

What is Home Care?

Home Care describes a range of services to help people live independently at home. It includes services such as personal care (e.g. help to wash and dress), assistance to take medication and assistance to eat and drink. It does not include providing child care or looking after pets (e.g. taking the dog for a walk), but can include some domestic cleaning if this is an assessed need. Home care is also sometimes called 'domiciliary care'. Everyone has the right to good quality care.

How can I tell if my provider is of good quality?

All providers of Home Care have to be registered with the Care Quality Commission (CQC). Your Provider will have to meet a number of Fundamental Standards which the CQC will inspect against. The CQC publish reports about the inspection outcomes, detailing where the Provider Service has met the expected outcomes or not. Services provided for you should be safe, effective, caring, responsive and well-led. The CQC will rate the service in each of these areas as Outstanding, Good, Requiring Improvement or Inadequate. The link to their website is: www.cqc.org.uk



Useful contacts

Care Quality Commission

www.cqc.org.uk

Knowsley Contact Centre

0151 443 2600

Knowsley Advocacy Hub

0151 244 4090

You can also get this information in other formats. Please phone Customer Services on 0151 443 4031, or e-mail customerservices@knowsley.gov.uk



What you should expect from
Home Care in Knowsley

The Service providing your Home Care should:

- **Have competent staff** - staff should have basic training and be sufficiently skilled to support your care needs. This could include being able to support you to mobilise appropriately, or to take your medication safely. If you have specific support needs (such as dementia or a disability) they should be trained to support these needs properly. You must not be given unsafe care or be put at risk of harm that could be avoided.



- **Be person centred** - your care should be tailored to meet your needs and preferences. Your care provider should ask you how you want to be supported and act on what you say. They should also check to see if how you wish to be supported has changed.
- **Treat you with dignity and respect** - you must be treated with dignity and respect at all times by the staff providing your care and support. You should feel that you are in charge and that you are treated as an individual. This can be demonstrated through the way that people speak to you, how they make you feel and their body language.
- **Be punctual and stay the correct time** - staff should turn up reasonably close to the time that was agreed. If not, they must contact you to let you know when they expect to arrive. The care workers should also stay for the duration of time that is agreed.
- **Communicate well** - everyone involved in your care should be kept up to date with any changes. Your care provider must be open and honest with you about your care and support. If something goes wrong, they must tell you what has happened, provide you with support and apologise. Significant changes to your care needs will need to be discussed with your Social Worker.
- **Keep you safe** - care staff should look out for potential hazards that may affect you, e.g. assessing the risk of trips and falls in your home. They must also check to see that any equipment they use to support you is working properly and report any concerns appropriately.

Complaints

If you have problems once your service begins, you should contact your service provider to discuss these. All providers must have a complaints system in place and the procedure should be discussed with you when your service begins.

The provider's complaints procedure will explain how you make a complaint and how long it will take to respond to your complaint. Issues you may want to complain about could include:

- Your care worker regularly turning up significantly late
- Your care worker not completing the full session that you have been allocated
- Your care worker not supporting you with all of the areas included within your care plan
- Care workers being inconsiderate to your needs or not speaking to you in a polite manner

These are all examples of valid complaints and you should contact your provider so that they can deal with them.

If you find that the provider has not dealt with your complaint satisfactorily then you can make a complaint through the Council's complaint procedure by:

Telephone: 0151 443 3231
Email: haveyoursay@knowsley.gov.uk
Online: visit www.knowsley.gov.uk to download a complaints form
Write to: Customer Liaison Team, Knowsley Council,
Archway Road, Huyton, L36 9UX
In person: Pass your written comments to a member of staff in one of our One Stop Shops
Text phone: 0151 443 4749.

If you need support to raise an issue you can contact Knowsley Advocacy Hub on **0151 244 4090**.

Safeguarding

Your right to live safely, free from abuse and neglect. If you or someone you know is at risk of harm please call the Knowsley Contact Centre and discuss your concern.

0151 443 2600