

## How do I contact the Home Care service?

You can contact the Home Care Service at:

**Home Care Services**  
**Kirkintilloch Health and Care Centre (KHCC)**  
**10 Saramango Street**  
**Kirkintilloch**  
**G66 3BF**  
**Tel: 0141 578 2101**

## What if I am unhappy with the Home Care service?

We aspire to provide the best possible service. We know that people, as well as making complaints want to give compliments about individual staff or the service in general. You can use the addresses and telephone numbers to register your satisfaction as well. If you required help or advocacy with a complaint you can contact

**Ceartas Advocacy Services**  
**Suites 5-7 McGregor House**  
**Donaldson Crescent**  
**Kirkintilloch**  
**Glasgow, G66 1XF**  
**Tel: 0141 775 0433**  
**info@ceartas.org.uk**

If you are unhappy with anything about the Home Care service you can make a complaint to the person who carried out the assessment or by telephoning the number above or writing to the address below

**Home Care Services**  
**Kirkintilloch Health and Care Centre (KHCC)**  
**10 Saramango Street**  
**Kirkintilloch**  
**G66 3BF**



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

असुरोध 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

## Independence in Your Own Home



## What is Home Care Re-ablement?

Home Care Re-ablement helps build your confidence and independence at home by supporting you with daily living skills such as:

- mobility
- getting in and out of bed
- washing and dressing
- toileting and continence care
- taking your medication
- preparing a meal

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

- To help you to get home after a stay in hospital or a hospice OR
- To help you if you live at home and need home care.

Your needs will have been assessed either at home or in the hospital by a Social Worker or Home Care Organiser.

## What does the Home Care Re-ablement Team do?

Home Care Re-ablement Teams can provide care or support for up to six weeks. We will monitor the level of support you need throughout that time. The original level and type of care requested by the person assessing your needs, including hospital staff, may, therefore, change while you are receiving a service from the Re-ablement Team

## What happens when I get home from hospital?

Once you are home, you will receive a visit from the Home Care Organiser. They will discuss with you the service we provide.

## What types of support can Home Care Re-ablement Teams provide?

The Home Care Re-ablement Team approach is to 'do with' rather than 'do to or do for' service users.

Care Workers will work with you on the things you want to achieve during the re-ablement, for example, making meals or snacks independently.

Care Workers can support you with the things you cannot do for yourself and provide:

- Help with getting in and out of bed
- Assistance to wash and dress
- Help with toileting and continence care
- A reminder to you to take your 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 you receive visits.

## What if I had a Home Care Service before going into hospital?

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 you have been in hospital for four weeks or less.

## What happens after Home Care Re-ablement Team involvement?

If you are assessed as not needing the service, it will no longer continue. You, and where appropriate your family/ unpaid carer, will be involved in any decisions made throughout this time.

If you 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 Home Care Agency.

You 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. You or a representative will need to discuss this with a Home Care Organiser or a Social Worker.

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

## Contacting the Home Care Re-ablement Team

- Hospital staff will contact the Home Care Re-ablement Teams on your behalf.
- The Home Care Organiser will provide you with their contact details on their visit to you when you are home.

## How do I let you know how I feel about the service?

It is important to let us know if you are not happy with the service you receive, this helps us to make improvements to our service. We also appreciate being told when things went well. If you have any issues, which cannot be resolved by your Care Worker, please contact the Home Care Organiser who's details are on this leaflet.

**You can contact the Home Care Re-ablement Team on 0141 578 2101**