

You can contact Carers Link by methods below:

Tel: Carers Link on 0800 975 2131 or 0141 955 2131
Email: enquiry@carerslink.org.uk
Mail: Milngavie Enterprise Centre,
 Ellangowan Road,
 Milngavie, Glasgow,
 G62 8PH

What is a carer's assessment?

A carer's needs assessment is your chance to discuss what support you need in your caring role. This could be things like:

- information and advice
- breaks from caring
- training for caring
- financial advice

A carer's assessment will cover:

- the support you need
- how much care you are giving now and what you want to do in the future
- your health and well-being and how caring affects you
- how we can help you make time for yourself
- what help you would need if there was an emergency or if you were ill
- any concerns or questions you have about the future
- any issues you have with work, hobbies or social life

If you would like to know more or want to have a carer's assessment you can contact East Dunbartonshire Council on 0141 355 2200

OR email: socialwork@eastdunbarton.gov.uk

How can I contact the Home Care Re-ablement Team?

You can contact your local Home Care Re-ablement Team by writing or phoning

Home Care Services
Kirkintilloch Health & Care Centre (KHCC)
 10 Saramago Street
 Kirkintilloch
 G66 3BF
 0141 578 2101

More useful contacts

Care Inspectorate Enquiry Line 0345 600 9527
Emergency Social Work 0800 811 404
NHS 24 111



You can also contact the Social Care and Social Work Improvement Service to make a complaint about the service

Care Inspectorate Headquarters
Compass House
 11 Riverside Drive
 Dundee
 DD1 4NY
Enquiry Line: 0345 600 9527

Other formats

This document can be provided in large print, Braille or on audio CD and can be translated into other community languages. Please contact the Council's Communications Team on **0300 123 4510**

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुवाद करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔



Home Care Re-ablement

Promoting Independence and Caring for people at Home

Information for carers

Carers are family, partners, friends or neighbours who look after someone who needs support because of an illness, frailty, disability or addiction



What is the aim of this information leaflet?

This leaflet will tell you about:

- the service offered by the Home Care Re-ablement Team
- how you can get involved as a carer
- the support that is available for you, as a carer

What is 're-ablement'?

The Home Care Re-ablement Team will work with the person you care for to help them regain their daily living skills and support their independence. The approach is to 'do with' rather than 'do to or for' the person you care for.

How can I support the re-ablement of the person I care for?

In order to make this service work for the person you care for and for you, as their carer, we want to encourage you to be involved. This means that we are happy:

- To hear your views on the support the person you care for wants and needs
- For you to ask questions about the service at any time
- To talk to you about how we can work together to support the person you care for regain their independence and as many daily living skills as is possible
- For you to read the daily progress sheets we will complete, with the approval of the person you care for

We recognise that you will have a lot of knowledge and skills which support the person you care for. We want to work in partnership with you to provide the best service we can.

What does the Home Care Re-ablement Team do?

Home Care Re-ablement Teams are based across East Dunbartonshire. Each team is made up of staff including:

- Home Care Organiser
- Trained Care Workers

The Home Care Re-ablement Team provides care and support:

- To help the person you care for when they come home after a stay in a hospital or hospice OR
- To help the person you care for if they live at home and need home care.

The needs of the person you care for will have been assessed either at home or in the hospital by a Social Worker or Home Care Organiser.

Home Care Re-ablement Teams can provide care for **up to six weeks**. The Team monitors the level of support the person you care for needs throughout that time. The original level and type of care may change while they are in the care of the Re-ablement Team. **Members of the Team are happy to discuss these changes with you and encourage you to ask whatever questions you may have.**

What happens when the person I care for gets home from hospital?

Once they are home, the person you care for will receive a visit from the Home Care Organiser. This visit should take place within the same or next day of the person coming home.

Please let the Home Care Organiser know what day and time suits you and the person you care for. During the visit they will discuss with you and the person you care for the service the team can provide and will provide you and the person you care for with their contact details.

What types of support can the Home Care Re-ablement Team provide?

The Team will work with the person you care for to help them to regain their daily living skills and support their independence. The approach will be to 'do with' rather than 'do to or for' the person you care for.

Care Workers will work with the person you care for on the things they want to achieve during the re-ablement process, for example, making meals or snacks independently. Home Care Workers can provide support for the things the person you care for cannot do for themselves such as:

- Help with getting in and out of bed
- Assistance to wash and dress
- Help with toileting and continence care
- A reminder to take medication.
- Assistance or support with preparing a meal
- Assistance with transfers and hoisting
- Shopping and laundry in essential cases

Please be aware that the Care Workers are unable to work to exact times and may need to vary the times when they visit.

A pre-existing Homecare service can be re-started by Home Care Re-ablement Teams when a request is received. This is only possible when the person you care for has been in hospital for four weeks or less.

At what times is the service available?

Help is generally available between 7.30 am and 10.00 pm every day of the week for those that need such help.

What happens after the Home Care Re-ablement Team have finished their involvement?

If the person you care for is assessed as not needing the service, it will no longer continue. **They and you will be involved in any decisions made at this time.**

If they still need ongoing support, once a suitable level of care has been decided on, a service will be arranged with the Council's Home Care Service or with a Council approved Care At Home Agency. **Again you are encouraged to be involved in these discussions.**

Service users can also opt for Self Directed Support - a cash payment made by Social Work services to an individual (or in certain circumstances his or her representative) who has been assessed as needing community care. They will need to discuss this with a Home Care Organiser or a Social Worker.

Will the person I care for be charged for this service?

Re-ablement is a continuation of the assessment in your own home and there is no charge for re-ablement.

The Council charging policy will apply if you receive a service following re-ablement. Personal care is free for people over 65. Some other care tasks, e.g. help with housework, shopping etc. may be chargeable.

If the person you care for is over 65 years, all care they receive for the first four weeks from the date of leaving hospital is free of charge. If they are under the age of 65, they may have to pay for some services. After four weeks part of the care they receive may be chargeable. This should be explained to them and to you, and be assessed before they are discharged from hospital.

How do I let the team know how I feel about the service?

It is important to let us know if you are not happy with the service the person you care for receives, this helps us to make improvements to our service. We also appreciate being told when things go well. If you have any issues, which cannot be resolved by the Home Care Worker, please contact the Home Care Organiser (see the contact details below). We would also encourage you to contribute to the 'satisfaction survey' when the service comes to an end.

When is the service available?

Carers Link along with other advocacy organisations can offer you support as a carer. They can offer:

- Information on your rights as a carer eg. carers assessment
- help with benefits and other financial advice
- information about hospital discharge
- information on short breaks/respite
- information on local services
- training and events to support you in your caring role
- advocacy
- counselling