

Care at home



WARRINGTON
Borough Council

Care at home

Your options on receiving care at home and what you can expect from the council's commissioned care at home service.

The care at home service enables you to receive the care you need in your own home. This may be as a result of a social care assessment known as an adult conversation. The service assists with daily tasks such as:

- personal care
- meal preparation
- administration of medication

There are two ways that you can receive care at home:

- Direct payments
- Council arranged care and support

Direct payments

A direct payment is where you are given the money to organise and pay for your own care and support that is right for you. This means that you choose how to spend the money to meet your needs, employ/recruit providers of your choice, pay and monitor your care and support yourself.

Having a direct payment means that you can have more control over your care, are able to make important choices, and have far greater flexibility.

With a direct payment, you can:

- pay for support from a care provider of your choice
- employ a personal assistant, a paid carer to deliver your care and support
- pay for respite and other activities to support your wellbeing
- buy equipment that supports your independence*

*Transport, Carecall and telecare costs are not included as part of a direct payment.

If you would like to find out more about direct payments, speak to your care manager or visit

warrington.gov.uk/adult-social-care-direct-payments

Council arranged care and support

If you would like us to arrange your care, we will match you with a local care provider. You will not have a choice of care provider.

Paying for adult social care

You will be financially assessed for your contribution to the cost of your care.

The income and assessment team will be able to advise you:

Call: 01925 444017

Email: SSV_Enq@warrington.gov.uk

If you are paying for all of your care, you can contact a care agency directly.

Delivering your care in time bands

The time of your care visits will be arranged in the form of a 'time band' as follows:

Early morning: 7am – 9am

Late morning: 9am – 11am

Lunch: 11am – 1pm

Early afternoon: 1pm – 3pm

Late afternoon: 3pm – 5pm

Early evening: 5pm – 7pm

Mid evening: 7pm – 9pm

Late evening: 9pm – 11pm



Once you and your care manager have agreed the time band(s) that best meets your needs, we will request those from a care provider. A care package will only be allocated to you if they can offer all of your care visits within the time band(s) requested.

Sometimes we may have to use two different providers to meet your needs. If your package of care has two visits per day – one 30 minute call in the morning and one 30 minute call in the evening – it may be necessary that your early morning visits are provided by one company and your evening visits are provided by another company.

The care provider will aim to deliver visits within 30 minutes either side of the time agreed. For example, if you would like an early morning call, your care provider will offer a time between 7am to 9am. Once the care provider has stated a time for your visit, they must start care delivery within 30 minutes before or after the agreed start time. Call times may vary slightly from day to day but will stay within the one hour window.

If there are any tasks in your care plan that need to be delivered at a specified time, for example medication, we will request a specific time for your visit and only providers that can deliver your care and support within 15 minutes either side of the specified time will be matched to you.



How your care will be delivered

We purchase your care in block units of 15 minutes, 30 minutes, 45 minutes and 1 hour from the care provider.

We commission visits of 30 minutes duration where personal care is being provided. Calls that are 15 minutes in duration will only be commissioned where it is assessed that the specified care tasks can be safely and comfortably carried out within the 15 minute call duration. In general, 15 minute calls will be commissioned for welfare checks and to administer medication.

The amount of time allocated for your care is based on an estimated amount of time required to meet your needs, as outlined in your care assessment.

If your care visit time regularly varies up or down by 15 minutes or more, then the care package will need to be reviewed and may be amended to ensure that the right amount of time is being allocated per visit.

Paying for your care

Your care visits should not be under or over delivered by more than 15 minutes. If they are, then the provider will amend their bill to us to reflect the under or over delivery. For example, if you normally receive a 30 minute visit and the provider delivers this in 12 minutes, then the provider will charge for 15 minutes.

However, if your care worker completes the required tasks in 20 minutes, as part of a 30 minute call, then you will be charged for the full 30 minute visit.

Receiving a short period of support from our reablement service

The reablement service, provided by the intermediate care and reablement team, provides short term support to help people regain their independence.

You may be provided with reablement if:

- A professional working with you feels it would be beneficial for you to receive a temporary period of reablement
- Following a stay in hospital, you are assessed as requiring a short period of time in our reablement service

Reablement care is provided free of charge but if you are then assessed as needing further care then this will be provided as a chargeable service.



Change of care provider

A change of care provider usually only happens in exceptional circumstances, such as a care provider withdrawing or for safeguarding reasons; this is because our aim is to ensure consistency of care to you.

In circumstances where there is a breakdown in the relationship between you and the care provider, your care manager will make every effort to resolve any issues through mediation.

Hospital admissions and temporary suspension of care

Should you be admitted to hospital or respite care then your care package may be kept open if your hospital stay/respite is short term. You will still be charged for this care.

If you need to miss a care visit

If you will not be at home to receive your planned visit, you must notify your care provider 24 hours before.

If you do not give sufficient notice, then you will be charged for the care visit.

Resolving disputes

We want your experience of receiving care to be a positive one, but there are times when the care may not meet with your expectations.

If you have a complaint about your care or a carer then you must contact the manager of the care provider in the first instance.

If the provider is unable to resolve your complaint, you can raise the issue with us. Speak to your care manager or visit warrington.gov.uk/complaints

Useful contact numbers

First response team – 01925 443858

Over 65's team – 01925 444138

Under 65's team – 01925 444185

Preparation for adulthood team – 01925 446170



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