



Care at home - North Dorset factsheet

CARE AT HOME - NORTH DORSET

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.



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.

Latest amendment added: November 2016.



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” contact 0300 111 3303 to ask for a copy or visit our website www.helpandcare.org.uk and download a copy.

ARE YOU CARING FOR SOMEONE WHO NEEDS YOUR HELP?

The Care Act 2014 also supersedes The Carers Recognition & Services Act 1995 & 2000. A ‘Carers Assessment’ is available to anyone who regularly provides care and should be taken into account when the person you care for has their needs assessed. You can ask for an assessment if you intend to care for someone in the near future, for example when someone leaves hospital or is planning to come and live with you. Young carers can also ask for an assessment.

Further details about Carers Assessments are available on the Help & Care factsheet “Carers Rights and Assessments”. Download a copy from this website or contact Help & Care on 0300 111 3303 to ask for a copy to be mailed to you.



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

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

Pramacare – Blandford Office

37 Salisbury Street
Blandford Forum
Dorset
DT11 7PX
Tel: 01258 459772
Email: blandford@pramacare.co.uk
www.pramacare.co.uk

Pramacare is a local charity with the aim to give help to anyone with a genuine need in the North Dorset area. Support with all aspects of home care services covering the Blandford, Sturminster Marshall, Iwerne Minster, Shillingstone areas, and most of the Dorset rural villages in-between. Contact office for full details of services and charges.

PRIVATE CARE AGENCIES

Agincare – Dorchester

24 Cornwall Road
Dorchester
DT1 1RX
Tel: 01305 265666
Email: dorchestermgr@agincare.com
www.agincare.com

Support with all aspects of home care services. Contact this office for services in Dorchester and Blandford areas, contact office for details of services and charges.

Altogether Care – Care at Home

Unit 2, Market Square House
Sturminster Newton
Dorset
DT10 1FG
Tel: 01258 445040
Email: dawnc@altogethercare.co.uk
www.altogethercare.co.uk

Support with all aspects of home care services in the Sturminster Newton, Gillingham, Shaftesbury and Blandford areas. Contact office for full details of services and charges.

Apex Care

Strong House
The Horsefair
Horsefair Court
Romsey
Hants
SO51 8JZ
Tel: 0330 2020200
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.

Carewatch Wessex

The Farmhouse
Kings Mead Business Park
Shafesbury Road
Gillingham
Dorset
SP8 5FB
Tel: 01747 826505
Email: operations@carewatch.co.uk or support@carewatch.co.uk
www.carewatch.co.uk

Support with all aspects of home care covering the Gillingham and North Dorset area. Contact office for full details of services and charges.

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 Blandford.

St Jude's Care

Unit C, Oxford Court
Cambridge Road
Granby Industrial Estate
Weymouth
Dorset
DT4 9GH
Tel: 01305 779888
www.stjudescare.co.uk

Support with all aspects of home care services in the North and West Dorset areas. Live-in care is also available from this office. Contact office for full details of services and charges.

