

Domiciliary care services and how they are arranged

Domiciliary care, sometimes known as *home care* or *home help*, covers a number of different services available to you in your home and is provided so you can remain as independent as possible. You may need help for a short time until you can manage for yourself, or sometimes on a more permanent basis. In most cases people want to stay in their own home, and the service aims to help you do just that.

What services are there?

Depending on your circumstances and needs, we may be able to help you with **personal care** and **managing at home**, arranging services such as getting up, dressing and other personal or practical support.

Are you eligible for help?

We carefully consider each request for support. We use national guidelines from the Department of Health, called **Fair Access to Care Services (FACS)**. If it appears that you may need one of our services, you and your carer will be offered an assessment. **We must give priority to people with the greatest need.** For further details on Fair Access to Care Services (FACS) – in other words our eligibility criteria, please read our **factsheet – FS1 Assessment and Fair Access to Care** or contact Care Direct on 0845 1551 007.

Direct Payments

If you are assessed as needing domiciliary care we will firstly talk to you about Direct Payments. This is money given to you by Devon County Council so you can buy the support you need to live independently, rather than having support arranged by Adult & Community Services.

You can use Direct Payments to arrange the type of support you would prefer. You can decide what sort of help you need, how you want it to be provided and at the times you want it. To find out if you are eligible see our factsheet **FS8 Direct Payments**.

Who will provide my domiciliary care?

If you are assessed as needing domiciliary care and decide you would like us to arrange this for you, someone from Adult & Community Services will arrange for a care provider to visit you. All the care providers arranged through us are registered with CQC – Care Quality Commission.

We are introducing a new monitoring system, Care Workers will make free calls from your telephone, which will make sure that your visits take place as required by your care plan.

Paying for domiciliary care

How much will I be expected to pay?

The cost of any domiciliary care you get depends on your income and savings. We operate a fair system for charging for services. It takes into account your circumstances, your income and savings, so you will not be asked to pay more than you can afford.

How do I pay for my domiciliary care?

Devon County Council will send you a bill four weekly for the amount of your contribution. You can:

- Send a cheque or postal order to Revenue Section, County Hall, Exeter.
- Pay at your local Post Office
- Pay by direct payment from a bank or building society account
- Pay using a credit or debit card by calling 01392 382374. Please make sure that you have your card and bill details available when you call.

Changes to domiciliary care arrangements

We will not end or change your domiciliary care unless we have discussed it with you first. If you wish, you can involve other people such as your family, friends and Domiciliary Care Worker.

Can I change my domiciliary carer?

You have the right to expect to get on well with your carer. If you are not happy with them contact your care provider.

Can I stop my domiciliary care?

You can stop your domiciliary care but you should talk it over with us first. It will help us if you can give us at least **two days** notice, whether it is because you will be away for a short time, or you want to end it permanently.

Are you going away?

If you are going on holiday, or staying with friends or relatives, or will be out when your domiciliary care is due, please tell your Domiciliary Care Worker at least **two days** in advance if possible. You can always rearrange the time of your care if you tell them early enough.

What happens in an emergency?

All domiciliary care providers will know what to do in an emergency. This may mean providing extra service during a planned visit to respond to an immediate problem or need, or by contacting the Emergency Services.

Making a complaint

If you are unhappy with the service you are receiving you should first discuss the problem with your care provider. If you tell them what is worrying you, they will try to find a solution. If the problem persists please let us know. You can either ring **Customer Services on 0800 212 783** or you can fill in the feedback form in our **Compliments, Comments and Complaints** leaflet (ref. 3) available from Care Direct.

Further factsheets can be found online at www.devon.gov.uk/factsheets

Any further questions?

If you have any further questions please contact **Care Direct 0845 1551 007**

A large print version of this factsheet is available on www.devon.gov.uk/largeprint-factsheets but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

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