

SERVICES FOR OLDER PEOPLE



At home and independent

Your guide to Gateshead Council's domiciliary care service

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Introduction

This is a guide to Gateshead Council's domiciliary care service - and what we do to help you stay at home and live as independently as possible.

We have been offering this service to Gateshead residents for some time and over the years it has changed and adapted to meet their needs in a more flexible and sensitive way. However, we are always trying to improve what we do and welcome any comments - good or bad - about how we do things. As a user of our service your views are important and you will find a comments card inside your 'Care Together' folder.

If, after reading this guide, you have any further questions about our service, please speak to one of our domiciliary care managers or your assessing officer who will be happy to help. Their details and other useful contacts are given at the back of the guide.



Who we are and what we do

WHO are we?

We are a council service providing personal care and support in a way that allows you to stay at home and remain independent for as long as possible. The domiciliary care service operates between the hours of 7am and 11pm. The team support people who are assessed as needing help with a range of care needs.

WHAT we will do to help you

Following the outcome of a community care assessment we will work out a package of support that meets your personal needs and which builds on your skills and abilities.

WHY we offer this service

We believe you should be able to stay at home as long as possible – helping you to maintain and, if possible, improve your quality of life with a tailored package of services.

The next section goes into more detail about our service, answering your questions on staff, safety, costs and other aspects of our work.

How the service works

The promoting independence teams

These teams cover the whole borough and work intensively with people for six to eight weeks, or longer in some instances, to enable people to be as independent as possible. At the end of this period there are a range of options to consider:

- You may not need the service
- You may need a reduced service for a short period of time
- You may choose 'self-directed support' where you can employ your own carers through direct payments or an individual budget - this will be explained to you by your assessing worker
- You may have long-term care needs. If you are identified as having long-term care needs, the promoting independence team may refer you on to a long-term care service (via Gateshead Council domiciliary care service) or an independent sector domiciliary care service. This will be explained to you by your assessing worker. The long-term care service with Gateshead Council has specialist care teams and an evening service to meet your needs.

Will I have an introductory visit?

Yes. Your domiciliary care worker will come and see you before they start working with you. This first visit will probably be longer than usual to allow time for you to get to know each other.

On arrival at your home the domiciliary care worker should show you their identity card, stating who they are and the reason for their visit. They will ask you how you wish to be addressed - for example by your first name or by your full title.

Identity cards can be produced in different languages and in Braille where necessary.

Can I choose my own domiciliary care worker?

We don't normally offer a choice of a specific domiciliary care worker, but we will listen to your views and try to match your requirements. We will always try and meet requests for a specific ethnic and cultural background or gender.

Do I get anything in writing about the service I receive?

Yes. You will get:

- A copy of the duties to be carried out by your domiciliary care worker.
- A letter outlining your needs and the service to be provided. This will be sent after your care plan has been agreed.
- A folder of information that you keep at home containing details about the service - this folder is called 'Care Together'. It will also contain any other relevant information, which may have been discussed and/or agreed with your domiciliary care manager or assessment worker during the assessment.



What can I expect from the staff?

You can expect your care worker to:

- Be reliable and punctual
- Stay the same - we will not change your care worker unnecessarily
- Show you kindness and understanding
- Take account of your views and those of your carer
- Review and monitor your care package to make sure it still meets your needs
- Provide a service which is sensitive to your cultural and ethnic needs
- Listen to you and, as far as possible, carry out tasks as you wish

What about confidentiality?

Domiciliary care workers have written guidance on the appropriate use of confidential information. This means that workers will only share information with others if they work with you to ensure your needs are met. In urgent situations workers may need to contact other professionals such as a doctor. This would be done with your consent.

There are different groups of staff providing the services. They are:

Domiciliary care managers

Domiciliary care managers are experienced home care providers. They are responsible for:

- Managing the service on a daily basis
- Supervising staff
- Making sure your needs are met

Area supervisors work with the domiciliary care managers to manage this service.

Area Supervisors

Area supervisors and senior domiciliary care workers are experienced in providing intensive home care support.

They are responsible for:

- Managing the domiciliary care service on a daily basis
- Supervising staff
- Making sure your needs are met

Domiciliary Care Workers

Domiciliary care workers are selected for their skills and commitment to assisting others. References, police and other checks are required before they can work for us.

What training do domiciliary care workers receive?

All our staff are skilled in assisting people in their own homes and are trained to meet the needs of the people they work with.

Current training includes:

- Personal care
- Moving and handling
- Emergency aid
- Food hygiene at work
- Basic values and principles in care
- Dementia
- Managing continence
- Customer care
- Health and safety
- COSHH regulations
- Risk assessment
- Working with people who have a sensory loss
- Supervision
- Handling service users' finances
- Protection of vulnerable adults
- Medication procedures
- Domiciliary care service policies and guidelines
- Equal opportunities
- Nutritional care and assistance with eating

The above areas link to our induction training for new workers and also NVQ training.

Standards

Gateshead Council's domiciliary care service works to standards called the Domiciliary Care National Minimum Standards. These standards apply to all organisations that provide a domiciliary care service in England. The Care Quality Commission (CQC) is the organisation that produces these standards and regulations. The standards are regulated through a process of inspection of the organisation that provides the domiciliary care service to make sure standards are being met.

As a council, we liaise with the commission regularly on many aspects and have a report compiled by the inspector. You can also contact the commission; they provide helpful advice and information about services. They are also prepared to deal with any complaints you may have, though we hope these are resolved with a domiciliary care manager. They also like to hear about any compliments you may have about the service. See page 26 of this booklet for the contact details for CQC.



Dos and don'ts

What can a domiciliary care worker do for me?

The range of home care duties offered by your domiciliary care worker include:

- Helping you to get up in the morning, washing/bathing and dressing, and getting to bed in the evening. Staff would help you with the tasks you cannot manage yourself.
- Making meals, drinks and snacks. Meals may be provided where other alternatives such as a meals service are not available.
- Where necessary, helping you with eating.
- Emptying and cleaning commodes and washing and ironing clothes and bed linen when necessary.
- Maintaining a safe and healthy working environment.

Are there any things a domiciliary care worker cannot or should not do?

Yes, they shouldn't:

- Climb anything that they feel is unsafe, for example, step ladders, stools etc
- Use unsafe household equipment
- Lend you money or borrow from you
- Buy goods from you or sell goods to you
- Smoke or drink alcohol whilst in your home
- Bring children to work with them in your home
- Move heavy furniture
- Clean outside windows, decorate or do gardening

Do I need to provide the domiciliary care worker with anything?

If your domiciliary care worker is carrying out cleaning tasks for you, you will need to provide:

- Adequate cleaning materials such as washing up liquid, cleaning fluids and polish
- Appropriate equipment such as dishcloths, dusters, brushes and a Hoover

If the domiciliary care worker is cooking for you, you will be expected to provide the food and the cooking utensils

You must make sure that, as far as possible, all the equipment the worker will use, including electrical equipment, is safe and properly maintained

You can discuss this with your domiciliary care worker on their first visit. We will provide them with any protective clothing, gloves or aprons they may need.

Domiciliary care workers do not expect to be provided with refreshments in your home.

Can domiciliary care workers let themselves into my house?

If you find it physically difficult to let people into your house, you can give your domiciliary care worker a key. This will only be done with your written permission and it must be agreed in advance with your domiciliary care manager or assessing worker and entered on your records both in your home and in our office.

Where you want our staff to let themselves into your home you will need to have a key safe put in place. Your domiciliary care manager will explain how this is done.

What would a domiciliary care worker expect from me?

We would expect you to behave and act responsibly towards your domiciliary care worker and that as far as you are able, you will:

- Treat them with due respect and be mindful of any sensitivities regarding their race, religion, gender or social class.
- Let the domiciliary care manager know if you require any tasks to be done that are additional to those listed in your care plan or service user plan. The domiciliary care manager can give further advice or make suitable arrangements.
- Not subject them to verbal, psychological or physical abuse/demands or harass them in any way.
- Make sure that they are who they say they are - please ask to see an identity card, which all domiciliary care workers carry.

Making changes

What If my needs change or I would like something changed?

Your care plan will be monitored and reviewed and any changes discussed with you. If at any other time your needs change or some additional tasks arise, you should contact your domiciliary care manager or assessing worker. You can also ask your domiciliary care worker to contact them for you.

You should not ask your domiciliary care worker to simply change the work they do or perform additional tasks, as they cannot do this without the approval of their line manager. From time to time we may need to make a change to the service we provide to you e.g where a worker leaves and we need to introduce a new worker to you. Any and all changes and arrangements will be discussed with you and written notification will also be sent.



Health and safety

What about health and safety issues?

Your domiciliary care worker or someone else from Gateshead Council will look around your house to see if there is anything that could pose a hazard to workers coming in. This could include:

- Badly wired plugs
- Inadequate lighting
- Loose handles on pans and so on

The domiciliary care worker will tell you if there is anything that you need to change.

Moving and handling

Domiciliary care workers follow strict health and safety guidelines about moving and handling, both people and items of furniture and equipment, in order to avoid injury. If this is likely to affect you, your domiciliary care manager or assessing worker will discuss it with you and agree the best way(s) of dealing with this issue. This might include the provision of an additional worker or specialist moving and handling equipment. Your domiciliary care worker is expected to follow good hygiene practice at all times and they are issued with clear guidelines.

Smoking - information for people receiving home visits

All public buildings in Britain have had to be smoke-free from July 1st 2007. This law is primarily to protect people while they are working. Although the law does not apply to your own home, we are asking you to work with us and consider the needs of our staff.

Second-hand smoke, or passive smoking as it's sometimes called, has been found to harm people's health. It can cause heart disease, stroke and lung cancer in adults. Being exposed to second-hand smoke even for a short time can cause eye irritation, headaches, coughs, sore throats, dizziness and nausea.

Gateshead Council is required by the Health and Safety at Work Act 1974 to ensure that employees are not put at risk. We therefore ask that you do everything possible to provide a smoke-free environment when our staff visit you in your home.

How to protect staff from exposure to second-hand smoke

- Refrain from smoking inside the house for at least one hour before they arrive
- Open windows and doors to fully ventilate the area
- Restrict your smoking to one room while our staff are there during the visit

During the visit:

- Do not smoke or let anyone else in the house smoke other than in one room
- Wherever possible, when our staff are in the house, ask other smokers to go outside to smoke

Our undertaking

Our staff will meet with you and discuss how we can work together to ensure our workers are working safely in your home by avoiding passive smoking. Our staff will visit your home at pre-arranged times. Where times need to be changed, we will give you as much notice as possible.

Medication

Can the domiciliary care worker help with my medication?

Yes. Following a discussion with the domiciliary care manager we can help with your medication. We will notify your GP of this.

Your domiciliary care worker:

- Will not undertake tasks that would normally be done by a GP or district nurse such as administering injections, giving enemas and so on.
- Will only administer medication if it is prepared in an appropriately labelled bottle/tablet box/dossett box/bubble pack or blister pack. Ask your assessing worker, domiciliary care manager, GP or local pharmacist about this.
- Will fill in documents about what medication you have had or refused. There is also an opportunity for your carer to help in this area. This documentation ensures - as far as is possible - that medication is offered as prescribed by your GP and as prepared by your pharmacist.
- Can only undertake certain tasks that you can't do for yourself, in agreement with their domiciliary care manager.

Money matters

What does it cost me and how do I pay?

Your care plan or service user plan will give you details of what the care service will cost. You will also be given a separate leaflet explaining the council's charges. The domiciliary care manager will explain how you can pay.

Can the domiciliary care worker get my benefits or pension for me?

We would always encourage you to manage your own financial affairs. If you want or need a domiciliary care worker to assist you with the collection of pensions or benefits or if you need help in using your money, this must be discussed in advance with your assessing worker or the domiciliary care manager, who would first consider other alternatives. This would include your family helping you with this, and/or setting up banking and direct debiting arrangements to pay bills etc.

Where you only have a cash card and pin number to access your cash, domiciliary care workers cannot use this under any circumstances. Your assessing officer or domiciliary care manager will be able to give you advice about this aspect of your finances.

If the assessing officer or domiciliary care manager agrees that the service will help you with your finances your domiciliary care worker will:

- Always get a valid receipt for every item purchased.

- Count out change or benefits that they have collected in front of you. This is done to avoid any misunderstandings and to protect both them and yourself.
- Return your pension/benefit books as soon as possible after they have collected money from the Post Office. Once pension books are phased out, the domiciliary care manager / assessing officer will advise you about assisting you with your finances.

Can I give my domiciliary care worker a gift or leave them something in my will?

No. Domiciliary care workers must not accept gifts from you or your carers. This is to safeguard both you and them against allegations of theft of property or of putting pressure on you to reward them.

We would ask you not to name domiciliary care workers or members of their family as beneficiaries in your will. If they find out that you have named or propose to name them in your will, they must immediately inform their line manager.

Domiciliary care workers are not allowed to witness any will of a person they are caring for and they cannot agree to become the executor of your estate.

Can I employ the council domiciliary care worker for extra hours?

No. It is strictly against the council's policy for you to employ and pay your domiciliary care worker to carry out additional work for you. This could lead to difficulties for the domiciliary care worker.

When things go wrong

What if my worker doesn't turn up?

If, unexpectedly, your worker does not turn up for an agreed session, contact the domiciliary care manager immediately. There is information in the folder left in your home giving you the name of the domiciliary care manager and other contact numbers.

What if the domiciliary worker damages anything?

Contact your domiciliary care manager or assessing worker who will look into the matter and confirm if it can be considered under the council's third party insurance scheme.

What if I am unhappy with the standard of care?

If you feel that tasks have not been done correctly, or your worker is often late, or you are dissatisfied with anything else, tell your domiciliary care manager or assessing worker as soon as possible.

Without your help we cannot clear up any problem areas that may arise. For details of how to complain if you are unhappy see page 24.

You can contact the complaints and representations officer at the Civic Centre on 0191 433 2408 during office hours or 0191 477 9706 out of office hours (answer machine).

When you go away

What should I do if I am going on holiday or into hospital?

If you need to cancel or vary a visit for any reason please let your domiciliary care manager or assessing officer know as soon as possible. You will have been given their name and telephone number with your care plan or letter. If they are out or otherwise not available, please leave a message for them. This will help us to use our worker's time efficiently. It will also avoid alarm if we find that you are not at home at your expected times.



How can I contact someone outside of office hours?

If there is an emergency and you need to contact someone when your usual office is closed you can ring the emergency duty service on: **0191 477 0844**

There is a Minicom number - **0191 478 2009**

Interpreter services

We have access to interpreting services and supply some information in other languages and formats including Braille, sign language, and lip speakers.

Advocacy services

These are available if you would like help to make decisions or choices and protect your rights. (see useful contacts for details).

Can I access information held in my personal file?

Yes. The Data Protection Act (1998) allows you to see information held about you regardless of when it was recorded.

The information we hold is basically about your circumstances and main points of contact. There may be computerised records as well as hand written documents and letters.

All records are confidential and only available to employees dealing with you.

Compliments and complaints

How can I raise my concerns, make a complaint or make a compliment about the service?

We welcome feedback about our service, so if you have any positive comments we would be glad to hear them. Simply write to the customer services manager at the Civic Centre or contact them on 0191 433 2408 during office hours or 0191 477 9706 (answer machine). Or you may wish to write to your domiciliary care manager or assessing worker.

If you have any suggestions about how the service can be improved, or if you want to make a complaint, we have enclosed a card with this booklet, which tells you how to do this.

And finally...

We hope you have found this booklet helpful. If there is anything further you wish to know about the domiciliary care service which we have not covered here, please let your local domiciliary care manager or assessing officer know and we will do our best to help.



Useful contacts

Gateshead Council

Opening hours for council offices are as follows:

Monday - Thursday 8.45am - 5pm. Friday 8.45am - 4.35pm

Head of Adult Care Services

Community Based Services

Gateshead Council

Civic Centre

Regent Street

Gateshead

NE8 1HH

Phone: 0191 433 3000

Fax: 0191 478 4890

DOMICILIARY CARE SERVICE CONTACTS BELOW ARE BASED AT OUR CENTRAL OFFICE:

Jackie Woodward: Team Manager Domiciliary Care Service

Phone: 0191 433 8030

Email: jackiewoodward@gateshead.gov.uk

Ken Robson: Service Manager Domiciliary Care Service

Phone: 0191 433 8800

Email: kenrobson@gateshead.gov.uk

Jacqui Gibson: Assistant Team Manager

Phone: 0191 433 8820

Email: jacquigibson@gateshead.gov.uk

CARE QUALITY COMMISSION (CQC)

Care Quality Commission

National Correspondence

PO Box 1258

Newcastle upon Tyne

NE99 5AU

Phone: 0300 061 6161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

ADVOCACY SERVICES

Gateshead Advocacy Information Network (GAIN)

8 Gladstone Terrace

Gateshead

Phone: 0191 478 330

Fax: 0191 477 1260

Advocacy in Gateshead and South Tyneside

The Old Bank

Swinburne Street

Gateshead

NE8 1AN

Phone: 0191 478 6472

Fax: 0191 477 8559

Feedback form

To help us know what you think of this booklet and our services, please fill in the form below and give it to your domiciliary care worker. Thank you

Tell us your views on this booklet.

Help us improve how we communicate with you by filling in this form. Thank You.

Did you find the information in this booklet useful?

.....

Is the information provided clear and easy to read?

.....

Is there any other information that you would like to be included in this booklet?

.....

.....

Are there any comments you would like to make about your domiciliary care service?

.....

.....

Thank you for completing this form your comments are much appreciated.

Name

Phone No

Different Formats

If you would like this information in a different format such as Braille, large print, on cassette/CD/MP3, or in a different language please contact: 0191 433 3444.



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Gateshead Council, Regent Street, Gateshead NE8 1HH

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