

Community Support Service Customer's Guide



Domiciliary services are provided directly by Adult Social Care or by one of the independent organisations working with us.

This leaflet is about Community Support services provided by Community Support Service, Adult Social Care.

“We provide support to people and their carers to help them live as independently as possible for as long as possible, in their own homes.

We provide an integrated and comprehensive Community Support Service, in order to maintain and promote your independence, respect your rights, dignity, privacy and choice.”

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This information can be provided in large print, Braille, audio or a community language, please telephone 0113 247 8730.

For general information about Adult Social Care telephone Contact Leeds on 0845 125 4113 or 0113 398 4702.

Commission for Social Care Inspection

The Community Support Service is registered with the Commission for Social Care Inspection.

A copy of our most recent inspection report is available at One Stop Centres, or from:

Commission for Social Care Inspection
St Pauls House
23 Park Square (South)
Leeds
LS1 2ND
Telephone: 0113 220 4600

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We offer support to people in many situations

For example, people with:

- physical disabilities
- long term illness
- mental health needs
- learning disabilities
- dementia
- sensory loss

What services are available?

Our service provision includes:

- specialist dementia service
- evening service
- enablement service
- Woodview (extra care housing scheme)
- Endecliff (independent living)
- Rossfield (extra care housing scheme)

For further information on our service provisions please see the individual service brochures.

- take into account any special religious or cultural needs you may have.
- visit you each year to review the quality of the service,
- reply to you within 3 working days if you have any complaints and aim to deal with the complaint within 20 working days

Our staff:

- are trained to a minimum of NVQ Level 2 (as required by National Minimum Standards)
- will have the necessary health and safety equipment
- wear a recognised dress code
- will be checked through the Criminal Records Bureau
- will be able to show you an identification card.

Statement of Purpose

To provide an accessible domiciliary personal care service for people of the Leeds Metropolitan District who have eligible needs, irrespective of age, disability, race, culture, religion and sexuality.

We will:

- treat you with dignity and respect at all times
- provide the service that we have agreed*, to maintain your independence
- contact numbers so you can contact us if you need to
- let you know as soon as possible if we have to change anything about the service and aim to give you 24 hours notice of any changes

* We will agree a level of service with you following assessment. The assessment identifies the difficulties you are having now, or may have and then we agree what support can be provided.

Who can get the service?

Any adult in the Leeds area (in other words paying council tax to Leeds City Council).

Most organisations have guidelines to help them decide whether a person in their particular circumstances will receive support or not. The Local Authority's guidelines are called the *Fair Access to Care*, if you would like a copy contact Adult Social Care.

When can we help?

- If you believe you may be 'at risk' without help.
- To help you manage in your own home.
- To try to prevent admission into hospital.
- To avoid unnecessary admission to a residential home.
- Caring for a relative, neighbour or friend.
- To help you overcome a temporary difficulty or crisis in your home circumstances.

Someone from Adult Social Care will arrange to visit you to talk about what's needed to support you at home. This is called an assessment.

If it's decided that we can help, we will write a Support Plan with you and you will get a copy.

Finding out what's needed through assessments

Someone from Adult Social Care will arrange to visit you to talk about what's needed to support you at home. This is an assessment.

If it's decided that we can help, we will write a Support Plan with you and you will get a copy.

Who will provide the service?

All Community Support Assistants are carefully selected, this includes a Criminal Record Bureau check. Every effort is made to ensure that they get the right training to enable them to provide skilled support.

All staff carry identification badges and you should ask to see them before allowing anyone into your home for the first time.

The registered provider of Community Support Service is John Lennon, Acting Chief Officer, Adult Services, and the registered manager for the service is Margaret Pease (Management Charter Initiative level 4, continuous professional development units RMI and F3, Qualified NVO assessor, Diploma in Home Care Management).

Other information

- The A–Z of Health and Social Care Information in Leeds — a mini guide for older people and disabled people.
- Social Care and Health Services – this is a leaflet about other services that are available.

You can get copies of these from One Stop Centres, some libraries, or from Adult Social Care – tel (0113) 247 8924.

Our insurance cover

Public Liability: the Council has insurance cover for all sums that it is legally liable to pay as compensation as a result of its negligence, including solicitor's costs, for bodily injury or property damage that might incur directly as a result of the Council having provided you with the service.

Public Liability Community Support Assistants/Householders

Liability: the Council provides insurance cover for you as a user for any claim made for loss or injury that a member of our staff might occur whilst they are on your premises providing a service if the loss or injury occurs as a result of your negligence.

How much will it cost?

Adult Social Care will need to do a 'financial assessment' with you to work out how much you would need to pay for the service. The assessment includes allowances for housing costs and any extra expenses because of your health. They will also check that you are getting the right benefits.

After the assessment we will be able to tell you the maximum amount per week you will need to pay for the service; this can range from no charge to the maximum of £88.00* per week.

The actual charge may depend on the number of hours of service you have; if the charge for this is less than your maximum amount per week you will pay the smaller amount - the hourly rate for the service is currently £8.80* and you will be sent a bill every four weeks.

You can pay through your bank or post office, by post, by telephone with a debit card, or on the internet.

When are services available?

The service is available 24 hours a day, 7 days a week, 365 days a year.

The information you give us

If we are providing a service to you we will need to collect some information about you to help us give you the right service. All information given is strictly confidential and staff have to comply with our confidentiality policy.

Sometimes we may need to share this information with other Council Departments or other organisations such as Health Services because we may need to work with them to get you the right service. We may also share your information with Commission for Social Care Inspection as they monitor the standard of our service to you.

All Community Support staff work to an agreed Code of Practice which they carry with them. You can also see a copy on Leeds City Council's website www.leeds.gov.uk.

Staff may be asked about your health, wellbeing or for other information by neighbours, friends or others in the community.

Usually this will be out of genuine concern, however, we will not divulge personal information about you in anything other than the most general terms and certainly not in circumstances where others may overhear.

The panel members will speak to everyone involved and they will then consider your complaint in private and report their findings to the Director of Adults Social Services. Any recommendations made by the Panel will be sent to you within 5 working days of the Panel Hearing. The Director will inform you within 20 working days of any action that will be taken in light of the recommendations.

if you are still not satisfied with the outcome of your complaint, or think that the complaint has not been dealt with properly you can complain directly to:

The Local Ombudsman

Beverley House

17 Shipton Road

York

YO30 5FZ

Telephone (01904) 380200, Fax (01904) 380269,

Email enquires.york@lgo.org.uk

If the complaint is not resolved at this stage you can contact the Complaints Manager and ask for a formal investigation under Stage 2 of the Complaints Procedure. An independent investigating officer will carry out a formal investigation into your complaint and provide you with a written report.

The Chief Officer responsible for the service will then decide how to act on the investigation findings and will write to you. Stage 2 should be completed within 25 working days after you and the investigating officer have agreed a statement of your complaint, although this can be extended to up to 65 working days in certain circumstances. We will keep you informed of the progress of the investigation.

If your complaint is not successfully resolved at Stage 2 then you can ask for it to be considered by a 'Review Panel'. The Panel is chaired by an independent person. The people who attend the Panel Hearing are yourself, someone to speak on your behalf, if you wish, the investigating officer from Stage 2, and the Chief Officer responsible for the service. At the Review Panel hearing it is your opportunity to explain why you are unhappy with the response to your complaint at Stage 2.

We will take care to protect your personal information from unidentified telephone enquires and we will never give your name and address to a telephone caller without your express permission.

Community Support staff whilst in the course of their work may learn many private matters concerning you which will be regarded as strictly confidential and not discussed with another person. However, information which could affect your health and wellbeing will, where appropriate, be followed up and any necessary action identified will be taken after consultation with you.

All Community Support staff are required to work to an agreed Code of Practice, which they carry with them and Leeds City Council's Staff Instructions.

Inappropriate breaches of confidentiality or failure by Community Support Staff to abide by the Code of Practice or Leeds City Council's staff instructions will be investigated and may be subject to disciplinary action.

For information about confidentiality and how we share information telephone Adult Social Care on 0845 125 4113 (textphone 0845 127 1113) This information is also on Leeds City Council's website www.leeds.gov.uk.

Your right to see information about you

You have the right to see information held about you under the Data Protection Act 1998.

You have the right to see information if:

- you are the person whom the file is about,
- you are legally responsible for someone who is not capable of asking to see the file for themselves* *or*
- where the file covers more than one person, the council thinks this is reasonable, taking into account whether the other people have agreed.

*please note - if you want to see the information about someone who isn't capable of asking to see or understanding the information for themselves, we have a legal duty to consider their best interests. In doing this we may decide to limit or refuse access to information or consider using an independent advocate.

Complaints, comments and compliments

We welcome feedback and comment about the service we provide at any time. If you wish to compliment a particular member of staff or service, you can send us a compliment we will send a copy to the staff concerned so that they know their work is appreciated. You will have a Quality Assurance visit once a year to have an opportunity to give your views and comments about the service you receive.

We hope that you are happy with the service, but if you are not please talk to the staff involved or their manager. If you would prefer to make your complaint in confidence, contact the Complaints Manager at Adult Social Care on (0113) 247 8627.

When your complaint is received we will send you a letter within 3 working days to let you know we have received it and to tell you how your complaint will be handled. A manager at Adult Social Care be asked to look into your Stage One complaint and they will contact you to talk to you as a first step towards resolving your complaint and they will send you a letter to explain the outcome of your complaint within 20 working days, however, if there are any delays you will be kept informed of the progress of your complaint.