

# Home care services

Supporting you  
to continue living  
at home

[www.rbkc.gov.uk](http://www.rbkc.gov.uk)



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## **Welcome to the Council's home care service**

We promote services with the aim of helping you to achieve a maximum level of independence and to remain at home.

The home care agency staff we use are professionally trained and committed to providing high standards of care to everyone who receives the service.

### **What home care services are for**

Home care services are designed to offer you, the support you need to maintain your wellbeing and to continue to live longer at home and in the community as independently as possible.

This could involve support to:

- manage your personal care, such as showering, getting dressed and help with using the toilet
- prepare a meal and drink and assisting eating and drinking
- assist with medication and some low-level health tasks
- keep yourself safe
- participate in your local community
- maintain your home, such as laundry and housework
- collect your pension and shopping.

### **Who the home care service is for**

The home care service is for residents assessed as needing support in order to remain living at home. Home care is usually offered to residents who have undergone a short-term intensive period of support first, known as reablement. Reablement is offered to those:

- planning to leave hospital

- recovering from an illness or
- having difficulties with day-to-day tasks around the home.

The Community Independence (reablement) service works with you to develop a short-term care plan based on your needs and what you want to achieve, helping you to do as much as you can for yourself and setting weekly goals such as:

- regaining your confidence
- rebuilding your skills and
- increasing your independence.

We will also have seen if any equipment, assistive technology such as an pendant alarm, or any adaptations to your home would help you. When your reablement programme is due to finish you will be reassessed to see if you still require other services, which may include home care.

**For more information about reablement** Search for ‘community independence services’, ‘reablement’ or ‘leaving hospital’ on our People First website at [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk), where you can download and print our leaflet ‘Community independence services’ from the Leaflets Library at the top of the homepage.

**How can I get home care services?** We will carry out an assessment to look at what you can do and what you need help with.

An assessment identifies your social care needs where we decide what, if any, care and support you need to help live your day-to-day life, as defined by the Care Act 2014.

It is carried out through a meeting between yourself, a trained assessor, any relevant family members, carers or an advocate. The assessment considers

- your needs and how they impact on your wellbeing

- the needs of anyone who is caring for you or anyone who supports you. and if you can:
- make choices for yourself
- stay healthy and safe
- manage your own daily routine and personal care (such as washing, showering and getting dressed, doing your laundry, housework and shopping, collecting your benefits and meal preparation)
- be involved in family and community life and
- accept support from those around you.

### **If I qualify for a home care service what happens next?**

After your assessment and if you are eligible, you will be advised of the personal budget available to you based on a care and support plan developed and agreed with you. This plan sets out in detail the services you will receive or home care services you can buy with your personal budget. You will be given a copy of this.

### **Will I have to pay?**

We will ask you to complete a financial assessment form to enable us to work out if you will need to pay something towards your care or not. If you do not wish to have a financial assessment, you can choose to pay for the full cost of your care.

### **About your personal budget**

A personal budget is the total amount of money that we calculate is required to support you.

You can ask the Council to spend your personal budget and organise your support for you or you can ask them to give your

personal budget money to you in the form of a direct payment, allowing you to purchase care to meet your needs.

## Direct payments

A direct payment is paid directly to you or to your representative, preferably in the form of a pre-loaded card provided by the council or into a bank account or the bank account of someone else you choose, to allow you to purchase care to meet your needs and outcomes.

To take a direct payment you have to set up a separate bank account for it to be paid into and organise any services that you are managing yourself.

You can ask the Direct Payment Support Service to help you if you are thinking of employing a personal assistant.

The benefit of a direct payment is that it gives you more control over the care you choose and how you manage the care. For example, you can pay someone you know or a trained carer to provide support for you rather than using a care agency or other professional care provider.

For more information, view the Direct Payments leaflet by searching for 'Direct payments' under the Leaflets Library at the top of the People First webpage [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk) home page or ask your assessor to print it off for you. People First also provides listings of suppliers of care and support services.

## What if I do not qualify for home care services?

If you do not qualify for a service we will put you in touch with other organisations that might be able to help.

## What can you expect from us

We will:

- ensure that staff are: welcoming, courteous, professional, make you feel safe and present themselves with I.D
- respond to your questions as quickly as possible and give you clear answers
- encourage you to do as much for yourself to maintain your independence
- work out with you how best to achieve what you want
- try to make sure you have the same set of care workers wherever possible
- ask you what you think about your home care service, so you can have a say in the service you receive
- tell you how much it will cost to meet your needs and how much the Council will contribute towards the cost so you have more control over how that money is spent.

### What we expect from you

- to be more in control of decisions that affect you
- to let us know whether the care and support are meeting your needs
- to work with us on how you can get to do the things that are important to you, your household or carer, in and outside of your home
- to tell us about your needs and how they impact on your wellbeing
- to think about the needs of anyone who is caring for you
- to think about what you want to achieve with your life. (These can be anything, big or small, enabling you to feel a greater sense of physical or emotional wellbeing)

- to let us know what services need to be provided to keep you independent for longer.

## How do I apply?

A request for an assessment can be made by you, a friend, carer or relative, a voluntary organisation, the hospital or your doctor. If anyone contacts us on your behalf, they must have your consent to make the referral and or advocate for you. To apply see contact details on the last page.

## Finding out more

**There are a number of ways (see below) in which you can find out more about the Care Act, about how to access care and support, and about the care and support options which are available to you.**

## Online help and leaflets

The Government has produced a series of factsheets which explain the aims of the Care Act. Visit [www.gov.uk](http://www.gov.uk) and search 'care act'.

They have also produced a series of leaflets in formats for people with learning disabilities. Search for 'care act easy read' on [www.gov.uk](http://www.gov.uk).

## The People First website

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and local services that can help you live the life you want, be independent, and find the help you feel you might need. The website is provided by the Adult Social Care service of the Royal Borough of Kensington and Chelsea and Westminster City Council. Visit [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk).

## Contact your council

To ask for more information about the Care Act or other care and support issues, or to request an assessment of your support needs contact your council direct:

Telephone: **020 7361 3013**

Email: **socialservices@rbkc.gov.uk**

## Leaflets

There are a range of leaflets from your council on issues covered by the Care Act, and on other issues which may be of interest to you. To access leaflets telephone your council using the details above, or go to the Leaflets Library at the top of the home page at **www.peoplefirstinfo.org.uk**

## Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits and accommodation. *Those marked with an asterisk offer some level of information and advice about the Care Act.*

### **ADKC\***

*A user led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.*

ADKC Action Disability

Kensington and Chelsea

Silchester Road,

London W10 6SB Telephone: 020 8960 8282

**www.adkc.org.uk**



## **Age UK\***

*The country's largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.*

Age UK

Kensington and Chelsea

(Incorporating Sixty Plus)

1 Thorpe Close, London W10 5XL

Telephone: 020 8969 9105

Website: [www.ageuk.org.uk/kensingtonandchelsea](http://www.ageuk.org.uk/kensingtonandchelsea)

**[www.ageuk.org.uk/kensingtonandchelsea](http://www.ageuk.org.uk/kensingtonandchelsea)**

## **Carers Network**

Carers Network is the first point of contact for unpaid adult carers or a person they are looking after, living in Kensington and Chelsea who needs advice, information or support around their caring role.

Telephone: 020 8960 3033

Email: [info@carers-network.org.uk](mailto:info@carers-network.org.uk)

Beethoven Centre, Third Avenue, London W10 4JL

**Citizens Advice Bureau\*** *Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.*

Kensington (London)

Citizens Advice Bureau

2 Acklam Road,

London W10 5QZ

Telephone: 0844 826 9708\*

(Advice line)

\*calls may be charged Telephone: 020 8962 3485

[www.citizensadvice.org.uk/kensingtoncab.htm](http://www.citizensadvice.org.uk/kensingtoncab.htm)

**Mind**

*Mind provides advice and support to people with mental health needs and their carers. Kensington and Chelsea*

Mind

Office 1, 7 Thorpe Close,

London W10 5XL

## **Home care services**

Supporting you to continue living at home

Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Telephone:

Please return this section to:  
Sensory impairment team,  
Town Hall, Hornton Street,  
London, W8 7 **services:** 020  
7361 3013

**Voicemail:** 020 7361 2968

**Minicom:** 020 7937 7332

**Email:**

[sensoryteam@rbkc.gov.uk](mailto:sensoryteam@rbkc.gov.uk)

**Fax:** 020 7361 2148

## How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint,

please contact:

### **Customer Feedback Team**

Adult Social Care, Customer Engagement Team,

Westminster City Hall, 64

Victoria Street SW1E 6QP

Telephone:

0800 587 0072

Email:

[ASCCustomerEngagement@rbkc.gov.uk](mailto:ASCCustomerEngagement@rbkc.gov.uk)

[socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

For more information about our services and publications view them on [www.rbkc.gov.uk](http://www.rbkc.gov.uk) or [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

for a wide range of information about local activities and services to help you stay independent.

