



Your guide to the specialist Home Care support provided by Nottingham City Council for people with dementia and their carers

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JackDawe Home Care Service

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www.nottinghamcity.gov.uk





Mission Statement

The JackDawe Service aims to be a person centred organisation offering a holistic approach to caring for people with dementia and their carers.

We believe that a person centred approach is one that supports people with dementia to lead as fulfilling a life as possible in all areas of daily living.

We also strive to be a learning organisation that is proactively seeking to improve the service we offer and our knowledge and understanding of dementia.

To do this we believe there are four key areas:

1. Working with clients

- | All clients are involved fully in the development of their own care plan.
- | Our service is centred around the client, and focuses on enhancing their quality of life.
- | This can happen best through positive and sustaining relationships formed principally between our staff and their clients.

2. Working with carers

- | Carers are fully involved in the care planning process if they and the client so wish.
- | We will offer ongoing support to carers, and endeavour to enhance their well being.

3. Supporting staff

- | We will ensure all our staff are well trained and supported.
- | Staff share in the responsibility for their own development, and will be encouraged and supported in doing this.
- | We acknowledge that everybody in the organisation plays a vital part in providing care for people with dementia, and everybody's views will be respected.

4. Our vision of management

- | We aim to be positive leaders of the JackDawe service.
- | We seek excellence in service provision.
- | We know we must continually develop our services, and proactively find opportunities to do this.

What is the JackDawe Team?

The JackDawe Team is a specialist Home Care service, providing what is known as person centred support for people with dementia. It is also the aim of the team to provide support to carers of our service users. As our mission statement says, we believe that the person centred approach is one that supports people with dementia to lead as fulfilling a life as possible in all areas of daily living.

The aim of the team is to work with you and your carers to develop a Care Plan that promotes and encourages your independence.

The main way to do this is for the Home Care Workers to be given time to build up and sustain a positive relationship with you and your carers, so they can assist you with your daily living needs.

Who's Who on the JackDawe Scheme

Team Manager (Registered Manager)

The Team Manager is based at the Adult Services Manor Farm office at Strelley and has overall responsibility for the service provided by the JackDawe Team throughout the city.

Home Care Managers

Home Care Managers work from the two JackDawe offices, (Strelley and Clifton) and are responsible for the

support and care provided by the Senior Home Care Worker and Home Care Workers.

Liaison Nurses

Liaison Nurses work from the JackDawe offices and help in the assessment of care needs. They also support staff to provide the best possible care and liase with health colleagues.

Occupational Therapists

Occupational Therapists work from the JackDawe office and help in the assessment of care needs, especially those associated with daily living tasks. They also support staff to provide the best possible care and liase with health colleagues.

Senior Home Care Workers

Seniors head teams of Home Care Workers. They will explain anything that you are uncertain about and can deal with any queries and problems. Their contact details will be left in your care plan.

Home Care Workers

Home Care Workers are the staff who will come into your home and provide the care and support that has been agreed following the assessment and according to your care plan.

Please note all our staff are appointed only after a rigorous recruitment process, which includes references, a medical and Criminal Records Bureau check.

How will they do this?

As outlined above, they will do this by creating a Care Plan. This will be developed over the first 6 to 8 weeks of you receiving support from the JackDawe team.

A Care Plan agreement is between yourself and us on how we can best support you and help to meet your needs. As these will change over time, so will your Care Plan.

If you have any queries regarding your Care Plan, please discuss these with your Senior Home Care Worker.

The Liaison Nurse and Occupational Therapist will be involved in the development of your Care Plan.

We will also keep a record of every visit on the Care Plan. The Care Plan is kept in a safe place in your home.

Will my care be reviewed?

We constantly review the care that you receive. This is done by visits from the Home Care Manager, the Liaison Nurse and Occupational Therapist or other professionals employed by Adult Services, and also by the Senior Home Care Worker. We will discuss in team meetings how your support is going, and how we could best improve on this. You will also have an annual review, carried out by the Home Care Manager in conjunction with the Liaison Nurse and Occupational Therapist.

Will I always receive support from JackDawe?

Hopefully yes, but should your needs change in some way or if we feel that you do not meet the criteria for JackDawe, it is possible that your care may be transferred to another home care provider. This occurs occasionally when it is discovered that a person may not have dementia, or when the care provided does not require specialist home care support. This may be when we have only been asked to undertake a simple task for a person. Such situations are rare and the circumstances would be fully discussed with the individual and their carer before a final decision is made.

What if I have a complaint?

If you are unhappy with the service you receive, please contact your Home Care Manager or Senior Home Care Worker. We will deal with any complaints that you have promptly and do our very best to resolve them to your satisfaction. If for any reason you are not completely satisfied the matter can be taken up with the Commission for Social Care Inspection. The address of the Commission is:

Commission for Social Care Inspection
Edgeley House
Tottle Road
Riverside Business Park
Nottingham
NG2 1RT

Tel: 0115 934 0900

What if I have something good to say?

Please let us know, however small! We will be delighted to pass any comments on to staff.

Will I have to pay for the service?

Yes, the City Council operates a charging system for Home Care, which is in line with the Government's Fairer Charging Policy. You will receive a separate financial assessment from an officer of the Fairer Charging Team, who will be able to discuss the scale of charges.

What should I do when my Home Care Worker calls?

Please be in. If you know that you will be away from your home at the time the Home Care Worker is due to call, please call the office to let us know.

If we are carrying out any task that requires materials to be available (cleaning for example), please ensure that you have the proper equipment and materials available.

Standards and Best Practice

We aim to provide you with the very best standard of care. Your Home Care Worker will be well trained and qualified to give you the support you require.

Our staff will show you their identity card when they come to see you.

We will ensure that you receive the same Home Care Workers. Normally

changes will only occur at times of holiday or sickness. Should a change of worker be necessary you will be informed in advance.

Our staff will endeavour to visit you on the days and times specified in your Care Plan.

Please note that we cannot always guarantee these times. However, should there be a delay of more than 30 minutes we will endeavour to notify you.

If there are any changes in your care arrangements we will let you know in advance.

Our staff will behave professionally and politely at all times.

Our staff will respect your privacy and dignity.

Our staff will not smoke in your home.

We will keep any information we have about you confidential.

A copy of your Care Plan will remain in your home, this is to keep you and your carers informed of your care provision and to give clear instruction to our Home Care Workers.

If you wish, you will be able to see any records that our staff keep about you. Please contact your Home Care Manager regarding this.

Staff Training

In order to promote and deliver a quality service, all our staff have undertaken a thorough Induction into Care and Health and Safety training. In addition they will have had intensive specialist training in caring for people with dementia. A high percentage of Home Care Workers have attained NVQ qualifications in delivery of care at home. In line with the National Care Standards, new staff employed since April 2003 will be required to begin this training within six months of taking up post.

Health and Safety

Your home is the place of work for our staff. The Adult Services, Housing & Health department is responsible for the health and safety of its employees. We are also concerned for your own health and safety. Your Home Care Manager will inform you if they think that anything connected to the provision of your care, or in your home, could cause a health and safety risk. If this happens, your Home Care Manager will give advice as to how the problem can be solved.

Insurance

The Adult Services, Housing & Health department is covered by Public Liability Insurance. This means that if you suffer as a result of the neglect or incompetence of our staff, Nottingham City Council will insure this loss. If you suffer a loss that is not due to the

negligence of our staff then the Authority will not cover that loss. Your own household contents insurance may cover you against accidental damage to your property.

If money belonging to you (for example, your pension) is stolen from a member of our staff, this will not be covered by our insurance. This is because the Authority will not be legally liable unless there has been negligence by the worker involved.

Equality

The Adult Services, Housing & Health department wishes to provide services that meet the needs of all members of the community. Our staff are drawn from a wide range of cultural and racial backgrounds and include both men and women. All our staff receive training that will help them provide the best possible care that respects the diversity of the population we serve.

We will endeavour to meet your individual care needs and will discuss these with you in the Care Planning process.



Office Hours and Emergency Cover:

The JackDawe Office is normally open at the following times:

Monday to Thursday 7:00 a.m. to 5:00 p.m.
Friday 7:00 a.m. to 4:30 p.m.

If you have Home Care support outside of these hours, including weekends and bank holidays, and have any problems or concerns please contact the:

**Nottingham Emergency
Home Care Service** Tel: 0115 915 7950

Their office will be open at the following times:

Monday to Friday 5:00 p.m. to 11:00 p.m.
**Saturday & Sunday
and Bank Holidays** 7:00 a.m. to 11:00 p.m.

For other emergencies contact the:

Emergency Duty Team Tel: 0115 915 9299

How to contact us:

Address: Manor Farm
45 Strelley Road
Strelley
Nottingham
NG8 3AX
Tel: 0115 915 0547 / 915 0548

Your Home Care Manager is: _____

Tel: _____

Your Senior Home Care Worker is: _____