

Helping you live more independently in your own home

Getting the best out of our Home Support Reablement Service

Adult and
Community Services



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About us

Most people with care needs want to live independently in their own home and our Home Support Reablement Service, which is managed by Bolton council, tries to help them achieve this.

Our purpose and focus is to provide short term support to people who have a physical or mental illness, injury or disability so they may recover their ability to live independently in their own home either with training, equipment or ongoing support.

We aim to provide you with a flexible, high quality personal and practical support service. This is designed to meet your specific needs and desired outcomes in regaining your independence so you can live in your own home for as long as possible.

Service users' needs and expectations vary from person to person. As such their personal goals are set at the time of assessment, taking into account their current abilities and potential levels of independence, emotional and social well being, life skills and health and safety risks. We are responsible for delivering results and our services are independently monitored and graded by the Care Quality Commission agency to ensure we attain these targets.

At all times we treat you as an individual and respect your privacy, personal choices, lifestyle, customs, cultures and values. Your dignity and safety is utmost in our minds. Also we will help you with:

- relieving illness related stress
- providing short breaks and support to your informal carers
- maximising your independence
- monitoring your progress to ensure your needs are being met

Our services

We work closely with you, and your carers, to build your confidence to live more independently in your own home, getting you back on the road to recovery as quickly as possible.

We provide intensive support over a short period, up to a maximum of six weeks - this is different from a Home Care Service which meets the needs of people requiring care on a long term or permanent basis.

If you are eligible for our services we can help you:

- when being discharged from hospital so as to avoid the need for you to go into residential care or receive long term home support
- with information about the support available for your informal carers i.e. family friends and neighbours
- in assessing your personal care needs and to develop and follow activity plans which aids your recovery and improves your basic living skills
- minimise the effects of degenerative physical or mental conditions
- feel safer in your own home and improve your quality of life and emotional and social wellbeing
- integrate back into your normal life and local community
- relieve any stress that you may experience
- avoid the need for you to be hospitalised in the future

If you have a short term illness or disability which causes difficulties with your personal care, mobility, household activities, getting in and out of bed or to and from the toilet we could help you to:

- identify your abilities and rehabilitation needs necessary for; regaining and building confidence; dealing with day-to-day tasks; getting advice; and accessing support programmes, longer term care and agency help
- cope with day-to-day tasks such as
 - bathing, personal care and continence
 - moving safely around your home
 - using equipment and technology
 - making food and drinks
 - taking medication
 - laundry
 - housework
- get out and about with transport and mobility help to go shopping, pick up your pension, meet family and friends and access leisure and employment opportunities.

Getting you back on the road to recovery

Asking for help

If you or your carer needs our help and advice please call our helpdesk on 01204 338027.

We are available all year round from 7.30am to 10pm. Outside our normal working hours you can leave a voicemail message and we will get back to you at the earliest opportunity.

If you are waiting to be discharged from hospital a social worker will visit you. If required they will automatically refer you to us for help.

Eligibility

To ensure that you get the best service that meets your specific care needs we will check your suitability for the Home Support Reablement Service against our eligibility criteria.

To be eligible for our service you must be:

- aged 18 or over
- live in your own home within Bolton
- able to live safely on your own with minimal risk to your physical and mental health
- assessed by a Care Manager

You must also have:

- a short term illness such as a fracture, chest infection or urinary tract infection, a pre-existing long term condition or a disability
- difficulties with daily living activities relating to personal care, domestic activities, mobility or moving between bed, toilet and chair
- the ability to be safe within your own home
- agreed to participate in the therapeutic activities prescribed to aid your recovery
- the potential to improve or maintain your everyday living skills within the six week programme
- experienced a change in care needs i.e. following an admission to hospital or residential respite care

Putting you first

We are focussed on putting you first and actively encourage you to take control in defining and delivering the care you need. At any time you have the right to:

- be involved in decisions made about your care and support
- get all the support you need to feel as safe and secure as possible in your own home
- expect support to maintain and develop friends and relationships
- feel respected and valued
- be supported in your religious beliefs
- control access to your own home
- your own privacy
- demand access to all levels of support to meet your needs
- complain, comment or compliment us about the service you receive
- ask for a review of your care and support

Your rehabilitation plan

If you are eligible for support we will send a Professional Practitioner to see you. They will assess your needs and agree a rehabilitation plan with you.

This plan commits you, with the help of a support worker, to do exercise and activities needed to speed up your recovery. This will focus on rebuilding your skills and confidence so that you can manage more by yourself.

We will work closely with you and others supporting you to plan and implement your activity plan and will:

- give you details of the support we will provide you
- document how we have worked and helped you in your home
- be polite, courteous and treat you and your home with respect
- keep your personal and financial matters private
- work safely so no one gets hurt
- wear appropriate clothing i.e. uniform, gloves and apron
- show you our identification badges - please ask to see them before letting anyone into your home
- advise you of any changes to your service and if we are going to be more than half an hour late

Your progress will be reviewed in your home at pre-agreed meetings between you and your occupational therapist and home support coordinator.

Bolton Council is unable to provide you with ongoing home support after the end of your reablement period. However, we will allocate a personal budget for you to buy services directly from an independent home support provider. This personal budget is money which we allocate to meet your eligible care needs. Depending on your individual circumstances, the council may contribute all, part, or none of the money towards it with any remaining balance being paid by yourself. If and when necessary, we will discuss all your options with you and your family.

Our duty of care to you

Quality service

All our staff are CRB (Criminal Records Bureau) checked, professionally trained and closely supervised to ensure that you are safe and protected and receive the best possible service. Also, we regularly ask the people who use our services and carers for their views and monitor quality standards to ensure we continue to meet their expectations. The policies and procedures used to monitor this are summarised below.

Throughout your support period we will visit you to check you are happy and that things are going ok.

To check that our staff are adhering to professional standards and doing things correctly we closely supervise and observe them when working with you and your permission is always gained before doing this.

As a minimum standard we answer all letters within 14 days. If you need a reply we will send an acknowledgement slip to you and follow this up with a letter within a further 14 days.

If you are not satisfied with the way you have been treated you can make an appointment to see the manager.

Our staff always wear identity badges, so if you are unsure who is visiting you always ask to see their badge.

We will ask you, and or your carer, to complete a confidential questionnaire when your reablement support comes to an end. This gives you the opportunity to feedback your views on the service which we provided. This is important as it is used to improve our services in the future.

We benchmark our performance against other local authority service providers to see how we compare. If we fail to achieve our targets to improve standards we will automatically take action to remedy the situation.

The Care Quality Commission (CQC) inspects us to see how we are doing. You can see a copy of their report by contacting CQC direct or viewing the report online at enquires, Northwest @cqc.org.uk

Keeping you safe

In conjunction with other agencies, we are responsible for doing all we can to keep you safe.

Abuse is the violation of your human and civil rights by any other person or persons. This can be physical, sexual, mental, financial or emotional abuse and may be a single isolated act or repeated events.

If you feel you have been subject to abuse, or another service user has confided in you that they feel they have been abused, please report this to a member of our staff as soon as possible.

Every allegation made to our staff will be followed up in accordance with the Safeguarding Adults procedure – copies of this are available upon request and further information can be obtained from the Bolton council website www.bolton.gov.uk by searching for 'protection of vulnerable adults'.

Keeping your personal details safe

At all times your personal details are treated as confidential and the information we keep about you is only used to provide you with the best service. This information is used to:

- record what we have agreed with you
- access accurate, up to date information about you
- monitor and review your needs, support and progress
- investigate any concerns which you may raise
- develop and improve services for the future

The information we keep about you includes your name, address, date of birth, gender and ethnicity. Also we record your assessed needs and care activity plans, which may include medical information and GP details. In addition, when appropriate, we analyse your financial circumstances to see if you need to contribute anything towards your care.

We work in partnership with other organisations and will only share your information with them if it is legal to do so and if there is a genuine need to work together for your benefit. Our partners include; your GP/doctor; Health Trusts; other people who provide your care; the police, when there is a need to protect a child, vulnerable adult or for crime detection and prevention; the Care Quality Commission, which inspects the quality of our services; and central government which collates data to plan services for the future.

We value your confidentiality and take care to keep what you tell us safe. Under the Data Protection Act 1998 all staff are legally bound to protect your records. We have written procedures for staff, so that they understand their responsibilities around data protection, confidentiality and recording of personal information.

Getting a copy of your information

For administrative and auditing purposes we keep your records for seven years after you stop receiving our service. Under The Data Protection Act 1998 you have the right to ask us what information we have recorded about you, which we can provide to you free of charge.

To request a copy of your records please write to us or complete the "request to see social services records" application form. This is available from any member of staff and they can also help you write your request or arrange an interpreter for you. Written requests should be sent to:

The Data Controller
Bolton council
Town Hall
Bolton
BL1 1RU

If you are unhappy with the information we provide you please discuss this with the worker who helped arrange this for you. If you are still not satisfied with the response you can write to:

The Customer Relations Officer
Adult Services Department
Le Mans Crescent
Bolton
BL1 1SA

or

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

You can get further information from the Bolton council website at www.bolton.gov.uk by searching for 'your personal records' and 'Data Protection and Freedom of Information'.

Cancellation or withdrawal of the service

Occasionally issues may arise such as concerns about health and safety which make it dangerous for our service to be provided to you. If this occurs we will work hard to sort it out as a matter of urgency, talking to you and your family member and/or carer about it. With your help and cooperation, we will make every effort to continue delivering services to you. If this is not possible we will discuss this with you before making any changes.

Health and safety

Bolton council views health and safety very seriously and takes responsibility for this in regard to its employees and everyone who uses its services.

Health and safety is a shared responsibility between the council and its service users. In recognition of this we welcome any suggestions you may have to improve our health and safety policy, copies of which are available from the Home Support Manager.

If you or any of your visitors have concerns about health and safety issues, please report them to a member of staff as soon as possible. They will forward your comments to their manager who will look into how the problem can be resolved and take any action which may be required - our aim is to respond to your concerns about health and safety within one day.

All tasks carried out within your own home are checked and a risk assessment is completed in consultation with yourself. This is to be signed both by you and ourselves to confirm we agree with its contents.

We take all reasonable measures to safeguard your property. The Home Support Reablement Service and its staff are fully trained and insured to carry out their duties, as defined, to meet your needs. Further information can be obtained from the Bolton council website www.bolton.gov.uk by searching for 'health and safety'.

Valuing diversity

Bolton council strives to make services more responsive to individual needs and it values the diversity of the local population. We want our services, facilities and resources to be accessible and useful to every citizen, subject to assessment, regardless of gender, age, ethnic origin, religious belief, impairment, marital status, sexual orientation, or any other individual characteristic that may unfairly affect a person's opportunities in life.

We positively recruit staff who reflect the local population and who have the skills and understanding to achieve our service objectives. We commit ourselves to valuing diversity in our workforce and to developing and training our employees to improve their ability to meet the council's goals.

Further information is available from the Bolton council website www.bolton.gov.uk by searching for 'Bolton's comprehensive equality policy'.

Supplies and equipment

Our staff are provided with suitable protective clothing to help them carry out their duties in line with health and safety requirements. However, you may need to provide suitable cleaning materials for our staff to use i.e. to maintain good bathroom and kitchen hygiene. This will be discussed when we visit you to discuss setting up the service.

Frequently asked questions

How much will it cost me for the reablement service?

There is no charge for our reablement service which lasts up to a maximum of six weeks depending on how you progress. If you require support after this period you will be referred to our finance department who will assess if you need to pay anything towards additional services in line with the new fairer contributions policy and arrangements for personal budgets.

How long does reablement last?

All reablement care packages are short term, usually up to six weeks. They are reviewed-regularly to ensure that your support package is adjusted to be exactly right for you.

What happens when you leave reablement?

Many people recover their basic life skills and do not need ongoing support with their care. If you still need help we will allocate a personal budget for you to buy services directly from independent providers. At this time we will discuss all your options with you and your family.

If you require ongoing mental health support your care manager will discuss this with you and a panel of care professionals to see if your ongoing needs can be met by an independently accredited mental health service provider in the voluntary or private sector which will be funded by your personal budget.

What support is available for adult carers?

Many people, at some stage in their lives, find themselves looking after someone as a 'carer'. The term 'carer' means someone who provides care or support to a relative, friend or neighbour who cannot manage without their help.

Although a lot of people who are looking after someone do not recognise themselves as a carer, there are support services available to them in Bolton - if you would like to know how Bolton council can help you as a carer please contact our helpdesk on 01204 338027 or for further information visit the Bolton council website www.bolton.gov.uk and search for 'carers'.

Have you insurance to protect me against accidents which may result from the support you provide me?

As part of Bolton council we have full public and employee liability insurance for all the services we provide. Although it is very unlikely to be needed, it provides you with the

reassurance that any mishaps that occur while supporting you in your own home will be covered.

Your feedback

We are committed to providing high quality support and are continuously looking at ways to improve our services to you.

If you pay us a compliment it confirms what we are getting right. However, we recognise that there may be times when service users are dissatisfied with the service we provide. If this occurs we welcome your suggestions on how we might be able to improve our service.

If you are not happy with the service you receive the first thing to do is to tell a member of staff and we will do our best to sort out the problem. If you wish to formally complain there is a 'compliments, comments and complaints' leaflet in your information pack, copies of which can also be obtained from any member of staff or by contacting:

Customer Relations
Adult & Community Services Department
Le Mans Crescent
Bolton
BL1 1SA

Tel: 01204 337288

Further information can be obtained from the Bolton council website www.bolton.gov.uk by searching for 'Bolton council – our complaints procedure'.

If you still feel unhappy with the response to your complaint you can contact the:

Care Quality Commission
CQC North West
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 03000 616161
Fax: 03000 616171
Email: <mailto:enquiries.northwest@cqc.org.uk>
Web: registration.northwest@cqc.org.uk

Our policies and procedures

Policy	Location/Comments
Statement of purpose and aims and objectives of the organisation.	Summary in your information pack. For a full copy, contact the Reablement Team.
Conditions of engagement including insurances, etc.	Insurance policy available.
Contracts and job descriptions	Copies in staff office. HR Section.
Range of activities undertaken/limits of responsibility	Statement of Purpose. Filofax.
Personnel safety whilst at work	Risk assessments/induction training. Filofax.
Standards for quality assurance	Better care, higher standards/ questionnaires.
Confidentiality of information	Policy and Procedure document. Confidentiality.
Provision of non-discriminatory practice	Policy and Procedure document. Valuing diversity.
Equal opportunities, sexual or racial harassment	Policy and Procedure document. Valuing diversity.
Health and safety	Health and safety team/health and safety manual/Generic Risk Assessment.
Moving and Handling	Risk assessment/induction training/ refresher training.
Dealing with accidents and emergencies	Health and Safety manual. Filofax/accident reporting.
Safeguarding policy	Whistle blowing policy and procedure.
Data protection and subject access	Your personal records leaflet.
Assisting with medication	Current procedure is prompt only. New

	policy i.e. administering.
Handling money and financial matters on behalf of a service user	Financial procedure – staff guideline – Filofax.
Acceptance of gifts and legacies	Code of conduct policy and procedure document – Code of Conduct.
Dealing with violence and aggression	Policy and procedure – violence to staff.
Entering and leaving a service users home	Induction training. Staff guidelines.
Safe keeping of keys	Staff guidelines. Key codes.
Complaints, comments and compliments	Policy and procedure – customer services support.
Discipline and grievance	Policy and procedure documents.
Training and staff development	Individual Performance and Development Reviews are completed for all staff every year. Plan process/ training plan/induction training.

Contacts

Home Support Reablement Service

Bolton Council
Crescent House
Lever Street
Bolton BL3 6NN

Tel: 01204 337027
Fax: 01204 337535
Email: lisa.moores@bolton.gov.uk

Lisa Moores
Registered Manager and Team Leader - Home Support
Crescent House
Lever Street
Bolton BL3 6NN

Andrew Kilpatrick
Chief Officer and Responsible Individual
Adult & Community Services
Le Mans Crescent
Bolton
BL1 1SA
Tel: (01204) 337219
Fax: (01204) 337269

Emergency contacts:

Police	0161 872 5050
Emergency services (fire, police, ambulance)	999
Samaritans (national help-line)	0845 7909090
Samaritans (locally)	01204 521200
Sane line	0845 767 8000
Crisis line	0808 8082007
Relate	01204 528302
Bolton Council (main switchboard)	01204 333333
Bolton Council (out of hours)	01204 336900
Social Care Services (out of hours/emergency)	01204 337777
Transco (gas leaks)	0800 111999
United Utilities (leak line)	0800 330033
Crime stoppers (anonymous)	0800 555111
NHS Direct	0845 4647
National Drugs Helpline	0800 776600
Lesbian & Gay Switchboard	0207 837 7324

Places of worship

Bolton provides many places of worship catering for many religions. Their contact details are listed in local directories such as Thompson Local, Yellow Pages and the BT Phonebook.

Social Security benefits

Free, confidential general advice and information is available for people with disabilities, their carers and representatives.

Opening hours - Monday to Friday 8.30am – 6.30pm and Saturday 9am – 1pm

Claim forms for the following benefits can be completed over the phone:

- Disability Living Allowance
- Attendance Allowance
- Disability Working Allowance
- Invalid Care Allowance
- Incapacity Benefit
- Industrial Injuries Disablement Benefit

Help with filling a claim form 0800 441144

Benefits enquiry line 0800 882200

Textphone 0800 243355

Pensions

General advice about state retirement/or windows pension and benefits paid direct into a bank or building society account.

Pension Direct 01912 030203

Health Care Authorities

NHS Bolton
St Peters House
Silverwell Street
Bolton
BL1 1PP

Telephone: 01204 377000

The Royal Bolton Hospital Foundation Trust

Main Switch Board 01204 390390

Patient Enquiries 01204 390812

Out Patients 01204 390540

Accident & Emergency 01204 390300

Greater Manchester West Foundation Trust
Royal Bolton Hospital
Minerva Road
Farnworth
Bolton
BL4 OJR

Tel: 01204 390390

Greater Manchester West Mental Health NHS Foundation Trust
Trust HQ
Bury New Road
Prestwich
Manchester
M25 3BL

Tel 0161 773 9121

Welfare Rights Service

The welfare rights service provided by Bolton council is independent of the benefits agency. They offer free confidential advice about social security benefits and housing benefits. They also help with appealing to a benefits tribunal, and can provide interpreters for Urdu or Gujarati speakers. Welfare rights also offer limited help with budgeting and debt counselling.

Welfare rights advice line	01204 380460
Minicom	01204 365963

Hours - Monday to Friday 10am – 12pm

Welfare Rights Service:
Adult & Community Services
Le Mans Crescent
Bolton
BL1 1SA
Welfare Rights Service
FREEPOST
Bolton, BL1 1YZ

