Brighton & Hove City Council

Independence at Home & Reablement Service
CONTENTS

Page Numbers

1. Contents

2. Address and Duty Number

3. Equal Opportunities
   Who Provides Promoting Independence and Reablement Service

4. Facilitating Hospital Transfers
   People who are vulnerable or who have complex needs
   Prevention of admission

5. Terminal Care
   Extra Care Housing
   Promoting Independence/Reablement Service
   What do Promoting Independence/Reablement Staff Do?

7. What help will I receive from the Promoting Independence/Reablement Service
   Charges for the service

   Log Books and Service files

9. Recording visits and billing
   Access to property
   Standards you can expect

10. Safety and Security

11. Staff recruitment, induction and training
    Communication and Information

12. Urgent Contact and Your Responsibilities

14. Quality Control
    Contracting with you.

15. Exceptional circumstances
    Registration

16. Dealing with Comments and Complaints

17. Contact Numbers

version 1.17 updated January 2012
Brighton & Hove City Council
Reablement Services delivered across the City are co-ordinated by two main offices. They are:

Independence at Home
Promoting Independence and Reablement Service
Beech Cottage
Warren Road
Woodingdean, Brighton
BN2 6DA

New Larchwood Extra Care Housing
Waldron Avenue
Brighton
BN1 9EZ

To contact any office the telephone number is:

01273 296479
Welcome to Brighton & Hove City Council Reablement Service. The following information is given to assist you while you are receiving a Reablement Service.

**Equal Opportunities**

Every eligible individual has the right to feel welcome to and participate in the service irrespective of ethnic origin, age, religion, disability, gender or sexual orientation. Each individual’s dignity and rights should be respected at all times. This applies to both service users and staff. All rights should be exercised with due regard for the rights of others. Staff will take account of differences in people using the services, their culture and different life experiences and ensure that the service can adapt to meet different needs. Users of the service will also be expected to comply with this fundamental principle of acceptance, and assistance to all individuals.

**Who Provides Reablement Services?**

The Promoting Independence / Reablement Service is organised by Brighton & Hove City Council’s Adult Social Care division. The Council commissions independent organisations to provide Reablement Service as well as providing some services itself.

This means your service may be provided by Support Workers who are employed by Brighton & Hove City Council or by Support Workers employed by an independent organisation.

We set standards for the delivery of Promoting Independence and Reablement Service which apply to services provided by the Council as well as the services provided under contract by independent Reablement Service providers.

**Brighton & Hove City Council Promoting Independence and Reablement Service**

This service is offered to people over the age of 18 years and provides personal care, practical and emotional support to individuals wishing to remain at home. We aim to provide these services in a way that enables people to be as independent as possible.
We specialise in providing support in the following areas.

1. **Facilitating Hospital Transfers**

The aim of this short term service is to make sure that people who are ready to be transferred home and need Promoting Independence / Reablement Services do not have to remain in hospital any longer than is necessary.

The objective is to enable the person to be transferred back to their own homes with practical and personal support. This includes the provision of personal care, with ongoing assessment and care planning. This will assist the care support manager to ensure your needs are being met appropriately.

The duration of the in house service is usually between 2 and 6 weeks. During this time you will be visited by a Care Support Manager. If and when appropriate, your service will be provided by a Promoting Independence / Reablement Service provider or if services are no longer required, will cease.

2. **People who are vulnerable or who have complex needs**

The aim of this service is to provide practical, personal and social support to people identified as being at risk, and to support people to live at home. To stabilise the care provision provided.

We find that by involving the person in the planning, delivery and monitoring of the service, we can help provide this service.

The duration of the service is up to six months and is reviewed regularly to establish ongoing care arrangements.

3. **Prevention of admission.**

The aim of this service is to provide short term support at short notice. The objective is to prevent an unnecessary admission to hospital or residential care due to a social or health crisis.

Duration of the service is up to 7 days to allow the crisis to stabilise and to arrange alternative services or support networks if required.
4. **Terminal Care**

The aim of this service is to provide personal care, emotional and physical support to people who are dying and wish to continue living at home. This may include services to meet the support needs of the carers.

5. **Extra Care Housing**

The aim of this service is to provide practical, personal and social support to tenants living within extra care housing development. E.g. New Larchwood in Coldean, Brighton.

Duration of the service is ongoing with regular review and monitoring to enable changing needs to be met. A dedicated 24 hours staff team is based in the building who can respond to urgent calls.

6. **Promoting Independence / Reablement. Independence at Home Team.**

The aim of this short term service is to provide a personal approach to helping people who find themselves unable to manage day-to-day tasks at home. Individuals are encouraged to learn to do something in a different way and equipment can be provided to increase independence and confidence.

The primary function is to provide ongoing assessment, support and goal setting for up to six weeks. The service is provided by a multi disciplinary team consisting of Care Managers, Occupational Therapists, Assistant Occupational Therapists, Care Support Manager and direct Support Staff.

**What do Promoting Independence / Reablement Service Staff Do?**

Support Workers will support you with personal and daily living tasks. This could be helping you to get up, wash and dress, providing help with medication or preparing meals, cleaning, shopping and collecting your pension or benefits. An important part of the Support Workers role is to help with difficult times like going into hospital or when you have been discharged from hospital. A Support Worker may help you regain your confidence following a hospital admission by assisting you to improve your mobility through exercises.
Support Workers are unable to undertake tasks that require a trained nurse or therapist. For example Support Workers cannot give injections or change specialist dressings. Support Workers work very closely with the health service and other organisations so that you receive the support you need to live as independently as possible.

We employ male and female support workers to complete direct personal care tasks. All staff are trained to provide personal care in a sensitive and dignified manner. Both male and female support staff will be allocated to assist you with your personal care needs. If your call requires two carers, these visits may be attended by male or female teams.

If you state a preference for a male or female support worker, then we will endeavour to meet that request. However this may not always be possible and the options will be discussed with you by the Care Support Manager managing your care package.

We employ several grades of staff to fulfil different roles and responsibilities.

**Service Manager** – has the responsibility for the effective running and development of the service.

**Operational Managers** have the day to day responsibility for the effective function and development of the service and are responsible for the management and support to Senior Care Officers.

**Care Support Managers** directly manage care staff, plan the work, cover the duty office and liaise with users of the service. They also complete care provision reviews and transfer cases to independent providers.

**Care Managers** complete assessments and reviews and liaise closely with Care Support Managers regarding the package of care you are receiving.

**Duty Officers** have the day to day responsibility of running the duty office and providing support to direct care staff, service users and other professionals. They are supported by Service Support Assistants.

**Support Workers provide** promoting independence / reablement support to individuals.
Operation Support Manager, Service Support Assistants and Administrative staff support the service through office-based administrative support.

What help will I receive from the Promoting Independence / Reablement Service?

You will already have met with a social work assessor/ care manager from the City Council, or had a contact assessment completed over the telephone. Together you will have discussed your care needs and decided that you qualify for support from the Promoting Independence / Reablement Service.

Charges for the Service

All users of the service are subject to a financial assessment and a charge may be made for the service depending on your financial circumstances. A member of our finance section will visit you and explain the charging procedure more fully. You will then be informed if a charge will be made. The finance officer will also discuss with you whether you may be entitled to claim any welfare benefits.

Examples of charges from April 2012 are as follows.

The most you will be asked to pay is £21.50 per hour for each In-House Support Worker. However, this could be lower or higher depending if you receive a service by an Independent provider. People with savings and capital over £23,250 (£46,500 for a couple) will pay the full cost of all services up to the weekly charge of £900 and this is charged from the start date of the service.

Due to health and safety at work, if you receive a visit between 8pm and 7am, then you will be charged for 2 carers per visit, regardless of your assessment needs.

If your financial situation changes then this may alter your assessed charges. It is important that you inform the finance office straight away of any changes. Charges are reviewed by the department regularly and you will be notified if there are any changes.
Support Plans & Reablement Action Plans (R.A.P’s)

Details of how your care needs will be met are set out in a written agreement. This is called a Support Plan or Reablement Action Plan. It will give you information about who will be providing your service, the days and times of visits and what tasks will be undertaken.

Log Books and Service files

With your agreement a copy of the paperwork will be kept in your home in a folder called a Reablement Service Link folder.

The link folder is given to everyone who receives support from the Promoting Independence / Reablement Service. It contains important information about you and your service including

- The Support Plan and Reablement Action Plan
- Contact names and numbers
- Important details about you, for example, the name of your next of kin and Doctor.
- Two Assessments of Risks (Environmental & Personal) – these identify anything that needs to be considered to ensure the safest method of providing your care for both you and the Support Workers.
- Manual handling risk assessment. For example we may need to use lifting equipment to help you to get in and out of bed if your mobility is restricted and it is important that we find the safest way to do this.
- Diary sheets / continuation recording sheets for Support Workers to record their visits and the tasks they have completed and information on your general wellbeing.
- Medication Record – documentation to record what medication you have been given if we have agreed that it is appropriate to assist you and does not require a trained nurse.
- There is a section for you to add your views and comments.

The link folder helps everyone who visits you to communicate better. The Support Workers will record their visits to your home, the tasks they have undertaken and information on your general well-being. This helps us, in discussion with you, to monitor your care and make sure that it is of a good standard. On the front of your folder will be a disc which allows the staff to scan when they arrive and leave from their visit.
Recording visits and billing

All Support Workers now carry a mobile phone with them. The phone allows them to scan a disc which is attached to your link file. Once the disc is scanned, it records the time the Support Worker arrived with you. The Support Worker scans the disc again when they leave which records the exact time and length of the visit. This information is then used to process invoices for billing.

Access to property.

Staff will ring your door bell and wait for you to let them into your property. If you are unable to open the door and a key is needed for access then you will be asked to have a key safe fitted to the outside of your property. Key safes are small secure boxes which are fitted to a wall. They have a button code on the front for security and then a cover fits over the top. The Assessor or the Independence at Home Office can arrange for a key safe to be fitted. A charge may be made for the fitting of the key safe but at present no charge is made for the key safe itself. Your permission will be requested for staff visiting you to be given the code to access your key from the key safe and you will be asked to sign a consent form.

Standards you can expect.

Consistency and timing of visits.

People receiving short-term promoting independence / reablement support, for example, following discharge from hospital will be allocated a team of Support Workers to complete their visits. We will give you a time span of 2 hours during which your Support Workers will arrive to start your visit. For example, a morning call to support with personal care could start between 8:00-10:00am. We are committed to achieving this timing within 20 min either side. If – due to exceptional circumstances on any day – we need to go beyond the 20 min limit, we will contact you by telephone to explain the situation and let you know when your Support Worker will be arriving. We understand that consistency of care is very important, and we will try and send Support Workers to you who are familiar with your needs.
People receiving longer term services will be allocated a named Support Worker or a small team of Support Workers unless there are unforeseen circumstances. You will be given an agreed time when the carers will visit and we will aim to achieve this within 20 minutes either side of the agreed time.

**Courtesy and Staff Attitude**

We believe strongly that you should be treated with respect. Your views and those of your relatives/carers should be taken into consideration.

Your care should respond to your individual needs. You should be given choice about how and when the service is provided.

Staff will be actively encouraged to help you be as independent as possible in your daily living and chosen lifestyle.

**Safety and Security**

The risks or potential risks faced by you will be properly assessed.

Procedures are in place to ensure that financial transactions are carried out safely. To assist with this:

- Our staff will carry identification cards. Always ask to see these before letting staff in if you have any concerns. Contact the duty office if you want to check who the person is.

- Our Support Workers are issued with clothing which has a Brighton & Hove City Council logo on. If you would prefer them not to wear this when visiting you, please contact the office to discuss.

- Our staff will provide you with receipts if they carry out tasks involving money, e.g. shopping, and banking.

- We have adequate health and safety guidelines for staff and will comply with legal requirements and operate safe working practices.

- Staff assisting with medication have appropriate training which is updated yearly.
• We keep your personal information secure and in locked cabinets. Information kept electronically is password protected. Staff will keep information about you confidential.

• There is a secure method of storing keys if they are required to access your home. Keys are only held in exceptional circumstances and only with your permission. You will be asked to sign a letter of authorisation if keys are held in the office.

• Insurance cover is in place to protect you and our staff. Staff aim to ensure that your property is respected at all times but cannot be held responsible for general wear and tear of property or for accidental damage while they are completing your assessed needs.

• Support Workers will log in and out of every care visit. If for any reason the staff are unable to log in or out using their mobile phone then they will ring the duty office and ask for this to be completed manually.

**Staff recruitment, induction and training**

We take every care to recruit honest and trustworthy staff who are competent to do the job. All staff have criminal record checks before starting work. All Support Workers complete an induction training programme which includes shadowing other Promoting Independence / Reablement Service staff. Staff are trained on policies and procedures and attend training courses such as manual handling, medication etc.

We will ensure that all Support Workers know what is required of them to do their job and we also provide ongoing training.

**Communication and information**

We will ensure that all Promoting Independence / Reablement Service staff are properly briefed about your needs including medical needs where necessary. During your assessment process you will be asked to sign a form to say that you are happy for your information to be shared on a need to know only basis; for example with other care and health professionals.

Written information on services is generally available and we will be sensitive to the needs of people whose first language is not English. We
will try to access interpreting and translation services and provide information in different formats, such as Braille or audio tape for hearing-impaired people. Some of the Support Workers are also able to communicate using sign language.

Large print support plans and reablement action plans can be provided on request.

**Urgent contact**

Our Duty Office is open from 7am to 8pm daily, 7 days a week including all Bank Holidays. We have direct care staff working 24hrs a day and there are arrangements in place for contacting a manager outside of normal working hours in emergency situations if necessary.

Please see the last page for urgent out of hours contact numbers.

**Your Responsibilities**

- To behave courteously towards staff.

- Please do not ask Support Workers to undertake tasks outside of your agreed support plan or reablement action plan without prior discussion with the Care Support Manager.

- Please keep us informed of your needs and wishes or any change in your circumstances.

- If you know you will not be at home when the Support Worker is due to visit then please inform the Independence at Home/Reablement Service Office. We have a missing person’s procedure in place. If we have not been informed that you do not require a specific visit and you are not at home when we visit, the duty office staff will instigate a missing person’s alert. If after checking with next of kin (if available), and the local hospitals we are unable to find out where you are, then we will contact the police. If necessary the police will break into your property to make sure you have not had an accident or have been taken ill. Costs to repair and secure your property will usually be your responsibility.

- To co-operate with health and safety requirements, for example keeping your pets under control, keeping your home free from
hazards and complying with safe practice for using hoists or lifting equipment.

• To pay any agreed contributions towards the cost of your Reablement Service Service.

• Staff are not allowed to accept gifts, however small. In order to avoid embarrassment or offence please do not offer gifts to staff.

• Staff are unable to give out their personal addresses or telephone numbers. If you need to contact staff then please telephone our Duty Office and we will be happy to assist you.

• Staff are not allowed to purchase any type of lottery ticket for you, so please do not request them to do this.

• Do not involve staff in the writing or witnessing of your will.

• Staff need immediate access to your link file to enable them to scan in and out of your care visit. Please could we ask that the link file is available at all times.

• As an employer we have a duty to ensure the health and safety of staff. We ask that you do not smoke during Support Workers visits as this could put them at risk of fire and passive smoking. We also ask that you consider the environment that the Support Workers will be working in and to ventilate the room before the carer arrives so they are not entering a smoky atmosphere. A risk assessment will be carried out with you and discussed with staff. If you feel unable to accept our request that you do not smoke when our staff are visiting you and are unable to agree a compromise which suits all parties, there may be a need to withdraw your provision of service. This is because the health and safety of staff is of paramount importance to us.

• We take staff safety very seriously. Verbal, physical or emotional abuse towards staff by either yourself or any other person in the property at the time of the visit is not acceptable. Any such abuse could result in services being withdrawn and possible legal action being taken.
• Please inform your Care Support Manager if you are concerned about anything regarding the service you are receiving or regarding your welfare.

• To assist us in improving our services we would ask that you complete and send back satisfaction questionnaires.

**Quality Control**

We check the quality of your service in a number of ways.

The Independence at Home Promoting Independence/Reablement Service is inspected by the Council’s Contract unit and during this inspection users of the service and staff are interviewed and asked for their views.

As a Promoting Independence / Reablement Service we complete quality assurance checks which involve a Care Support Manager/Operation Manager completing either telephone quality monitoring or unannounced visits while Support Workers are completing your calls. This is to ensure our staff are completing their role and tasks to the standards required of the service. We also need to observe staff completing manual handling or medication calls to ensure safe practices are being carried out. We would appreciate your support and understanding of the need to complete these quality assurance checks.

You will have regular monitoring visits by the Care Support Managers and reviews will be held by the Care Manager or Care Support Managers. The aim of these visits is to make sure the service is meeting your needs and those of your relatives / carers.

You will be asked to complete a satisfaction questionnaire with the Care Manager or Care Support Manager when they visit. You will also be sent a postal questionnaire or given one from the Care Support Manager. All questionnaires are slightly different, and address specific areas of the service.

**Contracting with you**

As you start to receive a service from us, we ask that you take the opportunity to read through all the information written in this brochure.
as it forms the basis of our “contract” with you. You will receive a letter explaining your contract with us and you will be asked to sign that you wish to receive the service, have received the information brochure and are happy with the terms and conditions of the service. We do understand that the brochure contains lots of information and we would be very happy to talk through any information you are unsure of.

**Exceptional circumstances**

At times we may have to alter or reduce the service that you receive from us at short notice. Situations where this is likely is “severe weather conditions i.e. snow, a major incident in the City or periods of high demand due to increased illness of the general public and staff, i.e. a Flu Pandemic.”

If these situations occur then we would contact you to discuss your individual situation and prioritise as required. As part of our ongoing work with you we will discuss having a back up plan if these situations were to happen i.e. can friends or family assist in exceptional circumstances?

We would like to thank you in advance for your understanding if these situations were to occur.

**Registration**

Brighton & Hove City Council Independence at Home/ Reablement Service is registered with the Care Quality Commission and therefore must adhere to the national care standards for domiciliary care agencies. Registration conditions include:

- Personal care in the following areas:
  - Rehabilitation services
  - Domiciliary care service
  - Extra care housing service

- We provide support to individuals with the following service user group:
  - Older People
  - Younger Adults
  - Mental Health
  - Physical Disability
  - Sensory Impairment
Brighton & Hove City Council Independence at Home Promoting Independence / Reablement Service Service’s Registered Manager and Responsible Individual are as follows.

The Registered Manager is Kim Philpott, Service Manager

The Responsible Individual is Anne Hagan, General Manager.

**Dealing with Comments and Complaints**

To comment or complain we ask that you first talk to the person at the office you normally have contact with. They will try to sort out any issues as quickly as possible.

We aim to sort out most problems at this first stage. However if this is not possible, you can ask to have your complaint formally investigated. A comments and complaints procedure is in operation and an information leaflet is available in your link folder.

If you feel your complaint has not been dealt with to your satisfaction then you can contact:

Care Quality Commission
South East Region
Citygate
Gallowgate
Newcastle upon The
NE1 4PA

Tel: 03000 616161
Fax: 03000 616172
Website: www.cqs.org.uk
Contact Numbers

You are receiving Promoting Independence / Reablement Service Support from Brighton & Hove City Council Independence at Home/Reablement Service Service.

The office contact number is  \( (01273) \, 296479 \)

The office is open between the hours of 7am and 8pm every day of the year.
We would ask that between the hours of 7am and 10am any calls to the Office are for urgent matters only.

Between the hours of 8pm and 7am there is an Adult Social Care “Out of Hours” call handling service which can be contacted on:

\[ 01273 \, 295555 \]

This number is for urgent Social Care requirements if it cannot wait until the office reopens at 7am. A call handler may be able to give you some reassurance or suggest a temporary solution for you. There is no social worker available out of office hours.

If you receive a service from our night team you will be given the appropriate mobile phone numbers.

This brochure is also available in Braille, Large Print and on Audio Tape, on request.

If English is not your first language, you may request a copy of this brochure in a different language.

Please contact the Independence at Home/Reablement Service Duty Office 01273 296479 if you would require these.