

## How do I contact the Home Care service?

You can contact the Home Care Service at:

**Home Care Services  
Kirkintilloch Health & Care Centre (KHCC)  
10 Saramago 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 & Care Centre (KHCC)  
10 Saramago 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 fòin 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 service

## Who is this leaflet for?

- People, who want to know more about a Home Care Service
- People who are referred for a Home Care Service, whether living at home or being discharged from hospital
- Carers, including family relatives, partners, friends or neighbours who look after someone who needs support because of an illness, frailty, disability or addiction.



## What is the Home Care service?

### The Home Care Service has four main parts:

- **A short term Home Care Re-ablement Service** for people who are referred for a home care service, people being discharged from hospital who need a home care service or people with an existing home care service who have an incident or event that increases their dependency
- **A long term Home Care Service for people with complex needs** such as dementia, long term conditions, mental health problems or end of life
- **A long term service for people with relatively straight forward needs** where a service will be purchased from an independent provider
- **An Overnight Service** between the hours of 10.00pm and 7.30am

## Who is the service for?

The Home Care service is provided to people who need support and care with their independence and day to day living.

## What is the purpose of the service?

### The purpose of the Home Care service is

- To support customers through the re-ablement process to regain and maintain their independence in their own home for as long as possible. We will support people to do the things they can do for themselves but also provide care where people cannot do things for themselves.
- To provide support to carers in their caring role to allow a relative, friend or neighbour to remain at home.
- To prevent admission to hospital or care home as well as aid early discharge from hospital.

### The principles and values of Home Care are to:

- Engage with customers on matters that are important to them
- Assist customers to achieve all they can to make the most of their lives
- Assist customers to live an independent and fulfilled life
- Treat customers with dignity and respect including respect to customer's privacy
- Enable customers' choice
- Value customers ethnic background, language, culture and faith

## How do I access the service?

All people who are referred or ask for a service will receive an assessment of their needs. This will decide your eligibility to receive the service.

## What does the service provide?

A range of services is provided to ensure the independence and well-being of customers including:

### Home Care Re-ablement

Home Care Re-ablement Teams provides support and care including:

- Developing a personal goal plan with the customer
- A programme of support for up to 6 weeks
- Joint working between Occupational Therapists and Home Carers
- Weekly meetings of staff to discuss goals and plan for the following week
- Adjustment of package of care hours to meet individual need
- A review at the end of re-ablement period

### Personal care including, for example

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

- Help with getting in and out of bed
- Bathing and washing
- Assisting people with medication as appropriate
- Palliative Care
- Help with toileting
- Continence care including laundry
- Catheter care

### Assistance with mobility and promotion of independence, for example

- Mobility and positioning for people who are bedfast or chairfast
- Assisting with aids and adaptations

### Assistance with meals, for example

- Assistance with feeding and diet
- Advising on food preparation
- Preparation of specialist diets including cultural or religious requirements

### Housing Support, subject to Eligibility Criteria, may include:

- Safety and security of the home
- Advising on use of domestic equipment and appliances
- Enabling Social contact
- Shopping
- Cleaning
- Prescription collecting
- Day to day assistance with bill payments
- Assisting customers with benefit claims

### Emotional Support, for example

- Support during bereavement and loss
- Encouraging personal fulfilment and ongoing support

## When is the service available?

The service is currently available from 7.30am to 10.00pm seven days per week with an overnight service. If a customer requires emergency support out with these hours a community alarm may be appropriate.

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

## How much does the service cost?

There is no charge for re-ablement or personal care tasks following needs assessment for people aged over 65. Charges are made for all other tasks based on the customer's ability to pay.