



Independence at Home

Helping you to manage your care and daily living needs



What we do

If it will help, we'll also involve other staff whose expertise could help you. These could include your GP, nurses, occupational therapists, physiotherapists and social workers.

We can offer you a short period of intensive support to help you get back to doing things for yourself and be more independent



We can help you with basic things that you'd usually be able to do yourself – like getting up, washing and dressing, taking medication or preparing meals.

We call this reablement support.

Who we are

The Independence at Home team is part of the council's adult social care department.

Our role is to help you if you've been ill or injured, or had a stay in hospital – and are struggling with everyday tasks. We offer personal care as well as practical and emotional support to help you recover.

Our aim is to help you get back to living more independently.



We can also sometimes provide short-term care to try and help stop you having to go into hospital in the first place.

Our aim is to help you recover and build your confidence so that you can get back to doing everyday tasks for yourself again.

The support we offer is typically for between a few days and six weeks.

It can make all the difference between being able to stay living at home and having to go into hospital or a care home.

If you have very complex needs, we can in some instances give you support to stabilise things so that you can move on to a more long-term care provider.



How it all works

First of all, a care support manager will visit you. This will usually be at your home, but if you are in hospital or a care home we might visit you there so that we can plan ahead for your return home.

The care support manager will discuss what is important to you, what your goals are with us, and how best we can support your needs to achieve those goals.

We then summarise that into a support plan. This guides the home care support workers who will be working with you daily.

We keep this support plan under regular review to make sure it continues to meet your needs.

Our home care support workers will visit you at least once a day, sometimes more often. They will work with you to help you manage personal and daily living tasks more independently.

All our staff are trained to provide personal care in a sensitive and dignified manner. You should expect to receive visits from male and female support workers.

Some people will need on-going help from professional carers. We help to organise this and make sure people have the right care for their needs.

How much does it all cost?

Our reablement care is free for up to six weeks. Most people only need this kind of intensive support for a couple of weeks.

If it looks like you'll need support longer-term, we'll do an assessment of your needs and discuss your options with you.

You may have to pay towards the cost of your support after the six weeks, or sooner if you achieve your reablement goals or stop progressing.

So we'll also do a financial assessment to find out how much – if anything – you'll need to pay.

If you need further care after our intensive support package has finished, we can also help you to organise the care you still need.

If we provide care that is not reablement, you may have to pay towards the cost of your support from the start. We will do a financial assessment to find out how much – if anything – you'll need to pay.

The council has an information sheet explaining how it calculates charges.



Your support plan

Your support plan says how your care needs will be met. It gives information about the days and times of your visits and what tasks we will support you with.

We will keep all the key information we need to support you in a blue folder in your home. We call this folder a link file. It contains:

- Your support plan
- Our contact numbers
- Your most important contacts - next of kin & doctor
- Risk assessments - about you & your support needs
- Risk assessment - for your home
- Manual handling assessments (if needed)
- Medication records (if needed)
- Diary sheets

Link file

Your support workers use the diary sheets to record their visits, and keep information on how you are. This helps us to give you the best possible service.

At the office your information is held securely and managed within our computer systems in line with data protection law. When your package of care ends we will scan your link file and electronically archive the documents. The paper copy will then be shredded.



What we need from you



It's really important that you understand your care plan and what support we are giving you.

If you are ever unsure about anything please ask us.

There are some other things we need you to do

If you are not going to be at home for one of our visits – please call us to let us know. If you don't let us know, we have to start our 'Missing Person' procedure.

This means we try to check you are safe by contacting your next of kin and ringing the hospitals. If we still can't find you, we have to call the police.

Sometimes this ends with the police entering your home to make sure you have not had an accident or been taken ill.

Here are some more things we need you to do:

- Tell us about any changes in your circumstances or needs
- Keep your home free from safety hazards, and help us work safely when using hoists or lifting equipment
- Do not smoke during our visits. If you are a smoker please ventilate your home before the carer arrives so they are not entering a smoky atmosphere
- Tell us if you have any concerns about your care or your welfare

We'd also really appreciate it if you could fill in your feedback questionnaire after our work with you ends.

Key safe

If you are unable to let our staff in, you will need a key safe. We can arrange for one to be fitted.



There is no charge for the key safe itself, but you may be charged for the installation.

The key safe has a unique code that is only given to you. We will ask you to sign a consent form for our staff to use the code.

Staff Identification Cards

All our staff carry identification cards. Always ask to see their card before letting them enter your home. If you want to check who a person is ring our Duty Office.



Exceptional circumstances

If there is severe weather, a major incident in the city or a health crisis (such as a flu epidemic) we may need to reduce your care at short notice.

If this happens we will always call you to let you know. We will also ask you who else can support you temporarily – such as family or friends.

Standards you can expect from us

Planned call times

We set regular times for your visits. However, we may need to adjust the timing of these visits.

We will do this within a two-hour time span before or after the time we had originally planned for you. We will tell you about any changes we need to make in advance.

Equality and diversity

Our service is open and accessible to all. You will be treated with dignity and respect. We expect the same from you.

Getting to you on time

Our staff can't always arrive for your visit at the exact start time. But they will normally arrive within 30 minutes of the agreed visit time.

If they cannot do this, we will contact you to explain and tell you when they will be arriving.

Recording visit times

All our support workers carry official council mobile phones. They use these to scan a tag in your link file when they arrive and also when they leave.

We use this information to help us manage your care, and also for charging purposes where applicable.

Providing you with a quality service



We are registered with the national Care Quality Commission (CQC).

Our senior managers are accountable to the CQC, and we have to meet their standards of care.

The CQC regularly inspects our service and rates us. We are currently rated 'Good' in all areas.

We also have our own quality control procedures.

First and foremost, your care support manager will do monitoring visits where they will ask you directly about your care you are receiving.

Our managers regularly observe our staff when they are at work with you to check that what they are doing meets the required standards.

As well as the CQC, the council's contracts unit also inspects our work.

Staff training

Our staff have a thorough induction and training covering all main aspects of their jobs.

Established staff have regular refresher training on medication administration, manual handling, food hygiene, infection control and safeguarding.

If you have a general enquiry, or want to speak to your care support manager, please call **01273 296479**.



Please note

Verbal, physical or emotional abuse towards our staff by you or anyone else in your home is not acceptable.

Any such abuse could result in us withdrawing services and taking legal action.

Our staff cannot:

- Buy any type of lottery ticket for you
- Be involved in writing or witnessing your will or any other legal document
- Share their personal contact or other personal information with you
- Accept gifts, however small.

Our contact details

The **Independence at Home team** is based at: Beech Cottage,
Warren Road,
Woodingdean,
Brighton BN2 6DA.

We are open every day from 7am to 8pm.

- Phone: **01273 296479**
- Email homecareduty@brighton-hove.gov.uk

In an emergency

For emergencies when we are closed you can call the council's adult social care 'out of hours' number on **01273 295555**.

This number is only for urgent social care needs that cannot wait until we re-open.

Out of hours staff may be able to offer some reassurance or suggest a temporary solution for you.

Call 999 if you have a health emergency or are in fear for your personal safety.

Comments and complaints

If you have a problem with our service, please let us know as quickly as possible so that we can try to put things right.

You can tell your home care support worker, your care support manager, or you can phone us on **01273 296479**.



If we cannot resolve an issue for you, you can ask to have your complaint formally investigated by contacting our Customer Feedback team.

- Address: Customer Feedback Team,
Hove Town Hall, Norton Road, Hove
BN3 3BQ
- Phone: 01273 291229
- email: customerfeedback@brighton-hove.gov.uk

Opening times: Monday to Friday from 9am - 5pm

You can also make a complaint direct to our regulator, the Care Quality Commission.

Here are their contact details:

- Address: CQC South East Region, Citygate,
Gallowgate, Newcastle upon Tyne NE1 4PT
- Phone: 03000 616161
- Website: www.cqc.org.uk

