



BRACKNELL FOREST BOROUGH COUNCIL

SOCIAL SERVICES AND HOUSING DIRECTORATE

HOME SUPPORT SERVICES

SERVICE USERS GUIDE

**BRACKNELL FOREST BOROUGH COUNCIL
SOCIAL SERVICES AND HOUSING DIRECTORATE**

Bracknell Forest Borough Council Community plan outlines the following long-term vision of the place local people want Bracknell Forest to be “To make Bracknell Forest a place where people can thrive; living, learning and working in a clean, safe and healthy environment”.

HOME SUPPORT SERVICES

SERVICE USER GUIDE

The Home Support Service is part of Bracknell Forest Borough Council’s Social Services and Housing Directorate. Services are managed and provided by staff who are directly employed by Bracknell Forest Borough Council.

The service operates from Time Square, Market Street, Bracknell, RG12 1JD
Contact by Telephone 01344 – 351442 or email homesupportduty@bracknell-forest.gov.uk. Fax number 01344 351441.
Head of Long Term Care is Mira Haynes - Team Manager is Jean Strawson

AIMS AND OBJECTIVES OF THE ORGANISATION

Types of services provided reflect the vision and purpose of Bracknell Forest Borough Council and specifically meet the medium term objective of Improving health and well being.

The aim of the Service is to promote independence through the provision of personal and social care and support to people in their own homes.

To support vulnerable people in their own homes and acknowledge their personal lifestyle.

To work in partnership with families, carers and other professionals in the provision of care.

To operate within the Department’s policies, guidelines and procedures.

Assistance can include

- ◆ Intimate personal care, which can include toileting.
- ◆ Prompting of medication
- ◆ Feeding.
- ◆ Regeneration of frozen meals.
- ◆ Preparation and cooking of food.
- ◆ Shopping, collection of benefits.
- ◆ Preparation of laundry for collection.
- ◆ Laundry process, ironing.
- ◆ Household task.

In addition more specific help, which is identified during an assessment, is provided to people who have a learning disability, mental health problems or where families with children need support.

All staff who visit you will have received training to enable them to competently carry out the tasks required. Many of the staff who provide the direct care are qualified to

N.V.Q. level 2 in Care. All staff are trained in Manual Handling techniques and undergo an annual update.

You can expect all staff to observe confidentiality and treat you with dignity and respect.

Your needs for support will have been assessed by a Care Manager who in discussion with you will identify what type of services will be provided.

Within the first week of service commencing a Home Support Manager or Care Co-ordinator will arrange to visit to establish a plan as to how the service will be provided. A risk assessment and a health and safety check will be made and if needed any authorisation to assist with medication will be obtained from you. You will be asked to sign the service plan once it is agreed with you. This visit will be an opportunity for you to ask any questions about the service and arrangements made.

The Council holds full Employers Liability and Public Liability insurance cover for all its employees whilst carrying out duties or services on behalf of the Council. Cover is any respect of any legal liability arising in respect of accidental injury, death, loss of or damage to property.

SERVICE ARRANGEMENTS:

- ◆ **All staff carry identification please ask to see this before inviting them into your home.**
- ◆ **Initial arrangements and subsequent changes to the service provided will be confirmed in writing informing you of a named person to contact.**
- ◆ **You will be advised, by telephone, if there is any change in support worker, or to the planned day or time of visit.**
- ◆ **It is not possible to guarantee that you will retain the same care worker indefinitely, changes sometimes have to be made to maintain the efficiency of the service. You will be consulted at all times where change is necessary.**
- ◆ **There may be occasions when household tasks may of necessity be cancelled due to unforeseen staffing absences.**
- ◆ **Your support worker will complete the tasks as agreed in the Service Plan. If these are completed in a shorter time than allocated they will leave.**
- ◆ **At each visit you will be asked for your signature to verify on the time sheet, time spent with you by the care worker. You should always check the time has been entered correctly and alter it if necessary before signing it.**
- ◆ **In your absence support workers are not permitted to work in your home neither are they permitted to hold a key to your property.**
- ◆ **If you have any difficulty in opening your door to them we can advise and arrange alternative means of access with your permission.**
- ◆ **It is advised that your household insurance includes cover for accidental breakage /damage to your property by support workers.**

- ◆ **Staff are not allowed to accept gifts or bequests. They must not be a beneficiary or act as an executor to any service users will, neither are they allowed to enter into any financial arrangements. This includes lending or borrowing money or buying or selling between them and service users. Staff or any member of their family are not permitted to undertake any paid privately arranged work for service users.**

- ◆ If you wish to cancel service either permanently or temporarily please let us know as soon as possible. Do let us know when you will be returning in order that we can arrange for the service to recommence.
- ◆ You may contact us During Office hours 8.45am until 5.15pm Monday to Thursday
8:45am until 4:45pm Friday

Telephone: 01344 351442

By Fax: 01344 351441

Email: homesupportduty@bracknell-forest.gov.uk

If you need to contact this office outside of office hours i.e. anytime during a weekend 7:00am to 11:00pm and after 5:15pm to 11:00pm on Monday to Thursday and 4:45pm to 11:00pm on a Friday, also between the hours of 7:00am to 8:45am on Monday to Friday the number to contact is 01344 786590.

MEDICATION:

Support workers will not carry out duties that should be performed by a trained nurse or other qualified health professional. If assistance to take medication is required, permission will be obtained from you or your representative and assistance provided in line with our current policy. This will be explained to you should you require assistance. Support workers are only able to assist with prescribed medication.

HEALTH and SAFETY:

Support workers will not undertake any task which may result in personal injury for example unsafe lifting or moving people, cleaning outside of windows, moving heavy furniture or standing on furniture. A risk assessment of tasks to be performed will be carried out within the first week service commences.

You will be expected to provide suitable cleaning materials and to ensure that all equipment, including electrical, to be used by support workers is safe.

QUALITY:

- ◆ All staff are police checked.
- ◆ All staff undergo a comprehensive induction programme and ongoing training to enable them to carry out their work.
- ◆ All staff before appointment will have undergone the recruitment process which requires references from previous employers.
- ◆ All staff are issued with a Handbook, policies and guidance.

You will be consulted as to your views on the quality of services provided by the following means:

- ◆ Regular visits by the Home Support Manager or Care Co-ordinator.
- ◆ Regular telephone contact from the office base to check you continue to be satisfied with services.
- ◆ Annual survey by Team Manager as to your satisfaction with the services.

RECORDS:

Information you provide to us with will be held in a secure place, all staff observe the departments confidentiality policy. With your permission a daily log of visits and tasks carried out, will be left in your home for completion by each support worker. If assistance with medication is provided, this will also be recorded, daily, in your home.

CIRCUMSTANCES IN WHICH THE SERVICE MAY CEASE TO BE PROVIDED:

In the event of any difficulties being unresolved, after discussion with yourself, the following circumstances may result in notice of a withdrawal of service.

- ◆ If your needs have increased beyond that which Home Support is able to provide in relation to the skill, knowledge and competence level of the support workers and remit of service.
- ◆ Following a risk assessment it is considered that the condition of the location in which services are provided present risk to staff to such an extent that Home Support is unable to comply with Health and Safety regulations.
- ◆ Support workers are subjected to physical abuse by the Service User.
- ◆ Support workers are subjected to excessive verbal abuse by the service user or any member of the service users family or representative.
- ◆ If the service user reaches a level of independence and is no longer assessed as in need of service support within the Bracknell Forest Borough Councils eligibility criteria. There is a continual re-assessment of need.

COMPLIMENTS/CONCERNS:

We welcome compliments however, if you have any reasons for concern or wish to register dissatisfaction with the service provided, in the first instance you should speak to the support worker in an aim to resolve the matter. If you feel unable to speak to them or feel they have not dealt satisfactorily with the matter you may wish to contact either the Home Support Manager or Team Manager for the service. Telephone Number for contact is 01344 351442.

You may wish to make contact with the National Care Standards Commission whose role is to regulate and monitor standards of personal social care

They can be contacted by telephone on 0118 903 3230 By Fax 0118 903 3276 Email: Enquiries.Theal@ncsc.gsi.gov.uk.

Bracknell Forest Borough Council has a Customer Response Officer who manages the formal complaints process for the Social Services & Housing Department Free phone 0800 1694491 (24 hour answer phone) or 01344 351588 (office hours) 01344 351611 (minicom) She can also be contacted by email Patricia.Morris@bracknell-forest.gov.uk. by fax: 01344 351594.

CHARGES:

Bracknell Forest Borough Council have a financial assessment process which will identify whether or not you are asked to pay for any service. If a charge is to be made you will receive an account, from the finance department, on a four weekly basis. Please do not pay the support worker but submit your payments to the finance department. Should you have any queries regarding assessed charges telephone 01344 351607 or by fax 01344 351594. Queries regarding invoices contact 01344 351448 or by fax 01344 351441.

Registered Provider of Services:

**Bracknell Forest Borough Council
Social Services and Housing Directorate
Time Square
Market Street
Bracknell
RG12 1JD Telephone: 01344 351442 Fax: 01344 351441**

National Care Standards Commission

**Berkshire Area Office
2nd Floor
1015 Arlington Business Park
Theale
Berkshire
RG7 4SA Telephone: 0118 903 3230 Fax: 0118 903 3276**

General Council for Social Care

**Goldings House
2 Hay's Lane
London
SE1 2HB Telephone: 0207 397 5100**

Primary Care Trust Enquiries

**PALS (Patient Advice and Liaison Services)
Telephone: 01344 823262**

**IF YOU WOULD LIKE THIS SERVICE USER GUIDE IN EITHER
LARGE PRINT, BRAILLE, AUDIO TAPE OR ANOTHER LANGUAGE
PLEASE CONTACT US ON 01344-351442 OR MINICOM 01344-352045**