

START

Short Term Assessment and Reablement Team

Adult Social Services and Housing



What is START?

START is a home care service that is designed to encourage you to be as independent as possible. We offer a wide range of personal and practical support.

Home care staff will work with you and your carer to develop a reablement plan that meets your specific needs.

What sort of things can START help with?

The important everyday things, such as:

- Getting dressed and undressed
- Personal hygiene
- Domestic Assistance
- Preparing a meal or snack or helping you or your carer to organise getting meals ready.
- Supporting you or your carer to look at ways that bills can be paid, pensions collected, obtaining shopping and getting your prescribed medication regularly.

Who is START for?

START is provided to adults who are experiencing a reduction in their daily living skills perhaps as a result of ill health or injury.

How do I access START?

Contact North Somerset Council Care Connect
Tel: 01275 888 801

They will arrange for your needs to be assessed by a Care Manager. If appropriate you will then be referred to START.



What happens when the service ends?

If you are assessed as continuing to need help your Care Manager will arrange this for you. Alternatively you can apply to have a **Direct Payment** which means you will receive money and assistance to employ your own personal assistant or to purchase care from an independent provider.

Is there a charge for the START service?

If you are a new Service User, or needing to access care again after a break of 18 months or more, you will not be charged for any reablement care provided by the START team, **up to a period of 6 weeks**. If your reablement care ceases before 6 weeks but you continue to need care or your period of reablement needs to continue longer than 6 week you will be referred for a financial assessment to determine whether or not you will have to pay towards future care.

Please refer to the Non-Residential Charging Policy for further details. If you require a copy please contact Care Connect on 01275 888 801 or online at www.n-somerset.gov.uk/socialcareleaflets

Comments & Complaints

We welcome comments to help improve the service.

If you are not happy with the service, please inform your Care Organiser or the Team Manager. The Team Manager will work with you to try to resolve your complaint. This should happen within 14 days. If the complaint has not been resolved then you can contact the Complaints Manager:

Christopher Orlik
Adult Social Services and Housing
Town Hall
Walliscote Grove Road
Weston super Mare
BS23 1UJ
Tel: **01275 882171**

The Complaints Manager will carryout an investigation and report back to you within 28 days.

If the complaint has still not been resolved then you can ask for your complaint to be heard by an independent panel. A copy of the complaints leaflet is provided to every person receiving a service. Additional copies can be obtained by contacting



Care Connect on 01275 888 801.

The service is registered with the Care Quality Commission, you may contact them with your concerns:

Care Quality Commission (CQC)

Citygate

Gallowgate

Newcastle upon Tyne

Email: enquiries.southwest@cqc.org.uk

Telephone: 03000 616 161

If you would like this information in a different format (e.g. larger print, a different language, on tape) please contact:

Julie Bennett

Team Manager

Town Hall Walliscote Grove Road Weston super Mare BS23 1UJ

Telephone: **01934 426 301**

E-mail: start@n-somerset.gov.uk

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