**Your guide to Homecare**

Welcome to Neath Port Talbot Councils Homecare Service. This guide tells you what the service does and does, what you can expect from us, and what we expect from you.

We hope that this guide will answer all of your questions about Neath Port Talbot Councils Homecare Service, but if there is anything you wish to ask us about, or if you are unclear about anything in this guide, please contact us on any of the numbers found on the back of this booklet.

**Alternative formats**

This information can be provided in a range of formats and languages on request.

**Who is eligible for the service**

The service supports those people, who have been assessed by a Social Worker as needing care and support at home, and meet the Neath Port Talbot Authority’s eligibility criteria.

 **We do not provide services for**

* People who need nursing care
* People who live in nursing or residential homes.

**Our Values and Principles**

We believe that people have the right to:

* Be valued as individuals.
* Be in charge of their lives, and make informed decisions about how they receive their care and support.
* Be protected from emotional, mental, physical or sexual abuse or neglect and to have their choices, privacy and dignity respected.
* Live rich and independent lives, and to have their views and opinions listened to and respected.

**Our aim is to:**

* Provide high quality personal and practical care and support to people throughout Neath Port Talbot County Borough Council, in order that they may live their chosen lifestyle with dignity.

**We will always**

* Encourage you to be as independent as possible, and help you with the things that you may find difficult to do for yourself, such as using the shower, preparing a meal, getting dressed or support to take your medication.
* Treat you with dignity, respect and sensitivity.
* Provide a suitably trained and qualified worker capable of delivering your care and support with confidence.
* Be as flexible and responsive as we can to meet your needs.
* Listen to your concerns, and respect your choices about the way you receive your care and support from us.
* Safeguard your health, safety, and wellbeing and that of the care staff that work with you.

There are a few things that we are not able to help you with. These include: -

* any duties that require nursing or specialist skills such as physiotherapy etc..
* collecting pensions and paying bills
* gardening or maintenance of the exterior of your home
* decorating
* heavy or deep cleaning of your home
* moving heavy furniture

**We ask that you**

* treat the care worker who visit you with courtesy and respect.
* inform the us if you do not require the service at any time, to avoid unnecessary visits.
* show understanding to care workers if they arrive at a slightly earlier or later time than expected
* do not smoke when our care workers are in hour home, this is to protect them from any potential harmful effects of passive smoking.

**Your care and support plan.**

We will form a care and support plan that focusses on your strengths and abilities, and recognises what you can do for yourself. In the care and support plan you will be able to tell us what you may find difficult to do for yourself, and how we can best help you.

**Homecare operating hours**

The service is available between 7.00 am and 11.00pm, 365 days of the year.

Whenever possible, we will ensure that the same group of care workers provide your care and support. However you can at any point ask to change your care worker.

There may be times when your regular care worker may not be able to visit you, for example, if the care worker takes leave or is too ill to be in work. When this happens we will always make sure that you get the care and support you need from another member of the care team, and we will try our best to let you know in advance, if a different care worker is going to provide your care and support. All our staff are suitably trained and qualified, so the quality of the care you receive will not be affected.

**What to do if you are not happy with the service**

If there is something that you are not happy about we would encourage you to tell us about it as soon as possible. This will make it easier for us to understand what your concerns are, and what we need to do to put things right for you.

You can approach the team Supervisor or any of the management team with your concerns by ringing

 01639 686822

Or by writing to us at

NPTCBC Homecare

Tregelles Court,

Neath Abbey Rd,

Neath Abbey,

Neath,

SA10 7DF.

* If you feel that we have not dealt with your concerns properly, or that we have not addressed the issued you have raised, you can complain directly to Neath Port Talbot Council’s Complaints Team by telephoning 01639 686868 or 01639 686869 for the Welsh language telephone line.
* Alternatively you can also use the Councils web site mailto:contactus@npt.gov.uk

A copy of the Councils Complaints Policy, is provided to everyone who uses the Homecare Service. This will give you a step by step guide on how to make a complaint.

We hope that you are happy with the service that we provide, and we look forward to building a good relationship with you and your family.