



Home Care



Working together



Excellence



Openness & Honesty



Compassion

Your Home Care Service

Home Care is practical support provided to you (Service User) in your own home. Some of this could include help with tasks such as personal care, toileting, supervision of eating and medication.

Health and Social Care Trust (HSCT) staff will assess your needs to maintain an appropriate level of health, hygiene, dignity, safety and ease in your own home. The assessment will be based on what you are able to manage yourself and the support you have from family, friends and your local community. With your permission, your key worker will also talk to the important people in your life about what your needs are.

After exploring all of this, the need for additional input may be identified.

Encouraging independence for you in all aspects of your care will be central to the assessment outcome.

Home Care Services are commissioned by the Trust and may be provided by the Trust's own Home Care Service and/or contracted to one or more of the Independent Sector Providers. Trusts will endeavour to secure one provider for each service user, however on occasions care may be delivered by multiple Domiciliary Care Providers.

When your assessment has been completed, a care plan is discussed and agreed with you. A care plan tells you the things that are required to support you. HSCT key worker staff will explain the various ways your support can be provided. **Tasks can only be provided if they are included in your care plan.**

If you would like more flexibility and control over choosing the times of your calls and the staff that come to support you, you may wish to consider:

- **Direct Payments (DP)** With a DP you are allocated a budget in line with your assessed need. You use this budget to arrange and pay for your own care services.

Or:

- **Managed Budgets (MB)** With a MB you have choice of who provides your care but the Trust manage the payments. MB is under review and is not provided across all HSCT's currently.

If your needs change then your key worker will discuss with you a re-assessment/ review of your care needs.

The outcome of a re-assessment/review could result in an increase or decrease in your Home Care Service.

You may even improve so much you no longer require Home Care.

Frequently Asked Questions

Will I receive help when I am discharged from hospital?

Home Care support will be provided **only** if you are assessed as needing it. **There is a high demand for home care services; this may mean that you have to wait on a package of care becoming available. This will be discussed with you before you leave hospital.**

Will I receive help when I am living at home?

Home Care support will be provided **only** if you are assessed as needing it.

How long will I get Home Care Support for?

Only for as long as you need it and it will be subject to regular review.

Who will my Home Care Worker be?

The company providing your care is referred to as a Provider and will assign you a team of Home Care Workers to support you but this may vary depending on service needs each day. There may be times when other staff attend to cover annual leave, training, sick leave, etc. All staff will have an identity badge and should introduce themselves when they call with you.

Can I pick my Home Care Worker?

Home Care Providers try to ensure a consistent set of staff attend each service user. On occasions when covering annual leave, training, sick leave and other unforeseen circumstances, there may be a necessity to assign other staff to provide your care. Home Care Providers will strive to keep disruption to a minimum. Any concerns about the number of staff providing care should be raised with the Provider and key worker who will attempt to address this.

Where service users express a preference in relation to Home Care staff, this will be taken into consideration along with the wider needs of the service. Due to the complexities of Home Care provision and the nature of changeability within the service, it may not be possible to accommodate individual preferences. Where it is not possible to accommodate preferences, the Home Care Provider will present all options to the service user. The service user has the right to decline the available options which may lead to a gap in service provision.

Will my Home Care Worker arrive at the same time every day?

While Home Care Providers will strive to ensure calls are at the same time each day, it is accepted that there must be flexibility to meet unexpected/unavoidable delays or changes. Where a delay is significant, Providers will advise the service user. Where a service user has been assessed as

requiring a time-specific call all delays should be reported to the keyworker.

If you do not have a time-specific need then you will be given an approximate time for your call(s). Home Care service is provided around time bands, e.g. breakfast, lunch time, etc. The Home Care provider will offer an estimated time within these bands. The service user has the right to decline the offer due to unsuitable call times.

Your provider should let you know if the Home Care Worker is significantly delayed. If your Home Care Worker does not show up within a reasonable time frame, contact your provider straight away.

If I am admitted to hospital or go away for a period of time, what happens?

Packages of Care will be suspended for a limited period of time when a service user goes into hospital, for a short break or holiday. In order to ensure the greatest flow through

the system and to ensure that the collective needs of service users are met, Trusts may close a Package of Care on or after the agreed suspension period.

The provider will do their best to make sure that your Home Care Workers remain the same when you go home however the provider may change. This will depend on the length of your stay and any changes in your needs.

What can I do to help my Home Care service run smoothly?

Every service user will have their Package of Care reviewed annually or when their circumstances change. A review of an existing Package of Care can be requested by the service user and/or their family/carer as well as healthcare staff involved with the care.

Below are some ways you can help Home Care to help you:

- Demand for Home Care is high and you may not get your full package straight away. You are encouraged to accept part of the package until your full care package can be secured. The Trust will continue to work to secure the remainder of the care package. The service user has the right to decline all or part of the services offered. Where the service user declines an offer, this may generate a delay in securing your package of care.
- If you need to cancel a call please inform your provider and keyworker as soon as possible. This ensures staff time is used as efficiently as possible.
- To help the Home Care Worker focus completely on your needs, all pets must be securely held away for the duration of your call.

- If you are under the influence of alcohol or drugs, some or all of your care package may not be able to be delivered.
- It is essential that you and others in your home do not smoke when there are Home Care staff in your home.
- It is rare but sometimes, for example, due to unsafe weather conditions, staff strikes, staff sickness etc, a Home Care Worker may be unable to get to you. You should have a contingency plan in place. (This will be discussed with you by your keyworker in advance). If you do not have someone else who can help you in these situations let your key worker know so that they can ensure that other arrangements are made.
- The Trust expects all staff to show respect, positive attitude, professional and considerate behaviour and to act safely in all contacts with service users. If

your care worker does not treat you with respect or if you have any concerns about the care you are receiving, please contact your key worker straight away.

- The Trust expects the same from you as a service user. Unacceptable behaviour from either staff or service users will be managed in line with the Zero Tolerance Policy.

Home Care Values and Principles

Home Care – Delivering Quality Care Across the Region

The Health and Social Care Trust (HSCT) and independent Home Care agencies which provide Home Care services are regulated by the Regulation and Quality Improvement Authority (RQIA) in accordance with the Domiciliary Care Agencies Regulations (NI) 2007.

The Domiciliary Care Agency is required to meet the Domiciliary Care Agencies Minimum Standards (2021).

The Key Values underpinning a Home Care Service¹ are:

Dignity and respect: The uniqueness and intrinsic value of individual service users is

¹ As set out in the Domiciliary Care Agencies Minimum Standards (2021)

acknowledged and each person is treated with dignity and respect.

Independence: Service users have as much control as possible over their lives whilst being protected against unreasonable risks.

Rights: Service users' individual and human rights are safeguarded and actively promoted within the context of services delivered by the agency.

Equality and diversity: Service users are treated equally and their background and culture are valued. The services provided by the agency fit within a framework of equal opportunities and anti-discriminatory practice.

Choice: Service users are offered, wherever possible, the opportunity to select independently from a range of options based on clear and accurate information.

Consent Service: Service users have a legal right to determine what happens to them and their informed, genuine and valid consent to the care and support they receive is essential.

Confidentiality: Service users know that information about them is managed appropriately and everyone involved in the agency respects confidential matters.

Safety: Service users are to feel safe in all aspects of their care and life, and are free from exploitation, neglect and abuse.

Important Information

Should you have any comments about the care and support you are receiving please contact your Health and Social Care Trust keyworker. If you no longer need Home Care please let your HSCT keyworker know. This will not affect your right to Home Care if needed in the future.

The quality of your Home Care service will be maintained by regular monitoring and auditing of the service.

Trust keyworker contact details:

Name:

Phone Number:

Job Role:

RQIA contact details:

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