

5. HELPING YOU CARE AT HOME

At some point you may need help from outside organisations, if you are going to be able to continue caring at home. This can come from *Adult & Community Services*, voluntary organisations, or from private or independent agencies.

Home Care (also known as "home support" and "domiciliary care") are services arranged by Adult and Community Services where someone comes into your home to help with practical and personal tasks such as: getting up, washing and toileting, organising meals, shopping, collecting pension money. It will be the result of an Assessment (see section on Adult & Community Services) and it will be arranged through the person doing your assessment. Generally adults receiving home care will have to pay towards the cost of the service.

Help can be provided from either *Adult & Community Services* in-house care services or independent agencies. Both will be working to the same national care standards as reported by the *Commission for Social Care Inspection (CSCI)*. The help should be provided in a sensitive manner to fit in both with your commitments and those of the person you look after.

Reablement Service and Rehabilitation

The Reablement Team is a community Rehabilitation Team that aims to help with hospital discharge, prevent hospital admission, and provide a period of assessment of people's needs or a period of rehabilitation in their own home. The Reablement Team's aim is to encourage people's independence within an eight-week period. A team of specialist therapists assess and then give practical support and exercise advice, which will help regain skills and confidence. The service is run through *Adult & Community Services* and referrals are made at the time of hospital discharge, or else by the GP or Social Worker.

Intermediate Care

The aim is to prevent someone going into hospital, or to help them when they have just left hospital. This will be free for up to six weeks and will be funded by the NHS.

British Red Cross

There are two **Home from Hospital** schemes in Worcestershire covering Bromsgrove and Redditch: (from Princess of Wales Community Hospital) and Worcester (from Worcestershire Royal Hospital). The *British Red Cross* will provide volunteers who will support patients returning home from hospital, or who have recently been discharged from hospital. They offer practical help to settle back into home comfortably, such as shopping, collecting prescriptions and around the house. Ask your Hospital Social Worker about this service when plans are being discussed for discharge.

The Women's Royal Voluntary Service (WRVS) provides a **Meals on Wheels** hot lunch service, delivered to home, for those who cannot provide a meal for themselves, due to disability or frailty. There is a small charge for this service. For a referral, you need to contact *Adult & Community Services*, although your GP may do this for you. There are also **frozen meal services** available from the WRVS and companies, such as *Wiltshire Farm Foods*, where you order regularly, store the ready-made meals in your freezer, to then heat up in a microwave. Alternatively, a re-heating container can be provided.

Relief Care

In some parts of the county, voluntary organisations, such as *Age Concern*, *Carers Careline* and the *Alzheimer's Society*, run a sitter service operated by volunteers. Volunteers are carefully matched and will stay with the person you care for while you can have some time to yourself. There may sometimes be a small charge for this service.

A sitter service using paid carers for people with more complex needs or for one-off events can be available through *Worcestershire Carers' Unit*, if this help is identified through a Carer's Assessment. See section under Adult & Community Services.

Many other voluntary organisations offer services for carers or run carer groups, sometimes specific to illnesses or disabilities. Contact *Worcestershire Association of Carers* for more information.

Independent agencies providing help at home

There are a number of agencies that can provide a range of help for you at home. Unless the service is arranged through *Adult & Community Services*, you will have to pay the full cost. Charges are usually on an hourly basis. Contact *Adult & Community Services* or *Worcestershire Association of Carers* for a list of agencies, which are registered with the **Commission for Social Care Inspection** or call CSCI helpline or see CSCI website.

Carers Emergency Card & GP Registration Card

If you were taken ill or had an accident while you were away from home, there is always the worry as to how the cared-for person at home will know and then be looked after. The free **Carers' Emergency Card** scheme is a 24-hour line that will enable the cared-for person at home to be helped by a relative or friend.

The **GP Registration Card** can also be completed and filed on your patient records informing your GP that you are a carer. Cards are available at the surgery or from the *Worcestershire Association of Carers*. This is helpful as it will remind any GP you see that you are a carer.

Carers Back Me Up

This is a new support service that can provide emergency cover if you are an adult carer of someone aged 18 years or more. It is for situations when there is an emergency or personal crisis which means that for the time being, you can no longer continue caring – e.g. if you are admitted to hospital. To be eligible, you have to be providing 'regular and substantial care' and have had, or could have, a Carers Assessment. The person you care-for must have had (or be eligible to have) an assessment that shows they have substantial or critical needs for care services. "Back Me Up" is only designed as short-term help. Contact *Worcestershire Association of Carers* for more information.

Continence Service

If the person you care for has difficulty staying dry (**continence problems**), your Community/District Nurse can help with advice and can supply continence aids. There are also Continence Clinics, whose specialist advisers can discuss any difficulties. The *Continence Foundation* runs a national helpline, which can put you in contact with a specialist nurse to discuss your problems.

If you, or the person you care for, are eligible for income support and have a lot of heavy or soiled laundry and no washing facilities at home, you may be able to have financial help to buy a washing machine. Contact your local *Department for Works & Pension* office to ask about a **Community Care Grant** from the Social Fund.

Falls

Falls in the home are often a problem. It is important to find out the cause - are there hazards in the house, poor fitting shoes, poor vision or side effects from medication? Contact your GP or Community District Nurse if you are concerned, especially if

there is a pattern of repeated falls. There is a Falls Clinic where people can be referred.

Night Care

As a carer, it is important to have some regular undisturbed sleep. It is sometimes possible to arrange care at night. Contact either *Adult & Community Services* for emergency situations or your Community/District Nurse for palliative care situations.

Mental Health Care

Community Psychiatric Nurses (CPN - Health Services) and **Community Mental Health Workers** (CMHW - *Adult & Community Services*) visit people who have mental health problems, in their homes. They can be contacted through a GP or Mental Health Consultant. CPN's and CMHW's can provide regular practical and emotional support to carers. **Counselling** services can also be accessed. If this support is needed, contact your GP or Social Worker.

Under Mental Health legislation, there can be compulsory admission for a person. This means they can be detained against their will. The **Mental Health Process** currently involves:

1. an Approved Social Worker who has the competence to deal with people with a mental disorder
2. a Responsible Medical Officer - a doctor who is in charge of treatment, (this is usually a Consultant Psychiatrist)
3. an Appropriate Medical Officer, (a person who is under the Guardianship of someone other than a local authority social services department).

Care Programme Approach supports people with severe mental health problems who are living in the community, by assessing people's needs, developing a care plan and

identifying appropriate health and social care support. The care plan will be reviewed regularly.

The **Mental Health Network** in Worcestershire provides carers and users of mental health services with the opportunity to have a say on planning, providing and monitoring mental health service provision in Worcestershire.

Learning Disability Care

Person-centred planning is primarily for people with a learning disability and (with their consent) places the person at the centre of the service. **Person Centred Action Plans** can also be developed.

The main aims of Person-Centred Planning are:

- the person is consulted throughout the planning process, choosing who to involve in the process
- family members and friends are part of the planning
- the plan reflects what is important to the person, their capabilities and the support they require
- the plan results in actions that are about life (not just services) and reflects what is possible (not just what is available)
- an ongoing plan is produced based on listening, learning and further action

Help for children and young people

Family Information Service offers support for parents and carers in Worcestershire for children aged 0 to 19 years who have a special need or a disability. They can provide information, advice and support in finding appropriate childcare and leisure activities for children.

The **Parent Partnership Service** provides parents and carers of children with special educational needs with information,

advice and guidance to help them make informed decisions relating to their child's education.

Parents Centre is for all parents and carers who want to help their child (aged 0 to 16+) or children to learn. It offers support, information and advice about your child's learning and the English education system. The **Learning & Skills Council** is responsible for 16+ education and training, with Sixth Form Colleges, Further Education, Training Organisations and the Employment Service, but does not include Universities. It also aims to improve the physical accessibility of premises for disabled students.

SCROLL is a register for children and young people with a disability and their carers. It aims to inform those on its register about local services and developing better services.