borough Council please contact the Customer Care team on 0151 511 6941 or email them on ssd.complaints@halton.gov.uk



Will information that Halton Borough Council holds about me be kept safe?

Yes. Information held about you by Halton Borough Council will be used for the purposes of identifying and arranging appropriate care and support services. We may need to share your care and support plan with other people or agencies that are involved in your care. All information that is held by Halton Borough Council will be in line with current legal requirements.

Can I provide feedback on my care, make a complaint or give a compliment?

Yes. In the first instance you can provide feedback direct to the provider of your care and/or your Adult Social Care Manager at the Council. You will be given information on how to do this from your care provider and your Adult Social Care Manager.

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.

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

