

Home Care, Housing with Extra Care and Enablement & Support Services



Middlesbrough Council
Department of Social Care

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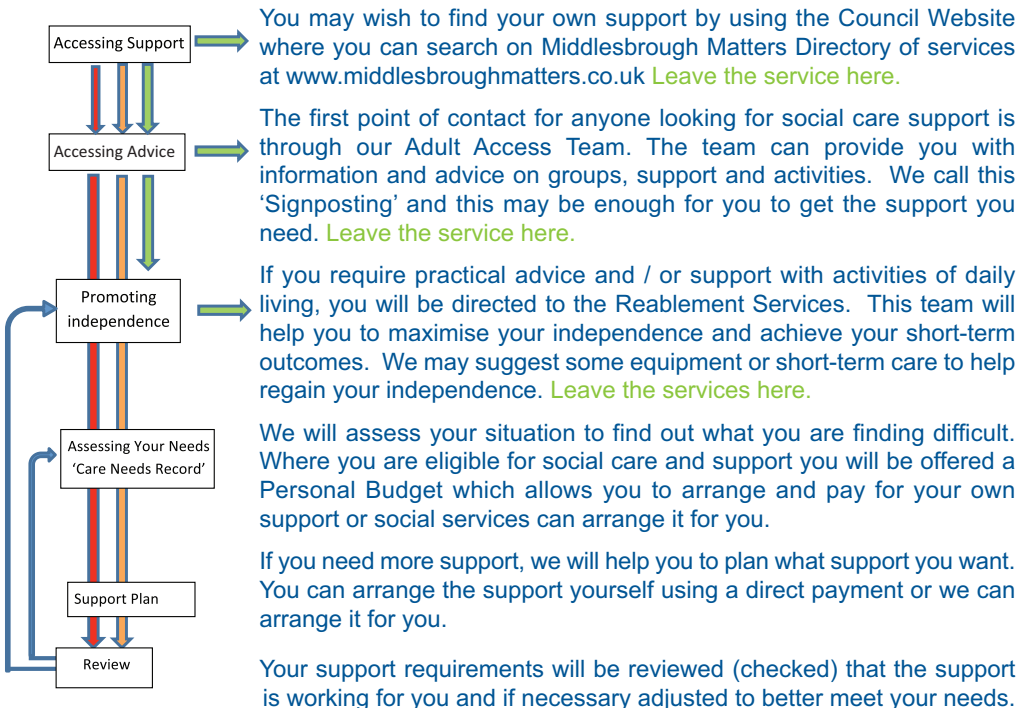
How to get the support you need – Choice and Control

The diagram below shows the different ways you can get social care support. Follow the arrows to work your way through the range of support or access to services. You can stop at any point.

Green arrow mean you take complete control, write your own support plan, search and purchase your own support.

Orange arrow is where you want to have some control over parts of your support but would like us to take control over some areas – the ‘pick and mix’ approach.

Red arrow shows how we work through the process with you.



The Department of Adult Social Care & Health Integration can support:

People with Support Needs

If you live in Middlesbrough and think you, or someone you know may need help or support you should contact us.

This leaflet explains how the Department will help you.

First Steps to Getting Help

Before you contact the Department of Adult Social Care & Health Integration you may want to see if you can find the information you need from another source.

For example you may be able to get the support you need from Middlesbrough Matters Directory, www.middlesbroughmatters.co.uk which provides information on a wide range of support available within the local area or you could look on the Council website at www.middlesbrough.gov.uk

If you do not find what you are looking for at the above then you can contact the Single Point of Access 01642 726004 where you will be asked some questions about how we can help. The Single Point of Access Team may give you information or advice to help you rather than having an assessment.

Where this applies you will be provided with contact details of the support that may be able to help. We call this signposting.

Introduction

This brochure is about Home Care, Housing with Extra Care and Enablement & Support Services in Middlesbrough.

We want to make sure you have enough information when choosing services for you or someone else. This brochure can help you choose a Care Provider for either yourself, a family member or someone you care for.

Quality Standards

Middlesbrough Council Quality Star Rating

We have given quality star ratings to the Home Care Services we contract with in Middlesbrough. The lowest quality star rating is one star and the highest is five stars. We have based the Quality Star Ratings on these areas:

- People's experiences who use the services
- The views from representatives of people
- The views from staff who deliver the services
- The Council contract monitoring procedures. This is undertaken by a contract review officer who checks the service is meeting contract requirements

The overall score provides the Quality Star Rating which is linked to the price the Council pay for each hour of Home Care provided.

1 Star	The service is very poor	★
2 Star	The service is poor	★★
3 Star	The service is good	★★★
4 Star	The service is very good	★★★★
5 Star	The service is excellent	★★★★★

The above ratings do not relate to Housing with Extra Care or Enablement & Support Services.

Care Quality Commission (CQC)

CQC check Home Care Providers against five standards.

The results from recent inspections can be found on the CQC website www.cqc.org.uk. Search for the Provider by name but make sure it is your local branch e.g. Stockton or Middlesbrough.

Financial Contributions

Will I have to pay for my service?

Any financial contribution you will be asked to make will be worked out with a Specialist Advice Officer. The Specialist Advice Officer will let you know how the cost of your care is calculated and how much you will have to pay towards the cost of your care.

More information about the cost of services can be found in our leaflet “Charging Policies for Personal Budgets, Home Care and other Non-Residential Services” available at www.middlesbrough.gov.uk/leaflets. Alternatively you can request a copy of the booklet by emailing socialservices@middlesbrough.gov.uk or by telephoning **01642 726004**.

How do I pay for my service?

There are three ways to pay for your service. These are:

1. If you have been assessed as a self-funder you pay a Care Provider or a Personal Assistant of your choice with your own money.
2. If you have been assessed as “eligible” for the Council to pay for some of your care this will be done through a Personal Budget. If you want the Council to arrange your care with one of our contracted Providers we will pay them directly but you will still need to pay towards the cost of your care.
3. If you have been assessed as “eligible” for the Council to pay for some of your care but you want to employ and pay a Personal Assistant or another Provider of your choice, you will pay with money given to you by the Council as part of your Personal Budget.

Who Can Receive Support?

To find out if you are entitled to help we compare your needs against a national eligibility threshold under the Care Act 2014. This eligibility threshold is used by all Councils.

Eligibility is based upon the questions asked in the Social Work Assessment, but includes the outcomes for you.

By outcomes we mean things you need to be able to do, or have assistance to be able to do to live a fulfilled life.

Wellbeing is also considered within the eligibility for support. This means the impact having a physical or mental health need has upon your life.

Home Care Services

Home Care is support and practical help for people living in Middlesbrough. The aim of the service is to enable people to live in their own homes independently for as long as possible by providing domestic help & personal care to people.

There is a degree of flexibility which means the Home Care Provider calls will operate within a 30 minute window (30 minutes either side of your agreed call time).

Home Care services operate 7 days a week, 365 days of the year from a Registered Home Care Provider.

The level of care you receive will depend on a Social Work assessment and your identified needs.

A plan will be agreed as to what care you will receive. If you want anything more than what has been agreed in the care plan, you will have to arrange and pay for this separately.

In order to get the right support you will need to have an assessment so we can make sure the support will meet your needs.

You can telephone us on **(01642 726004)** or ask someone else to do this for you.

More information on how we assess your needs can be found in our booklet “How to get the Support you Need”.

You can download a copy by visiting www.middlesbrough.gov.uk/leaflets

Alternatively you can request a copy of the booklet by emailing socialservices@middlesbrough.gov.uk or by telephoning **01642 726004**.

Home Care is designed to help people remain in their own home. Home Care is a chargeable service and financial contributions will be worked out by a Local Authority Specialist Advice Officer.

Other options which may assist people to continue to live in their own home include Telecare and Connect services. You will be assessed to see how much you will have to pay towards the cost of these services.

Home Care Providers and Privately Employed Personal Assistants offer a wide range of services such as help to get washed and dressed, help you eat and drink or help with cleaning your home.

If you choose to employ a Personal Assistant with your Personal Budget, you and the Personal Assistant will agree the support you need.

These are the things which are **NOT** included in Home Care packages:

- Gardening
- Window cleaning
- DIY
- Managing finances
- Telecare / Connect

Who can have Home Care?

Home Care can be provided to people who have:

- Physical disabilities
- Mental health problems
- Learning disabilities
- HIV or AIDS

Or who are:

- Visually impaired or blind
- Hearing impaired or deaf
- Vulnerable or frail older people

What is included in the assessment?

- **Managing and maintaining nutrition** - what help you need to drink or prepare and eat meals.
- **Maintaining personal hygiene** - this includes getting washed, bathed or showered as well as washing clothing.
- **Managing toilet needs** - help you need with things like being able to get to and from the toilet safely, using the toilet and putting clothing back on afterwards
- **Being appropriately clothed** - this is about support to get dressed or undressed.
- **Being able to make use of the home safely** - being able to move around your home safely.
- **Maintaining your home environment** - what help you need to manage day to day tasks like housework, shopping, gardening, routine maintenance and paying bills.
- **Developing and maintaining family or other personal relationships** - support you may need to maintain relationships with other people important to you.
- **Making use of necessary facilities or services in the local community** - support you need to do things which interest you like going to the cinema, community centre, place of Worship or meeting up with friends.
- **Getting out and about** - the support you need to get out and about on your own, like using the bus or other public transport.
- **Meet your caring responsibilities for a child** - the support you need to fulfil your responsibilities in relation to a child who is dependent upon you in some way.

For more information on how we decide who receives support please see the booklet “How to get the Support you Need”.

You can download a copy by visiting www.middlesbrough.gov.uk/leaflets

Alternatively you can request a copy of the booklet by emailing socialservices@middlesbrough.gov.uk or by telephoning **01642 726004**.

Who will provide my Home Care?

Middlesbrough Council contract with Home Care Providers who work in partnership with the Council to deliver services. They are:

Provider Address	Telephone	Email
Dale Care Limited The TAD Centre Ormesby Road Middlesbrough TS3 7SF	(01642) 615331	middlesbrough@dalecare.co.uk
Careline Homecare Thornton House Cargo Fleet Lane Middlesbrough TS3 8DE	(01642) 243769	middlesbrough@carelinehc.co.uk
Comfort Call Thornton House Cargo Fleet Lane Middlesbrough TS3 8SE	(01642) 256810	middlesbrough@comfortcall.co.uk
Direct Health 80-82 Norton Road Stockton on Tees TS18 2DE	(01642) 602130	stockton@direct-health.co.uk

You can also choose a different Home Care Provider or your own Personal Assistant by employing them yourself. Middlesbrough Council does not accept liability for any arrangements made privately.

Housing with Extra Care

Housing with Extra Care is available for people aged 55+ and who have been assessed as requiring additional care and housing support so that they can continue to live independently.

It is designed for people who may be frail and need an increased level of support, who do not require a Residential Care Home setting but need more than what is offered in Sheltered Accommodation. The service

operates 24 hours a day, 7 days a week, 365 days of the year.

Housing with Extra Care schemes are set up with a Registered Landlord and a Care Provider.

The staff in Housing with Extra Care schemes provide planned care but do not provide high level “one to one” care for residents.

Planned care operates with a degree of flexibility in relation to the time your care is provided by the onsite care staffing team.

Housing with Extra Care schemes have self-contained apartments and also have additional shared community facilities such as lounges, dining and gardening areas.

Emergency alarm systems are in operation throughout the schemes and these can be used by residents in times of emergency such as:

- Suffering a fall
- An unexpected or sudden illness
- Fire or flooding

All calls are logged and monitored to ensure residents are in the correct care setting.

Domestic support and personal care is available from trained onsite staff with a focus on maintaining or developing independence. The level of support you receive will depend on a Social Work assessment and your identified needs.

There is an eligibility criteria to access Housing with Extra Care schemes. This includes a referral from a Social Worker to an Allocation Panel prior to any placement being agreed.

Any level of care will be provided at an additional cost to the Housing rent and service charge.

These are the things which are NOT included in Housing with Extra Care schemes:

- Using the alarm system for non-emergencies (ie to retrieve items or help to switch TV channel etc)
- High level support
- Sitting service
- Befriending service

Enablement and Support Services

Middlesbrough Council contracts with Care Agencies who provide **enablement and support services** to help people with Learning Disabilities, Physical Disabilities or with a Mental Health illness to live as independently as possible in their own home.

These Agencies have agreed to provide services to the standard required by Middlesbrough Council.

Providers for Learning & Physical Disabilities

Provider Address	Telephone	Email
Avalon Lysander House, Falcon Court, Preston Farm Estate, Stockton On Tees TS18 3TX	01642 633556	enquire@avalongroup.org.uk
Community Integrated Care Unit 4001, DBH Offices, Belasis Hall Business Park, Billingham, TS23 4EA	01642 345654	Lisa.Lazell@c-i-c.co.uk
Creative Support Buckton House, Innovation Court, Yarm Road, Stockton TS18 3DA	01642 661890	northeast@creativesupport.org.uk
Lifeways Community Care Suite 2R, North Sands Business Centre, Liberty Way, Sunderland, SR6 0QA	0191 514 9000	finance@lifeways.co.uk

Royal Mencap Society 4th Floor, Richard House, Sorbonne Close, Teesdale Business Park Stockton TS17 6DA	01642 939596	Fiona.Kelly@mencap.org.uk
Real Life Options 4 Innovation Court, Preston Farm Industrial Estate, Stockton, TS18 3DA	01642 608700	info@reallifeoptions.org
Sanctuary Supported Living Unit 13, Beresford Buildings, The Greenway, Thorntree, Middlesbrough, TS3 9NB	01642 318462	supported.living@sanctuary-housing.co.uk
UBU 9 Haywra Street, Harrogate, HG1 5BJ	01423 858687	enquiries@ubu.me.uk
United Response Enterprise House 1 Valley St N Darlington DL1 1GY	01325 481508	emma.agar@unitedresponse.org.uk Rowan.Horton@unitedresponse.org.uk
Walsingham Cargo Fleet Offices, Middlesbrough Road, Middlesbrough, TS6 6XH	01642 228505	enquiries@walsingham.com

Providers for Mental Health

Provider Address	Telephone	Email
Allied Unit 8 River Court Brighthouse Road Brighthouse Business Village, Middlesbrough TS2 1RT	01642 228310	teesvalley@alliedhealthcare.com

Avalon Lysander House, Falcon Court, Preston Farm Industrial Est, Stockton, TS18 3TX	01642 633556	enquire@avalongroup.org.uk
Community Integrated Care Unit 4001, DBH Offices, Belasis Hall Business Park, Billingham TS23 4EA	01642 345654	Lisa.Lazell@c-i-c.co.uk
Creative Support Buckton House, Innovation Court, Yarm Road, Stockton TS18 3DA	01642 661890	northeast@creativesupport.org.uk
Sanctuary Supported Living Unit 13, Beresford Buildings, The Greenway, Thorntree, Middlesbrough, TS3 9NB	01642 318462	supported.living@ sanctuary-housing.co.uk
UBU 9 Haywra Street, Harrogate, HG1 5BJ	01642 858687	enquiries@ubu.me.uk
Walsingham Cargo Fleet Offices, Middlesbrough Road, Middlesbrough, TS6 6XH	01642 228505	enquiries@walsingham.com

These Agencies can also provide services for people privately. The terms & conditions of the Agency will apply to any private arrangements.

Middlesbrough Council does not accept liability for any arrangements made privately.

Things to consider when choosing a Care Service

Where the Council arranges services

The Council arranges and pays the Provider directly for your care. If your regular carer is off work due to holidays or sickness another team member will provide your care. Staff are trained to a minimum standard and have Disclosure and Barring Service (DBS) checks in place. The Council has a contract with the provider and monitors them to make sure they provide good quality care.

Where the Council doesn't arrange services

You may see a number of different carers. There may be limited choice of time. You may have minimal choice about who provides your personal care.

Having a Personal Assistant

You choose the person who provides your care and this could be someone you know. You will have control over the times the Personal Assistant cares for you. You will have responsibility as the employer for the Personal Assistant. There is no training or regulatory requirements and no requirement for Disclosure Barring Service (DBS) checks to be made on your Personal Assistant. Middlesbrough Council does not accept liability for any arrangements made privately.

Choosing another Provider

You choose the Provider and are responsible for paying the Provider. If your regular carer is off work due to holidays or sickness another team member will provide your care. Staff are trained to a minimum standard and have Disclosure and Barring Services Bureau (DBS) checks in place. There may be limited choice of time. The Provider may not have a contract with the Council. Middlesbrough Council does not accept liability for any arrangements made privately.

Safeguarding

Protection of Vulnerable Adults

Adults may be at risk through disability, frailty or ill health and are unable to protect themselves against harm or exploitation. We have procedures in place to safeguard vulnerable adults against abuse.

If you are concerned about the welfare of someone you know, please contact us on 01642 726004. All concerns and allegations are taken seriously.

For more information on Safeguarding please read our “Safeguarding Adults” booklet available at www.middlesbrough.gov.uk/leaflets Alternatively you can request a copy of the booklet by emailing socialservices@middlesbrough.gov.uk or by telephoning **01642 726004**.

Making a Comment, Compliment or Complaint

We welcome comments about the services we contract with. If you are unhappy about your service please speak to your named worker or Provider as often a problem can be resolved quickly and informally.

You can also make use of the formal complaints procedure by contacting the complaints team on 01642 729815.

For more information see our Complaints booklet available at www.middlesbrough.gov.uk/leaflets

To make a complaint, comment or suggestion you can use our online form at www.middlesbrough.gov.uk/leaflets

How to contact the Department of Social Care

In office hours:

Our office hours are

Monday to Thursday 8.30am - 5.00pm

Fridays from 8.30am - 4.30pm

You can contact us by phone

Telephone: (01642) 726004, or

by using **Minicom: (01642) 726980**

(please use announcer)



In person you can visit us at our

Customer Centre, Middlesbrough House,

50 Corporation Road, Middlesbrough TS1 2YQ

The Customer Centre is open from

Monday - Thursday - 8.30 am to 4.30pm

and on Fridays from 8.30am to 4.00pm



Emergencies, out of office hours and weekends:

For emergencies, out of office and weekends you can

Telephone: 08702 402994 or you can call using

Minicom: (01642) 602346 (please use announcer)

You can write to us at:

Middlesbrough Council Department of Social Care

PO Box 505, Civic Centre, Middlesbrough TS1 9FZ



You can email us at:

socialservices@middlesbrough.gov.uk

Or visit our website at:

www.middlesbrough.gov.uk/comments



PHC August 17

We can provide this leaflet in other languages,
large print, Braille on CD or tape telephone 01642 729149.

ہم آپ کو یہ لیفلٹ دوسری زبانوں میں بھی فراہم کر سکتے ہیں فرمائش خواہ بڑے پرنٹ کی ہو،
سی ڈی پر بریل یا ٹیپ پر اور اسکے لئے نمبر 01642 729149 پر فون کیجیے

हम यह लीफ़्लैट दूसरी भाषाओं में, बड़े प्रिन्ट में, ब्रेल में सी डी पर या टेप पर अनुवाद करवा सकते हैं
कृपया टैलीफोन करें 01642 729149

ਅਸੀਂ ਇਹ ਲੀਫ਼ਲੈਟ ਦੂਜੀ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ, ਬ੍ਰੇਲ ਵਿੱਚ ਸੀ ਡੀ ਤੇ ਜਾਂ ਟੇਪ ਤੇ ਅਨੁਵਾਦ ਕਰਵਾ
ਸਕਦੇ ਹਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ 01642 729149

باستطاعتنا تقديم هذا المنشور بلغات اخرى أو بكتابة كبيرة أو الابريل على قرص سي دي أو
شريط, الرجاء الاتصال بالهاتف 01642 729149

我们可以提供其他语言大字体,盲文的光碟或磁带版本.需者请致电
01642 729149