



Care at home Purbeck factsheet

CARE AT HOME PURBECK

CARE ACT 2014

The Care Act 2014 comes into force in April 2015 and supersedes the current NHS & Community Care Act 1990 that governs an individuals' rights to be assessed for health and social care support to meet their needs by their local authority. Under the Care Act 2014 local authorities are obliged to ensure that people who live in their areas:

- Receive services that prevent their care needs from becoming more serious, or delay the impact of their needs.
- Can get the information and advice they need to make good decisions about care and support.
- Have a range of providers offering a choice of high quality, appropriate services.

Local authorities will have to consider a number of factors such as:

- Services, facilities and resources available locally through voluntary and community groups, and how these might help local people.
- Identify local people who might have care and support needs that are not being met.
- Identify carers in the area who might have support needs that are not being met

The Act clearly sets out that local authorities must provide information on:

- What types of care and support are available
- The range of care and support services available to local people
- What process people need to use to get the care and support that is available
- Where local people can find independent financial advice about care and support and help them to access it
- How people can raise concerns about the safety or wellbeing of someone who has care and support needs.



ARE YOU ELIGIBLE FOR SUPPORT FROM YOUR LOCAL AUTHORITY?

ELIGIBILITY CRITERIA FOR CARE SERVICES

Your local authority will assess your needs to find out the best way support can be provided. They will also assess your finances to see whether you need to make a contribution towards the cost of any services you receive.

Under the Care Act 2014 local authorities have a duty to assess anyone who appears to need care and support.

The Care Act does not place a duty on the local authority to provide services. Whether services are provided to you depends on whether you meet the 'national minimum threshold for eligibility'.

NATIONAL MINIMUM THRESHOLD FOR ELIGIBILITY

The 'national minimum threshold for eligibility' has been set to ensure that all local authorities meet the same minimum level of needs. They must provide for your needs if you meet all of the following three conditions:

1. Your needs arise from, or are related to, a physical or mental impairment or illness.
2. Because of your physical or mental impairment or illness you are unable to achieve two or more of the specified outcomes:
 - managing and maintaining your nutrition
 - maintaining your personal hygiene
 - managing your toilet needs
 - being appropriately clothed
 - being able to make use of your home safely
 - maintaining a habitable home environment
 - developing and maintaining family or other personal relationships
 - accessing and engaging in work, training, education or volunteering
 - making use of necessary facilities or services in the local community, including public transport and recreational facilities or services
 - carrying out any caring responsibilities the adult has for a child
3. As a consequence of being unable to achieve two or more of these outcomes there is, or there is likely to be, a significant impact on your wellbeing.

The local authority will consider you unable to achieve an outcome if you:

- are unable to achieve it without assistance
- are able to achieve it without assistance but doing so causes you significant pain, distress or anxiety
- are able to achieve it without assistance but doing so endangers or is likely to endanger the health or safety of you, or of others
- are able to achieve it without assistance but take significantly longer than would normally be expected.

If you ask your local authority to assess your needs they will use these criteria to help them decide whether you are eligible for support.

The Individual Care Plan should make provision for the situation now and for reviewing the assessment regularly. Home care services may be provided by the local authority or increasingly by local care agencies and support services who have a contract with the local authority. For further information and assessment contact your local Adult Social Care office on:

Dorset Adult Access Team 01305 221016 – initial enquiries
Email: adultaccess@dorsetcc.gov.uk .

Out of Hours: 01202 657279

Further details about planning your care and support, comprehensive explanation about eligibility criteria and the options available to you, are available on the Help & Care factsheet “Planning your care and support” download a copy from this website or contact 0300 111 3303 to ask for a copy to be mailed to you.



HELP AND CARE CONTACT DETAILS

Help us to help you

As a charitable organisation Help & Care relies heavily on the donations and goodwill of the local community. However large or small, every gift makes a difference!

Please contact us using the contact details below if you would like information about:

- *How to make a one off donation or*
- *How to set up a regular monthly donation or*
- *How to remember us in your Will*

Help & Care contact details

Help & Care offer a range of services and factsheets to older people, carers, and disabled people across Dorset. If you would like to know more about our information and support services, Advocacy, and our Handiworks Plus services, or you would like a copy of this factsheet in your own language, large print, Braille, or on audio tape or compact disc please contact us on the details below.

By telephone: 0300 111 3303

By fax: 01202 432299

Opening hours are: Monday - Thursday 9am -5pm and Friday 10am - 4.30pm. Answering machine available outside these hours.

Textphone for hard of hearing: 01202 416047

Email: contact@helpandcare.org.uk

Website: www.helpandcare.org.uk

Use the "Contact" form within the website to let us know how best we can help you.

Contact by post: Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

You can also make an appointment to call in and see us at The Pokesdown Centre, Bournemouth.

This information has been researched and produced by Help & Care and was believed to be correct at the time of production. Inclusion does not imply a recommendation by Help & Care.

*Last IS Review in March 2015. Next total review due March 2017.
Latest amendment added: January 2017.*



SHORT TERM SUPPORT AVAILABLE WITHIN YOUR HOME

Reablement

Reablement provides intensive support for a short time to help you become as independent as possible following a fall, illness, or a stay in hospital. They work with you to help you make the most of your skills and ability to:

- Manage your own personal care
- Prepare meals
- Find equipment
- Sort out benefits
- Manage safety in the home

The team includes occupational therapy, social work, and Reablement care staff. Services are available to people over the age of 65. For further details contact:

Dorset Adult Access Team 01305 221016 – initial enquiries

Email: adultaccess@dorsetcc.gov.uk .

Out of Hours: 01202 657279



HOME CARE SERVICES DELIVERED BY CARE AGENCIES

Care agencies are private companies, or voluntary sector organisations who provide personal and practical support to meet the needs of people finding it difficult to manage at home due to:

- old age

Or because you have a

- physical disability
- mental health illness
- learning disability or
- care for someone who is older or disabled

The personal and practical support offered may include help with:

- getting up and going to bed
- bathing or showering
- going to the toilet
- continence care
- preparing meals
- eating and drinking
- housework
- prompting medication
- 24hr live-in care
- palliative care
- respite care
- convalescence care
- escorting to appointments or social interests
- shopping

Staff are all fully trained, checked for criminal records, and offer a professional level of service. Service provision from care agency staff can range from 30 minute visits to full 24hr care. Charges will vary from agency to agency and may double for night time care, weekend care, or care to cover public holidays. Always confirm terms and conditions and charges with the agency providing your care. All care agencies providing care must be registered with the Care Quality Commission and are inspected regularly to ensure national care standards are being adhered to.

Information and inspection reports about registered care agencies are available free of charge from:

Care Quality Commission (CQC)

National Correspondence Centre

Citygate

Gallowgate

Newcastle-on-Tyne

NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Opening hours: Monday – Friday 8.30 a.m. – 5.30 pm.

Email: enquiries@cqc.org.uk

www.cqc.org.uk

National body for monitoring all standards of care in the NHS, Social Services Care, Mental Health Care, and Private Health Care sectors. Monitors all standards of care in Nursing and Residential Care, Care Agencies and any establishment where care is delivered. Any complaints you may have about the standard of care that you, a friend or family member may have received, that you have not been able to resolve at local level should be made to the CQC.

Further details about how to complain about the standard of your care are available on the Help & Care factsheet “How to make a complaint” download a copy from this website or contact Help & Care on 0300 111 3303 and ask for a copy to be mailed to you.



LOCAL CARE AGENCIES

LOCAL VOLUNTARY SECTOR CARE AGENCIES

Voluntary sector care agencies are professional care agencies run on charitable or a not for profit basis.

Pramacare

Moran House
1 Holesbay Park,
Sterte Ave West
Poole
BH15 2AA
Tel: 01202 207300
www.prama.org.uk

Pramacare is a local charity with the aim to give help to anyone with a genuine need in the Poole and some of the Purbeck area. A comprehensive range of home care and support services are available. Services are provided between 7am and 10pm daily, contact office for full details of services and charges.

PRIVATE CARE AGENCIES

Abicare

Suite 2 Merley Business Park
Merley House
Merley
Dorset
BH21 3AA
Email: dorset@abicare.co.uk
www.abicare.co.uk

Support with all aspects of home care services in the Wareham, Upton, and Lychett Matravers areas. 24hr care is also available. Contact office for full details of services and charges.

Agincare Weymouth

Admiralty Buildings
Castletown
Portland
DT5 1BB
Tel: 01305 825429

Support with all aspects of home care services in the Swanage, Wareham, and Wool areas are covered by this office. Contact office for full details and charges.

Altogether Care

21 Glendinning Avenue
Weymouth
Dorset
DT4 7QF
Tel: 01929 556566
Email: info@altogethercare.co.uk
www.altogethercare.co.uk

Support with all aspects of home care services in the Upton, Wareham, Swanage, Wool, West Lulworth, Bere Regis, Lychett Matravers, Lychett Minster, Stoborough, and Tolpuddle areas. Calls are answered via the Weymouth Head Office, care is provided via the Purbeck team.

Apex Care

Strong House
The Horsefair
Horsefair Court
Romsey
Hants
SO51 8JZ
Tel: 0845 603 4743
Email: care@apexcare.org
www.apexcare.org

Support with all aspects of home care covering the whole of Dorset. 24 hr live-in care, respite care, holiday relief also available from this office. Contact office for details of services and charges.

Bluebird Care

3 West Street
Wareham
Dorset
BH20 4JS
Tel: 01929 500515
Email: warham@bluebird.co.uk
<http://www.bluebirdcare.co.uk/wareham/our-services>

Flexible support with all your home care needs, covering the Wareham, Bere Regis, Swanage, and Purbeck areas. 24hr live-in care also available. Contact office for more details and charges.

The Care Division

Unit 4-5 Concept Business Park
Innovation Close
Tower Park
Poole
BH12 4QT
Tel: 01202 724900
Email: enquiries@thecaredivision.co.uk
www.thecaredivision.co.uk

The Care Division are specialist care providers of home care and support to adults with learning disabilities or acquired brain injury, who live in the Dorset and Hampshire area. Contact office for full details of services and charges.

Care Purbeck

6 Peveril Court
Peveril Road
Swanage
BH19 2DG
Mobile: 07505 796398

Support with all aspects of home care services. Contact Mrs Claire Froud for full details and charges.

Essential Nursing and Care Services Ltd – Dorchester Office

173 Bridport Road
Poundbury
Dorchester
DT1 3AH
Tel: 01305 757590
Fax: 01305 757547
Email: enquiries@essentialnursing.co.uk
www.essentialnursing.co.uk

Support with all aspects of home care services and nursing. 24hr and Live-in care is also available. Contact office for further details and charges.

Nightingales Home Care Service

Unit 12, Victoria Avenue Industrial Estate
Swanage
BH19 1BJ
Tel: 01929 48162

Support with all aspects of home care services in the Swanage and Purbeck area.

Nurse Plus Dorchester - Homecare

3A Mey House
Bridport Road
Dorchester
DT1 3QY
Tel: 01305 259328
Email: dorchester@nurseplusuk.com
www.nurseplus.com

Support with all aspects of home care services and nursing. 24hr care is available. Areas covered include: Wareham, Swanage, Dorchester, Blandford.



These care agencies are national care agencies who specialise in 24hr care/Live-in care and are able to provide care throughout the country.

Able Community Care

The Old Parish Rooms
Whitlingham Lane
Trowse
Norwich
NR14 8TZ
Tel: 01603 764567
Fax: 01603 761655
Email: ablemg@aol.com
www.uk-care.com

Access Care

Suit 4 Basepoint
Caxton Close
Andover
Hampshire
SP10 3FG
Tel: 0800 980 3958
Email: enquiries@access-care.co.uk
www.access-care.co.uk

Christies Care Ltd

The Old Post Office
High Street
Saxmundham
Suffolk
IP17 1AB
Tel: 01728 605 107
Fax: 01728 604483
Email: care@christiescare.com
www.christiescare.com

Further information – web based

<http://www.bbc.co.uk/news/health-31004434> information about funding your social care, the care cap, and the Care Act 2014.

www.mylifemycare.com a local authority based website giving information about access to social care and services offered across Dorset, Bournemouth and Poole.

