

## **Your Guide to Home Care Services in Bolton**

**Developed in partnership by:**

Service users, Home Care Agencies, Healthwatch Bolton,  
Bolton Community Voluntary Services and Bolton Council

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# Home Care Services in Bolton

**We are sharing this information to help you understand what home care is and how we can all work together to best support your care needs.**

This leaflet has been prepared by Bolton Council in conjunction with home care agencies operating in Bolton and Healthwatch. It is for:

- people already receiving home care support
- people who may wish to access this in the near future
- families and friends of people receiving home care services

## Summary

This leaflet gives you lots of information about how the service works – it'll be useful for you to read the detail, but service users told us that it would have been good to know these points when they started receiving services:

- **Home care providers are registered** with the Care Quality Commission (CQC), who inspect the quality of services;
- **Services usually work between 7am and 11pm** every day;
- We try to make sure that there is chance for the **home care provider to meet you before the service starts**;
- **A file will be left in your home** with details about the home care provider, and a copy of your care plan;
- **Visits will take place in a 'time banding'** – this means that your visit will happen between two set times, but not at a specific time;
- **The person who visits your home needs to confirm the time they arrive and leave your home with their managers** – to do this they will need to either use your phone (freephone call) or use a mobile phone to scan a bar code in your home care file at the start and end of the visit. Please make sure that all your needs have been met before they do this;
- **If you need to cancel a visit**, please contact the home care provider directly – if you do not give 24 hours' notice the visit will still need to be paid for;
- **If you are unexpectedly admitted into hospital** and will miss home care visits, please let the hospital know that you have home care and ask someone to contact them for you;
- **To cancel, or request changes**, to your home care package please contact your care manager (social worker);
- **Concerns about the services you receive** should go to the home care provider first, and to your care manager if these cannot be resolved, or if they are serious in nature.

## 1. What is home care managed by the Council?

Bolton Council buys home care services for people who need help to live their everyday life. Home care services help you to maintain a quality of life and live independently in your own home. Usually services operate between 7am and 11pm every day.

Your '**social worker or community assessment officer**' is the person from the Council's Social Care Team who has carried out your assessment of need with you, and who will work with you to make sure services continue to meet your needs.

If following an assessment of your needs by Bolton Council, it is agreed that home care will best meet your needs you will be given a choice of how to arrange this.

- **Privately** – you find and pay for this yourself;
- **Direct payment** – we would encourage you to have choice and control over your own care and support, please speak to your social worker or assessment officer about this;
- **Managed account** – Bolton Council arranges the home care on your behalf.

This Guide describes how the Council operates a '**managed account**'.

We work with several home care agencies who are monitored to make sure that they are meeting the expected standards and provide you with a quality service.

All the home care agencies that we use are registered with the '**Care Quality Commission**' (CQC), which is a national organisation that monitors, inspects and regulates all health and social care services. All CQC Inspection reports can be found on their website [www.cqc.org.uk](http://www.cqc.org.uk).

## 2. What should I expect from the home care agency on their first visit?

The Council prefer to give at least 24 hours between agreeing who will provide the home care package and a start time. This will allow time for the home care agency to contact you to arrange a visit and discuss your care package. During the visit, they will explain how they work, and discuss with you how your care package is going to be delivered.

A file will be left with you that will include:

- details about the home care agency and the services that they offer;
- a copy of your 'Support Plan' that was written by your social worker or community assessment officer;

- any other documents about your care (if needed);
- details on how to contact the home care agency in case you need to change, or cancel, any visits.

### 3. When will home care visit me?

When your social worker or assessment officer agrees to organise home care for you, they will discuss the time of day when these visits will take place. Due to the large number of people who receive home care every day, providers of home care must arrange visits in consideration of other people's home care visits and to reduce the travel time between visits. To help manage this the Council does not generally book care at a specific time but ask that care starts within a set time frame known as a **'time band'**.

Our time bandings are shown below:

Visit		From	To
<b>Breakfast</b>	Early	7:00 am	8:30 am
	Late	8:31 am	10:30 am
<b>Lunch</b>	Early	11:00 am	12:30 pm
	Late	12:31 pm	2:00 pm
<b>Tea</b>	Early	3:00 pm	4:30 pm
	Late	4:31 pm	6:00 pm
<b>Bed</b>	Early	6:01 pm	8:00 pm
	Late	8:01 pm	11:00 pm
<b>Continuous overnight service</b>		10:00 pm	07:00 am

Your visits will be organised to start within these time bandings as discussed with your social worker or assessment officer, and not at a specific time. However, once booked with a provider they will state the time they expect the visit to take place. Where possible, the home care agency will try to fit your preferred visit times into their staff rota. If you have preferred visit times, please mention these to your social worker or assessment officer when you first discuss having home care.

Once your care package becomes part of the home care agency's regular route, you should find that the visit times will be the same time each day. On occasions your visit may be late or early due to unforeseen circumstances. The Council has agreed a contract tolerance of 30 minutes between the agreed planned start time and actual start time. Therefore, if you

have other arrangements on a day that may be affected by a later or earlier start please let your provider know.

In exceptional circumstances, home care providers may need to change your time banding – you will be notified of any proposed changes in advance and have an opportunity to discuss any impact these changes may have on you.

If the home care agency does not turn up in the time banding that you expect them, please contact the agency directly – their phone number will be in the folder that they leave in your home.

During all visits some of the time will be used for updating your folder and carrying out administrative tasks.

#### **4. How do you know that my visit has taken place?**

When the carer arrives, they will either:

- use your landline telephone to make a call to a freephone number  
or
- use a smart phone to scan a bar code in the file containing your support plan – this looks a bit like what you would see at a supermarket checkout

Your carer needs to do this to show what time they arrive in your home, and when the visit has ended. This is known as '**Electronic Call Monitoring**' or 'ECM'. Please make sure that all of your needs have been met before the member of staff either uses the phone, or scans the barcode, to end the visit.

Your home care agency keeps a record of all visits that staff members do. Home care agencies send a report to Bolton Council to show when visits have taken place. If you pay for your care, the information in this report is the evidence we use when you are charged.

The carer will also make notes in the file left in your home as a record of the visit. The time spent on paperwork is included in the cost of the visit.

#### **5. How do I cancel a visit? (24-hour notice)**

If you need to cancel a visit, please contact the home care agency directly. You will need to give them 24 hours' notice so that they can make changes to their rota. This ensures that you will not be charged for that visit.

If a visit is cancelled with less than 24 hours' notice, the home care agency charges the Council which means that you will be charged. Please give as much notice as possible when cancelling visits, at least 24 hours, to make sure that you are not charged.

## **6. What happens if I need to go into hospital unexpectedly?**

If you need to go into hospital and this is unplanned, this is known as a **'temporary interruption to the service'**. Please make sure that the hospital is aware that you have a home care agency and ask someone to contact them for you.

### **If you are in hospital for up to 4 days:**

The home care agency will keep your visit time on their rota for 4 days. If you are going to be discharged from hospital within these 4 days and there is no change to your needs, you can contact your home care agency with the date and time you are due to go home, and your home care will continue as it was before you went into hospital. You will not be charged for the time that you spent in hospital.

### **If your hospital stay is longer than 4 days but you have been given a discharge date:**

A stay over 4 days will require an assessment by the hospital social work team before discharge. If home care is still required, we will initially ask your old provider if your care service can be continued with them - this cannot be guaranteed. If the same agency cannot restart the care service, or your care needs have changed, you may be allocated a new home care agency. You will be kept informed throughout this process.

## **7. What do I do if I need an extended break from home care support?**

An **'extended break'** could be due to you going on holiday or accessing respite care, and you must inform the home care agency and your social worker or assessment officer. The home care agency will try to keep you on their rota and restart the service when you return home – but as we do not pay for extended breaks this cannot be guaranteed. If the same agency cannot restart the care service, a new home care agency would be allocated. You will be kept informed throughout this process.

## **8. How do I change or cancel my care package (terminations)?**

Please contact your social worker or assessment officer if you feel that your care package isn't meeting your needs. This will then be discussed with the home care agency to see if adjustments can be made.

If you would like to stop the service, please contact your care manager and they will agree an end date with your home care agency.

The home care agency will continue to visit until they have received an official '**termination notice**' given by the Council.

## **9. Who charges me for my home care and who do I contact with invoice queries?**

Everyone will have a '**financial assessment**' which will help you understand any charges that you may need to pay.

You will receive invoices for home care from Bolton Council. The charges are based on the time between the carer registering that they have arrived in your home, and the time that they register leaving (see section 4) - you will be charged only for the duration of the visit.

As part of our contract with the home care agency, the Council has agreed to pay the home care agency for a minimum of 15 minutes for each visit, and then each minute thereafter. If your visits are regularly shorter than planned, we will ask your social worker or assessment officer to discuss this with you as it may mean that you no longer need that visit.

If you have two carers on a visit, you will be charged for both carers.

**If you have any queries regarding your charges, please contact the Finance Income and Assessment team on 01204 338632.**

## **10. What happens with my medication?**

Unless it has been agreed in your care plan, carers will not be able to give you your medication – they will however be able to help you open bottles and blister packs, if this is part of your plan.

If your care plan states that your carer can give you your medication, the carer will complete a '**Medication Administration Record**' - this record shows which medication has been given and will be kept in the file in your home. Medication will only be given if you have

previously signed a consent form. This information is also used by doctors and paramedics if they are called out to you in an emergency.

If your GP has prescribed an additional, or a change in medication, please make your carer aware of this so that the record can be updated.

#### **11. What happens if I have an emergency situation when my home care support is due?**

In cases where a carer arrives at your home and you are in difficulty, the carer will immediately call the emergency services and will also contact your family so that they can accompany you to hospital and make sure that your property is secure. Home care carers are not able to accompany you to hospital.

Emergency contact details for your home care agency can be found in the folder the agency leaves in your home.

#### **12. How do I raise concerns about the service I receive?**

If you have any concerns or complaints regarding your care, you should contact your home care agency in the first instance and their contact details can be found in the file left in your home.

If you feel you are unable to do this, or your concern is of a serious nature, then you should contact your social worker or assessment officer - their details will be shown on your 'Support Plan' in the file.

If you cannot find their contact details, please ring the Early Intervention Team and ask to be transferred to your social worker or assessment officer. Bolton Council Early Intervention Team can be contacted on **01204 337860**.

You may also find it useful to visit the Bolton Council website for more information on other services and support.

#### **13. Respecting each other**

Your carers will treat you with compassion, kindness, dignity and respect and it is expected that you will also treat carers with respect. If you feel that you are not being treated appropriately, please contact your home care agency.



Your carers should also be able to carry out their job without fear of being insulted, shouted at, threatened with violence, or assault by service users or their relatives. If the carer feels that he/she is not treated appropriately, they will contact their manager to report this.

#### **14. Carers Code of Conduct**

Carers have a code of conduct they are expected to follow and are aware that they must not:

- accept gifts;
- financial inducements;
- be made beneficiary of a will;
- obtain any other benefits from those they care for.

Please do not be offended when carers refuse to accept any of these things from you.

**If you have any other queries, please discuss these with your social worker or assessment officer.**

**Summary of terms:**

<b>Social Worker or Community Assessment Officer</b>	The person from the Council's Social Care Team who has carried out your assessment of need with you, and who will work with you to make sure services continue to meet your needs.
<b>Managed Account</b>	Where the Council organise care on your behalf.
<b>Care Quality Commission</b>	The organisation who registers and inspects adult social care providers.
<b>Home Care Agency</b>	The organisation who delivers your home care.
<b>Carer</b>	People who work for the home care agency who visit your home to help you carry out day to day tasks.
<b>Time Band</b>	The period of time in which a carer will aim to arrive at your home.
<b>Care Package</b>	The services that the carer will deliver in your home to help you carry out day to day tasks.
<b>Electronic Call Monitoring (ECM)</b>	The system that monitors how much time carers spend in your home on each visit.
<b>Temporary Interruption to the Service</b>	Time when you have an unplanned visit to hospital.
<b>Extended Break</b>	Instances when you know that you will not be at home for a period of time so do not need home care services eg going on holiday, accessing respite services.
<b>Termination Notice</b>	This is issued by the Council to the home care agency to stop you receiving home care services.
<b>Financial Assessment</b>	This will help you understand any financial charges that you may need to pay.
<b>Medication Administration Record</b>	List of all medication that the carer has helped you to take – this will only be completed if your care plan says that the carer can help you to take medication.