

# Helping you at home



家居護理

گھریلو دیکھ بھال

বাড়ীতে পরিচর্যা

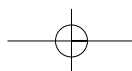
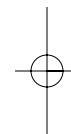
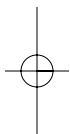
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The Home Care  
and Support  
Service





Main background and bottom right photographs: [www.johnbirdsall.co.uk](http://www.johnbirdsall.co.uk)



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## Helping you at home

### The Home Care and Support Service

The service is one of a range of services providing care in the community to help you, your relatives and carers.

This leaflet provides information for people needing help to stay in their own home. Each person's needs are different and so individual arrangements vary widely. The help you need and would like to have will be discussed fully with you. If you are at home someone will be able to assess your needs and can provide further information about the service. If you are about to leave hospital your care plan will include this assessment.

### The help offered

The Health and Social Care Department employs different types of staff to help people who need care. Home helps provide most of the service while social care workers offer help to those who need more personal care. Sometimes both types of staff are involved. Both types of staff are described as home carers in this leaflet.

Home carers can help with most things that a caring relative might do, but will not take over these tasks if you already have satisfactory arrangements.

Home carers' duties can involve:

- working alongside family carers to help support you at home
- preparing meals or snacks
- helping you to keep warm and safe at home
- helping you wash and dress

- helping with personal care
- doing your washing and ironing, in your home or at the laundrette
- shopping
- collecting prescriptions.

Other services can also be provided and the person assessing your needs will discuss these with you.

Home carers often work alongside district nurses but they do not carry out nursing duties.

Help is generally available between 7.00 am and 10.00 pm every day for those that need such help.

We try to make sure that people with the greatest need and the least help from families and friends have priority at all times.

Home carers may undertake light cleaning, when this is assessed as necessary.

Priority is given to people who need help with essential tasks such as washing, dressing and preparing food.

## Service standards

The Health and Social Care Department aims to provide you with a high quality service which suits your assessed needs, personal wishes and cultural requirements.

Our aim is to:

- provide support as soon as possible
- arrange for someone else to help you with essential tasks if your own home carer is absent

- let you know by phone, where possible, what we will do if your home carer is absent at short notice
- let you know beforehand what we will do if your home carer has planned leave
- consult you, where possible, if permanent changes are required
- assess your needs for service promptly
- provide a service for your assessed needs immediately if urgent, otherwise as soon as possible if you are at home, or three days if you are in hospital
- advise you within 14 days of receiving your financial details what charge, if any, is to be made
- ensure that your home carer knows what help you need, and shows an identity card on arrival
- provide a reliable, high quality service with trained staff committed to high standards
- keep all personal information strictly confidential
  - you have a right to see written information in your file if you wish
- give you a copy of your personal plan to be kept in your own home
- deal promptly and sensitively with your suggestions and any concerns or complaints you may have.

### **Financial assessment and charge for services**

There is a charge for the Home Care and Support Service which is based on your income but no one is asked to pay more than we consider they can afford. Our Income Maximisation Team carry out the financial assessments.

Some people are not required to pay anything because of their financial circumstances.

Some people prefer not to discuss their financial circumstances but pay the full hourly rate, which is set each year by the Council.

Personal care for people aged 65 or over is provided free of charge. Personal care tasks include help with bathing and help with taking medicine.

As well as carrying out financial assessments the Income Maximisation Team can also ensure that you are receiving all the benefits you may be entitled to.

## How the financial assessment is done

To carry out this assessment we need information on how much you have coming in each week and your spending commitments.

## Your income and savings

Most incomes, including Retirement Pension, Pension Credit, Income Support, Disability Living Allowance for care and Attendance Allowance will be taken into account, though Disability Living Allowance for mobility will be ignored.

Savings below £6,000 will be ignored.

People using the Home Care and Support Service with savings over £20,000 will have to pay the full charge for the number of hours service they receive each week, excluding personal care for those aged 65 or over.

Those with savings between £6,000 and £20,000 will be assessed as having income of £1 per week for every £500 of savings.

## Your spending

We know that money you receive may be needed for other purposes. You will need to provide information on your spending. This will include:

- spending on rent or mortgage, council tax.
- spending on other care or support you pay for yourself, excluding meals, as well as additional expenses due to disability can be considered. This could be for things like day care, private home care, payments for neighbours, contributions to family members for expenses of caring. Depending on your needs we may be able to give an allowance for some, or all, of these costs.

In addition an allowance to cover general spending is given.

## Calculation of charge

There is an hourly charge for the service.

As this charge is raised periodically please ask for the current charge.

If you agree to be financially assessed, the maximum charge you are able to pay, if any, will be worked out by taking away spending and allowances from available income.

If you choose not to be assessed you will be charged the full rate per hour, excluding personal care for those aged 65 or over.

Please note, the current hourly charge is approximately half of the amount it costs the Council to provide the service.

To keep your assessment accurate your contribution towards your home care and support service is re-assessed every year.

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We aim constantly to improve the service by listening to your views and those of your family and friends.

If you are concerned or unsure about any aspect of the service, staff at your local Home Care Direct will be happy to answer your queries and will seek to solve any problems.

If you are still not satisfied you can contact the Client Services and Complaints Officer at  
Level 1:7  
Waverley Court  
4 East Market Street  
Edinburgh EH8 8BG.  
Tel: 0131 553 8395.

As a result of the Regulation of Care (Scotland) Act 2001 the Home Care Service is registered and inspected by the Scottish Commission for the Regulation of Care. Complaints can be sent to the Care Commission at Stuart House, Eskmill, Musselburgh EH21 7PB.  
Tel: 0131 653 4100.

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## Contacting us

If you do not have a home care service and wish to enquire about receiving one or if you would like to make enquiries on behalf of another person you should contact:

Social Care Direct  
Chesser House  
500 Gorgie Road  
Edinburgh EH11 3YJ  
Tel: 0131 200 2324



If you already have a service and you want to make an enquiry or tell us about a change of circumstances, please contact:

Home Care Direct  
Chesser House  
500 Gorgie Road  
Edinburgh EH11 3YJ  
Tel: 0131 200 2375



If you have recently been discharged from hospital and you are receiving a service from one of our local hospital discharge teams they will provide you with a contact number for immediate help and information. However, you can also contact us at Home Care Direct on 0131 200 2375.

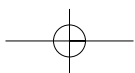
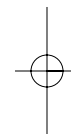
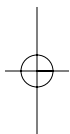
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## Shopping Service

The Home Care and Support Service currently provides a shopping service in certain areas of the city. If you are receiving a service already and you wish to make an enquiry you should contact the Shopping Service at:

Springwell House Lodge  
1 Gorgie Road  
Edinburgh EH11 2LA  
Tel: 0131 313 3366

First time enquiries about the service should be made to Social Care Direct on 0131 200 2324.



You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number 02043. ITS can also give information on community language translations.

如果需要翻譯這份單張的資料，請電愛丁堡傳譯及翻譯服務，電話：0131 242 8181，檔案編號：02043。

اس اشتهار کے ترجمے کے متعلق معلومات کیلئے برائے مہربانی انٹرپرائزیشن اینڈ ٹرانسلیشن سروس کو اس نمبر 0131 242 8181 پر ٹیلی فون کریں اور اس ریفرنس نمبر 02043 کا حوالہ دیں۔

এই প্রচারপত্রের অনুবাদের ব্যাপারে তথ্য জানতে চাইলে, দয়া করে ইন্টারপ্রিটেশন এন্ড ট্রান্সলেশন সার্ভিসে 0131 242 8181 নম্বরে ফোন করুন এবং রেফারেন্স নম্বর 02043 উল্লেখ করুন।

للحصول على معلومات حول ترجمة هذه الكراسة، الرجاء الإتصال بخدمة الترجمة ITS هاتف: 0131-242 8181 وذكر الإشارة 02043

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HEALTH AND SOCIAL CARE

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