

## 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)  
Room 205 & 222  
Charlotte House  
Commercial Road  
Lerwick  
Shetland Tel: 01595 696661

CC03

September 2008

# Care at Home

# Personal Care Service

## Information Leaflet



**Shetland  
Islands  
Council**

## **AIMS AND OBJECTIVES**

The Personal Care Service is part of a range of services available to support vulnerable individuals in their own homes. The Service is designed to offer flexible, locality based care. Care is organised and delivered through local Care Centres and this ensures that local services are co-ordinated to meet the needs of the local community.

## **ELIGIBILITY & REFERRAL**

The Personal Care Service is available to vulnerable people of all ages who have been assessed as requiring assistance with personal care.

Personal Care includes assistance with bathing, dressing, mobility, transferring in and out of a chair or bed, toileting, administration of medication, prompting and supporting an individual 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.

## **REVIEWS**

Once a service has been provided by Care @ Home, it will be regularly reviewed. A review will be held 6 monthly when you, and/or your relative, will have the opportunity to discuss the service with your Care Co-ordinator/Care Manager. You may request a review of your circumstances at any time.

You will be supplied with a telephone number for the Senior Social Care Worker in your area and who to contact in 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.

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. 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. Tasks, which will be carried out by family members, will be agreed and shown in the care plan. Family and unpaid carers are entitled to an assessment in their own right and a separate leaflet is available on services for carers. Your Care Co-ordinator/Care Manager will keep in touch with you to ensure that the care provided is meeting your needs. Care provided by the Personal Care Service will be arranged and managed locally by a Senior Social Care Worker based at the Care Centre in your area. If Social Care Workers are sick or absent from work, they will contact the Care Centre where staff will arrange cover to ensure that your care will continue to be provided.

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.