

NORTH SOMERSET

INTERMEDIATE CARE

SERVICE USER GUIDE

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SERVICE USER GUIDE

NORTH SOMERSET INTERMEDIATE CARE

INTRODUCTION

This guide is designed to provide you with comprehensive information about the North Somerset Intermediate Care Service. You are considered to be a 'Service User' as a person using the service.

The information in the guide covers various areas including the aims of the organisation, standards and types of care you can expect, an overview of staff you may have contact with, how to make a complaint and how we ensure the quality of the service provided. There is a section providing answers for questions we are frequently asked; you may find this of use.

If you are unsure about anything or need any more information, please contact us at the office and we will be happy to help.

If you need this information in another format, for example Large Print, on tape or another language, please contact the office and this will be arranged.

THE AIMS AND OBJECTIVES OF THE ORGANISATION

North Somerset Intermediate Care Service is a partnership service between health and social care services. The social care is provided by North Somerset Council (Adult Social Services and Housing) and the health care is provided by North Somerset Primary Care Trust.

The aim of the Intermediate Care is to provide a service that maximises your potential for health and independence.

We aim to provide a service to meet your needs. This can be provided to adults resident in North Somerset who are experiencing a reduction in their daily living skills; often as a result of ill health or injury.

Needs are identified through assessment and consultation with you. Goals for you to achieve are set in partnership by the staff and you. These goals are reviewed throughout the time the service is supporting you. Support and advice to any carers may also be provided if necessary.

NATURE OF THE SERVICE

North Somerset Intermediate Care provides a short term, physical rehabilitation service to help people increase their abilities with daily living, in their own home.

We seek to maximise your independence by either improving your ability or by helping you to adapt your way of doing things to make it easier to manage.

The Short Term Assessment & Rehabilitation Team (START) home care service provides personal care assistance and practical support to help you achieve your potential for living independently as possible in your own home.

START home care assistance is provided following an assessment of need and aims to complement the therapy plan. As of February 2008 this aspect of the service will be chargeable in line with all North Somerset Council Homecare Services. Patients requiring homecare can expect to be assessed financially for their ability to pay and a schedule of charges will be drawn up according to North Somerset Council Policy.

The Intermediate Care service is offered to people who are:

- Leaving hospital and returning home or
- Leaving a residential or nursing home to return home or
- At risk of being admitted to unnecessarily hospital or residential/nursing care, to help them stay at home.

The service is provided on a time-limited basis. The maximum time for help is six weeks. (Exceptions may be made if some extra time would help you to reach a maximum level of health and/or independence and where the capacity of the service allows.)

Philosophy of Care

North Somerset Intermediate Care respects your rights to privacy, dignity, equality, independence and safety. You are entitled to a holistic assessment which takes into account the choice and specific needs for you and your carers. Services will be designed with you and any one who cares for you.

We aim to achieve a quality service by offering:

- a wide range of personal care and practical and therapy support
- reliable and flexible services
- regular, active monitoring of services provided
- consistency of standards and opportunities for customer feedback
- opportunities to enable you to exercise your choice and control over the way services are provided, as far as is possible.

Staff respect your confidentiality and that of your carers and your representatives. Staff share information on a need-to-know basis and in line with the Data Protection Act (1998). Your personal information will not be shared without your agreement unless the withholding of information poses a risk to either staff or yourself. Further information is contained within the Confidentiality policy which may be accessed by contacting the office.

While you are helped by the service your GP will be responsible for your medical needs. The staff may link with your doctor if needed, but are expected to discuss this with you before doing so wherever possible.

Standards

North Somerset Council's START Home Care Service is registered with the Commission for Social Care Inspection (England) and is required to meet the national minimum standards for domiciliary care. A copy of the National Minimum Domiciliary Care Standards can be obtained by contacting the office or from the Commission for Social Care Inspection (see address at the end), or via the internet www.csci.org.uk or www.dh.gov.uk.

Accessing the service - Criteria

The Intermediate Care Service is available to people who meet the following criteria:

- Are aged 18+
- Resident in North Somerset
- Have an illness or a disability which has caused a loss of independence and/or deterioration of health and are unable to carry out day to day personal and social care activities
- Would benefit from a short term, (up to six weeks) intensive intervention of multi-disciplinary rehabilitation services
- Agree to the service provision
- Have been referred as above

Fair Access to Care Services (FACS) eligibility criteria (for accessing North Somerset Council Social Services service provision) does not apply to the Intermediate Care Service. However, FACS will apply to anyone requiring any ongoing social assistance accessed through North Somerset Council. Details of FACS criteria are available from the Intermediate Care office.

Referrals

People are referred to the service by a range of health or social care staff. Referrals are received from:

- (a) Local Acute Trusts (Hospitals) for patients who are:
 - Leaving hospital but need ongoing rehabilitation in order to maximise their health and/or independence;
- (b) Social Workers, in Adult Care teams, GPs and District Nurses - for people who are:
 - Leaving hospital need ongoing rehabilitation in order to maximise their health and/or independence but do not need to remain in hospital;
 - Wishing to leave a residential or nursing home placement and return home;
 - Needing a short-term (six week maximum) programme of multi-disciplinary rehabilitation to enable them to regain skills or find new ways of carrying out activities which will enable them to live independently or with assistance in their own home;
- (c) Rapid Response Nurses for people who:

- Have experienced a health crisis and would benefit from rehabilitation after the acute phase of ill health, to regain their independence.

Referrals are faxed to the service office. Cases are allocated to staff for initial assessment of need. The multi-disciplinary staff members meet weekly to review progress.

Anyone who feels they would benefit from the service is asked to speak to a health or social care representative with a view to the professional referring the individual for intervention.

Assessments

Assessments are carried out by Social Workers, Occupational Therapists, and Physiotherapists when appropriate. Assessment and review continues throughout the time the service are supporting you, in order to ensure the service provided meets your changing needs. Care plans are compiled to direct the services provided. You will be given a copy of this. As your needs change, the care plan is reviewed/monitored and amended accordingly.

Scope of START Home Care Provision

Care services provided by Home Care Assistants could include:

- Washing
- Bathing
- Dressing
- Grooming
- Mobility and transfers
- Toileting
- Prompting of prescribed medication
- Meal preparation
- Cleaning
- Shopping

START Home Care assistants may assist with more specialist care following necessary training. Such tasks may include:

- Assisting with artificial feeding
- Ileostomy and colostomy care – changing of bags
- Catheter care – changing of bags, monitoring output
- Assistance with eye or ear drops

START Home Care Assistants will not undertake tasks that require skills and expertise of medical professional. Such tasks include:

- Toenail and fingernail cutting and filing
- Ear syringing
- Removing or replacing urinary catheters
- Bowel evacuation
- Injections

- Programming of syringe drivers
- Lifting from the floor unaided

The above list is not exhaustive. Further information is available in the service Medication policy and can be made available on request.

All social care workers are required to act in accordance with the General Social Care Council Code of Practice. A copy of which can be made available on request.

You can expect the home care assistants to:

- Complete the tasks in accordance with the care plan
- Aim to arrive at an agreed time or notify in advance of any delay
- Carry an identification card
- Be polite and courteous
- Wear a uniform and, where necessary, protective clothing
- Maintain a good standard of appearance
- Keep personal and financial matters strictly confidential
- Respect your rights and dignity
- Promote independence at all times
- Report any changes which may require a new assessment of needs
- Show respect of your home and belongings
- Follow safe working practices
- Have the knowledge, skills and competence to carry out the work required

You should experience as little change or disruption as possible. If at any time a change in the care provision is unavoidable the reason for this will be explained to you.

Service Policies

North Somerset ICT & START Home Care Service operates within North Somerset Council Policy Framework. This framework covers management and service delivery policies and procedures and includes:

Equal Opportunities

North Somerset Council is committed to promoting equality of opportunity for local people by:

- Providing accessible information about services available
- (continued)
- Delivering services, wherever possible, that are appropriate to needs and removing barriers which may deny access to services
- Promoting an environment which fosters an equal chance to learn, work and live free from discrimination and prejudice.

Staff receive equal opportunities training and are required to act in accordance with the policy at all times.

Code of Conduct

All employees are expected to give the highest possible standard of service and where it is part of their duties, to provide appropriate advice with impartiality. The North Somerset Council code of conduct covers such areas as: standards, disclosure of information,

relationships with councillors and local community and service users, outside commitments, equality and hospitality.

Health and Safety

North Somerset Council is committed to the highest standards of safety and health for all employees, non-employees and others who may be affected by its work activities.

All employees have a duty to take responsible care of themselves and other persons who may be affected by their acts or omissions at work. They must also co-operate with those employees/managers who have specific health and safety responsibilities to enable them to fulfil their obligations. All employees are expected to comply with safe working practices including wearing of personal protective equipment (i.e. gloves, aprons) and the competent use of equipment (i.e. hoists for manual handling). Staff are required to report incidents, accidents, injuries and dangerous occurrences sustained whilst at work. Staff receive annual manual handling training and risk assessment training.

Medication (draft)

The overall aim of the policy is to promote independence through encouraging service users to manage their own medicines and health related care as far as they are able. In order to achieve the aims some service users may need assistance with their prescribed medication and health related care as part of their care package.

Responsibility for assisting with medication and health related care will be planned in a sensible and dependable manner based upon the needs of the individual service user. The service will be delivered by trained and competent domiciliary care staff that will report and be accountable to their manager.

Confidentiality

It is the principle of North Somerset Council Intermediate Care that all information regarding carers, persons with care needs and staff members should be treated as confidential.

Mutual trust between the Intermediate Care service and those using the service, or involved in their care, is central to the successful provision of the service. To achieve this all staff have a duty to respect the confidentiality of carers, persons with care needs and staff. Members of staff are required to observe the procedures and recording guidelines on the handling of confidential information at all times.

Data Protection

North Somerset District Council is obliged to comply with and supports the objectives of the Data Protection Act 1998, and will continue to strengthen its present procedures for maintaining the confidentiality of all the personal information it holds.

The Council requires all of its employees to comply fully with this policy and the Data Protection principles.

Protection of Vulnerable Adults

North Somerset Council is a partner in the 'No Secrets' multi agency policy for the protection of vulnerable adults from abuse. This is based on the stance that all people are entitled to a life without exploitation or abuse. Any persons making allegations of abuse should be listened to, their information acted upon and wherever possible the person making the report should be given information about the outcome. It aims to raise

awareness of the abuse of vulnerable adults, minimise the risk of abuse and ensure that staff know what to do should they become aware of abuse occurring.

All staff receive training for adult protection and this is updated regularly.

Complaints and Compliments

North Somerset Social Services believe that service users, their carers and their families, have the right to express their views, make complaints, suggestions or representations about the services it purchases and provides and that by doing so they can improve the service quality and effectiveness.

The complaints procedure is a method by which users can be sure they will be listened to and taken seriously and problems resolved as quickly as possible. Details of the complaints procedure are included towards the rear of this guide.

Full copies of policies can be accessed from the service office on request. Please indicate which information you require and if you need the information in any particular format.

Charging

The START homecare service is a chargeable service in line with the Council's charging policy. A financial assessment will be completed to calculate an individual's contribution for the service (means tested). The therapy components of service are not chargeable. Further information is available by contacting the office.

Equipment provision

Equipment (eg bathing and mobility aids) and minor adaptations to assist with the rehabilitation process are provided free of charge. Assessment of need for equipment will be conducted by a suitably qualified member of staff. Equipment is provided on a free loan basis and is returned to the local equipment stores (Medequip 01934 416019) when no longer required.

Office Hours

The office is open from 8.30am – 5.00pm Monday to Thursday and 8.30am to 4.30pm on Fridays, except for bank holidays.

The START Home Care Assistants work between the hours of 7.00am and 11.00pm, seven days a week including bank holidays, depending upon your needs. There is no night time cover.

Out of hours support

Out of (office) hours support and advice for home care staff and people receiving the service is provided by North Somerset Council Out of Hours service.

The Out of Hours telephone number is 01934 614263.

SERVICE STAFFING AND QUALIFICATIONS

The service consists of health staff employed by North Somerset Primary Care Trust and social care staff employed by North Somerset Council. The staff includes occupational therapists, physiotherapists, intermediate care assistants, social workers, senior care workers and home care assistants and administrators.

The Intermediate Care Service includes -

- A Team Manager
- 2 Social Workers
- 5 Occupational Therapists (3.5 wte)
- 2 Physiotherapists
- 2 Administrative Assistants
- 6 Intermediate Care Assistants

Additionally from START:

- Start Care Organisers
- Start Home Care Assistants

All staff are given a full induction which includes statutory training; manual handling, risk assessments, health and safety, confidentiality and vulnerable adults policy. They are expected to follow the organisation's policies and procedures. Induction also includes shadowing of experienced Intermediate Care staff.

All staff will be expected to develop the knowledge, skills and behaviour necessary for good safe working practice. This is supported by -

- Attendance at mandatory training
- Regular professional supervision
- Annual appraisal and development review
- Attendance at appropriate in-house training (both Social Services and Primary Care Trust)

Team Manager

The Team Manager manages the service on a day-to-day basis, is responsible for supervision and appraisal staff.

The Team Manager must hold a relevant Social Services qualification, eg Social Work, Occupational Therapy, and have at least five years post-qualification experience. A management qualification is also desirable.

The current Team Manager's qualifications include BSc (Honours) degree in Occupational Therapy.

Social Workers

Social Workers may carry out an initial assessment of your needs and complete and oversee the care plans. The social worker will arrange provision of social care services and refer to other relevant professionals ie Nurses, Occupational Therapists, Physiotherapists and Home Care staff where appropriate.

Social Workers hold either a Degree in Social Work, a Diploma in Social Work or an equivalent qualification recognised by the General Social Care Council. They must be registered with the General Social Care Council.

Occupational Therapists

The Occupational Therapists work with you to improve ability in activities of daily living, both in personal and domestic care; to enable them to be as independent as the circumstances allow. Occupational Therapists may carry out the initial assessment of your needs, specialist occupational therapy assessment of need and also refer to other relevant services. They are able to consult lead Occupational Therapists of their employing organisation where necessary.

Occupational Therapists hold either BSc (Hons) in Occupational Therapy or a Diploma in Occupational Therapy, recognised by the College of Occupational Therapy, and must be registered with the Health Professions Council.

Physiotherapists

Physiotherapists work with you to improve mobility and ability including regaining muscle strength, stamina, improving joint range of movement and balance. Physiotherapists may carry out the initial assessment of the your needs and refer to other relevant services. They are employed by North Somerset PCT, funded by North Somerset Council and are jointly managed by North Somerset Council and North Somerset Primary Care Trust. They have access to professional consultation with the Lead Physiotherapist, North Somerset Primary Care Trust.

The Physiotherapists hold qualifications recognised by the Chartered Society of Physiotherapy and they must be registered with the Health Professions Council.

Intermediate Care Assistants

Intermediate Care Assistants are required to train to NVQ Level III in Social Care. All Intermediate Care assistants are currently undertaking NVQ III in Health and Social Care. The Intermediate Care Assistants work as rehabilitation assistants, under the supervision of qualified Occupational Therapists and Physiotherapists. They work with you to enable them to regain/improve their mobility and independence in all aspects of personal and social care.

START Care Organisers

Care Organisers manage the Home Care Assistants. They provide support and advice, regular supervision, appraisals and are responsible for home care staffing rotas. They carry out an initial risk assessments for the domiciliary care service in your home. The Care Organisers have frequent communication with the home care assistants and review care needs and progress throughout the duration of the service provision. The senior care workers link with other service members to address any issues of function or need where appropriate. Care Organisers assist their Team Manager in identifying training needs of Home Care assistants through regular supervision, annual appraisal and regular observations.

Care Organisers are qualified to a minimum of Level II in Social Care and are encouraged to train to Level III. The Care Organisers are currently undertaking NVQ III in Health and Social Care. They have acquired the 'Training for Trainers' manual handling qualification and participate in staff training and refresher programmes. They are also required to have 3 year's experience of programme planning.

Start Home Care Assistants

Home Care Assistants visit people at home to assist them with activities of daily living. Home care services are provided following an assessment and identification of need by

staff members. A care package will be designed according to your needs. The care plan is drawn up in consultation with you and reviewed on an ongoing basis; in line with your changing rehabilitation needs. Home Care Assistants provide care services in accordance with the care plan, to meet the personal and domestic care needs.

Home care assistants will encourage you to do as much as possible for themselves and will follow the instructions of the Occupational Therapists and Physiotherapists when carrying out tasks so that any ongoing treatment programmes are complemented by the care provision.

Home Care assistants attend TOPPS induction training (now Skills for Care). Home Care Assistants are qualified to at least NVQ Level II or are required to undertake the qualification within 2 years of starting employment with North Somerset Council. 2 members hold NVQ II in Social Care, 8 are currently undertaking the training, 4 are waiting to start level II training, 1 holds NVQ III in Health and Social Care and 4 are currently undertaking the level III training with 1 waiting.

Nurses

Following recent changes, there are no longer nurses within the Intermediate Care Service. There remains close liaison with the Integrated Community Response Team Nursing Service, North Somerset Primary Care Trust. Where an acute nursing need arises the Integrated Community Response Team nurses will provide assistance. Where general nursing support is needed as part of a short-term intermediate care service this is provided by the appropriate District Nurses.

REGISTERED PROVIDER

The registered service provider for the North Somerset Intermediate Care Service is:

North Somerset Council
Town Hall
Walliscote Grove Road
Weston super Mare
Somerset BS23 1UJ
Telephone: 01934 888888
Fax: 01934 418194

E mail: comments2n-somerset.gov.uk

REGISTERED PROVIDER RESPONSIBLE PERSON

The registered service provider, responsible person for the North Somerset Intermediate Care Service is:

Paul Slade
Assistant Director Adult Care Services
North Somerset Council
Town Hall

Walliscote Grove Road
Weston super Mare
Somerset BS23 1UJ
Telephone: 01934 634803

Qualifications - MA (Social Work), CQSW, Diploma in Public Services Management

Relevant experience: 2 years working in Day Care services, 7 years in Residential Care Homes, 2 years Home Care Service, 10 years Service Manager, and 4 years as Assistant Director.

REGISTERED MANAGER

There is no registered manager for the North Somerset Intermediate Care service at present. The Acting Team Manager for Intermediate Care is Rebecca Keating:

North Somerset Council
Griffin House
Windmill Road
Kenn Business Park
Clevedon
North Somerset
BS21 6UJ
Tel: 01275 546601 Ext 6601
Fax: 01275 546566

Insurance Details

The Insurance for the service is provided by American International Group (AIG).

The cover is as follows:

Professional Indemnity	£50M
Employer's Liability	£50M
Public Liability	£50M

Complaints Procedure

North Somerset Intermediate Care welcomes every opportunity to monitor and improve our service. A leaflet regarding the North Somerset Complaints procedure is provided for you. This outlines the procedure for making complaints and compliments about the service. In addition, copies of the complaints procedure can be made available by contacting the service office or via Care Connect (Tel 01934 888801).

If you are not happy with the service you have received from us please make contact with the senior care worker (if the concern is around the home care provision) or the Team Manager (if the concern is around the home care provision or any other aspect of the service). Your concerns will be investigated and you will be notified of the findings.

If you are not satisfied with the investigation you can contact the Consumer Service Manager either by phone:

Telephone 01275 882171 Or by writing to:

Complaints Manager
North Somerset Council
Adult Social Services and Housing
14 Fenswood Road
Long Ashton
BS41 9BS

Intermediate Care Home Care Service is registered with the Commission for Social Care Inspection (CSCI). You can contact CSCI:

- By telephone on the customer services helpline 0845 015 0120
- By contacting them at:

CSCI South West Regional Office
Colston 33,
33 Colston Avenue,
Bristol
BS1 4UA
Telephone: 0117 930 7110

- By accessing the CSCI website at www.csci.org.uk
(continued)

- By contacting Head Office at:
CSCI
3 Greycoat Street
London
SW1P 2QF
Tel: 020 7979 2000
Fax: 020 7979 2111

Quality Assurance

You are invited to complete a service evaluation questionnaire on completion of the service. Results are collated and analysed at least six monthly to inform service practice and development.

We also monitor and arrange training for staff to ensure they have the skills necessary and that these skills are updated as stipulated by the regulations.

Staff receive regular supervision to discuss issues and identify any training needs or problems. Clinical staff receive clinical support and are required to continue their professional development. Staff are also observed in their practice to check that they are providing an appropriate service.

We undertake audits of documentation to ensure staff are recording information appropriately.

We assess your level of ability when you start with us and also when you finish, to be able to measure the benefit of the service.

We review the care plan and goals at the end of the service to see if we have achieved what we set out to achieve with.

We also adhere to the National Standards for Domiciliary Care and Domiciliary Care Agencies Regulations 2002. Staff members are required to act in accordance with the General Social Care Council code of conduct for social care workers and the organisation in accordance with the employers or social care workers code of conduct. Please contact the Team Manager if you would like any copies of these documents.

If you require further information relating to Intermediate Care, please contact the Intermediate Care office. Please indicate if you require any information in any other format i.e. larger/bolder print, Braille, alternative language, audio tape.

North Somerset Intermediate Care Service

Frequently Asked Questions

What is the Intermediate Care Service?

It is a short term rehabilitation and nursing service funded by North Somerset Council and North Somerset Primary Care Trust. The service provides treatment in your own home to enable you to improve your abilities with every day activities and to remain at home.

Who will visit?

Help is provided by a staff team. The team consists of Nurses, Physiotherapists, Occupational Therapists, Intermediate Care Assistants and from the Start Team Care Organisers and Home Care Assistants. The help provided will be planned and co-ordinated in agreement with you and will depend on what you need. You will have a nominated 'Keyworker' who is responsible for coordinating the service you receive.

What will staff do when they visit?

Your areas of difficulty will be identified and compared with your usual abilities. The professionals will discuss and plan how to help you regain your abilities. The team will assist you with what you are unable to manage and they will actively encourage you to participate in activities that will help improve these abilities. Staff will write in a folder to record their help and your progress and to keep all team members and you informed of the agreed plan. Please feel free to read the file and ask any questions if there is anything you do not understand.

How often will I have visits?

The frequency of the visits will depend on your needs and how you progress. Visits could be up to three times a day, but often less. Your visits will reduce in frequency as you regain your abilities.

How long will I receive the service?

The help is short term. The decision about how long you will receive the service will depend on progress made and will be agreed by the team in discussion with you.

What do I do if I need help between visits?

If you are unwell you should contact your doctor as usual. Emergency contact numbers are included at the back of this guide should you need urgent assistance. The contact number for Intermediate Care is also at the back of this guide should you need to contact the team.

What do I do about tablets?

If you have been discharged from hospital you will be sent home with a small supply of tablets. You will need to continue to arrange for a repeat prescription from your doctor's surgery before you run out of tablets. If you are having difficulty managing your tablets team members may be able to advise of ways to manage. You are able to ask your Doctor to review your tablets at any time.

What will happen when I am discharged from the intermediate care service?

If you need further rehabilitation an alternative service will be arranged. If you require ongoing nursing support you will be referred to the district nursing service. If you need practical help with daily activities you will be referred to Social Services for ongoing help or advised of other help available.

INTERMEDIATE CARE CONTACT NUMBERS

OFFICE HOURS

MONDAY – FRIDAY 8.30AM TO 5.00PM

01275 564600 / 546601

OUTSIDE OFFICE HOURS

DISTRICT NURSE	01934 627138 / 01934 412063 (CARELINK)
CARE ASSISTANCE	01934 614263 / 01934 412063 (CARELINK)
DOCTOR	0845 121 0235
EMERGENCY	PRESS CARELINK BUTTON or 999

The Intermediate Care Team is made up of many staff members from various professions. If you are in any doubt about the identity of a visiting staff member, please ask to see their identity badge; all staff will have one.

You can call the Intermediate Care office for clarification or advice during working hours if needed.