

USEFUL PHONE NUMBERS & ADDRESSES

Head of Community Care
Quendale House
31 Commercial Street
Lerwick
Shetland
ZE1 0AN Tel: 01595 744400

Duty Social Worker
92 St Olaf Street
Lerwick
Shetland
ZE1 0ES Tel: 01595 744400

Out of Hours Emergency
Tel: 01595 695611

Advocacy Shetland
Market House
14 Market Street
Lerwick
Shetland
ZE1 0JP Tel: 01595 743929/743930

Care Commission (SCRC)
Rooms 205 & 222
Charlotte House
Commercial Road
Lerwick
Shetland Tel: 01595 696661

CC02

September 2008

Care at Home

Domestic Service

Information
Leaflet



**Shetland
Islands
Council**

AIMS AND OBJECTIVES

The Domestic Help Service is part of a range of services available to support vulnerable individuals in their own homes. The Service is designed to offer a range of domestic services to enable individuals to live independently.

Clients with personal needs will be referred to the Personal Care Service.

ELIGIBILITY & REFERRAL

The Domestic Help Service is available to vulnerable people of all ages who have been assessed as requiring assistance with personal tasks.

Domestic tasks include assistance with housework, laundry, shopping and meal preparation. The service is provided to help individuals to live as independently as possible.

If you think that you, or someone you know, requires this type of care, then contact can be made through the Duty Social Worker on 01595 744400. The duty social worker will take your details and make a referral, requesting an assessment of need. You will receive notification that someone will be visiting you to complete an assessment and you may wish to have a family member, friend or advocate to support you.

REVIEWS

Once a service has been provided by Care @ Home, it will be regularly reviewed. A review will be held at least annually or more frequently if required, when you, and/or your relative, will have the opportunity to discuss the service with your Care Co-ordinator, this may be the Senior Social Care Worker for your area or the Home Care Organiser. You may request a review of your circumstances at any time.

You will be supplied with a telephone number to use in case of an emergency.

COMPLAINTS

If you are unhappy with the service you receive, you have the right to complain. In the first instance you can raise any concerns with your Care Co-ordinator, but if you do not feel that your concerns have been resolved, then you can make a formal complaint to the Head of Community Care, at the address on the back page.

A complaints procedure is available from all social work offices and establishments.

STANDARDS

The Care @ Home Service is regulated and inspected by the Care Commission, the staff employed have received appropriate training and work to the National Care Standards. As a user of this service you will have a right to: -

- Be treated with dignity & respect
- Have your privacy and property respected
- Make informed choices while recognising the rights of others to do the same
- Feel safe and secure in all aspects of life, including health and well-being
- Be free from exploitation and abuse
- Make the most of your life
- Live an independent life, rich in purpose, meaning and personal fulfilment
- Be valued for your ethnic background, language, culture and faith
- Be treated equally and live in an environment which is free from bullying, harassment and discrimination
- Be able to complain effectively without fear of victimisation.

The person who will assess your needs could be a Social Worker, Community Nurse, Occupational Therapist, Senior Social Care Worker or Home Care Organiser. Your needs will be assessed and a care plan agreed with you; a request will then be forwarded to Care @ Home for a service. A named worker will be your Care Co-ordinator.

ADVOCACY

If you would like someone to accompany you and assist you to put forward your views, you can be accompanied by a friend or relative. If you have no one to speak on your behalf you may wish to consider contacting an advocate. An advocate will make sure that you are heard and that your views are taken into account - this service is free of charge. You will find the telephone number for Advocacy Shetland on the back of this brochure.

DIRECT PAYMENTS

It is now possible to get money to pay for the care you require, instead of receiving services arranged by the Social Work Service. Direct Payments are given to people who wish to purchase services to meet their assessed needs. If you would like to discuss this option, you can raise it with the person who assesses your needs.

CRITERIA

To assist the assessor reach a decision about priority levels the following guide is used.

1. Tasks are essential in that if not done the client would have to be admitted to residential care or hospital. The service is therefore essential to the client remaining in the community. There is no other person available to do the tasks on the day required.
2. There are tasks that need to be done, but the client could cope without harm if the service was not immediately available or had to be reduced to meet greater need elsewhere.
3. Client not at definable risk. A minimum service provided for preventative reasons. If necessary, service could be withdrawn for a long period with no risk to the client.

CHARGES

At present there is no charge for this service.

PACKAGE OF CARE

If you are provided with a service you will be supplied with a care plan which will detail the tasks the carers will help you with and the times when carers will attend. Your Care Co-ordinator will be responsible for arranging carers to provide your care and they will keep in touch with you to ensure that the care provided is meeting your needs. If Home Helps are sick or absent from work, a housework service will not be provided, however, where someone is receiving laundry or food preparation, another Home Help will be asked to provide cover.

The service is not normally provided if there is an able bodied person living with you, or family member living nearby who is willing and able to provide the level of assistance you require. It would be helpful if you could let us know if you have relatives or friends staying with you. Likewise if you are to be absent and not requiring the service we would ask you to let your Care Co-ordinator know.

As part of the care planning process a thorough risk assessment will be completed and measures taken to reduce risk where possible. If an accident or incident occurs this will be documented and steps taken to reduce the likelihood of a further re-occurrence.