

Home Care, Housing with Extra Care and Enablement & Support Services

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Introduction

This brochure is produced by Middlesbrough Council. It aims to explain the types of care available to either for yourself, a family member or someone you care for.

We want to make sure that, when you are looking for support, you have enough information to help you decide which one you would like to live in or recommend to someone you care for.

Quality and Standards

The Council reviews each care provider they contract with annually, and provides a list of recommendations to implement in line with our contract monitoring procedure.

The Care Quality Commission (CQC) also check providers – more information about CQC can be found on the following pages.

The Care Quality Commission

The Care Quality Commission (CQC), who are the regulatory body, inspect each provider, and the most up-to-date ratings & reports can be found on the [CQC website](#). When carrying out these inspections the CQC ask 5 questions:

Are they safe?	You are protected from abuse and harm
Are they effective?	Your care, treatment and support achieves good outcomes, helps you maintain quality of life and is based on the best available evidence
Are they caring?	Staff involve and treat you with compassion, kindness, dignity and respect
Are they responsive to needs?	Services are organised so that they meet your needs
Are they well-led?	The leadership, management and governance of the organisation makes sure it's providing high quality care that's based around your individual needs, that it encourages learning and innovation and that it promotes an open and fair culture

Services are then awarded ratings for each of these questions which then relate to an overall rating.

Outstanding	The services is performing exceptionally well
Good	The service is performing well and meeting expectations
Requires Improvement	The service isn't performing as well as it should and has been told to improve
Inadequate	The service is performing badly and enforcement action has been taken against the provider
No rating/under appeal/rating suspended	Some services can't be reviewed or might be under appeal from the provider. Suspended ratings are being reviewed by CQC and will be published once resolved

CQC inspection frequencies

A service will have a comprehensive inspection at the following frequencies:

- Services rated as good and outstanding
Normally within 30 months of the last comprehensive inspection report being published
- Services rated as requires improvement
Normally within 12 months of the last comprehensive inspection report being published
- Services rated as inadequate
Normally within 6 months of the last comprehensive inspection report being published
- Services that are no longer dormant
The first comprehensive inspection will normally be scheduled between 6 to 12 months from the date the service starts operating again
- Newly registered services
For brand new services, the first comprehensive inspection will normally be scheduled between 6 to 12 months from the date of registration. If a service was previously operated by another provider, or at a different address, the inspection will normally be scheduled based on the location's last inspection report publication date and rating or within 12 months of registration, whichever is the latter.

How to get the support you need

You may wish to find your own support by using the Council Website where you can search on [Middlesbrough Matters Directory of services](#).

The first point of contact for anyone looking for social care support is through our Adult Access Team (01642 726004). The team can provide you with information and advice on groups, support and activities. We call this 'Signposting' and this may be enough for you to get the support you need.

If you require practical advice and / or support with activities of daily living, you may be directed to the Reablement Services. This team will help you to maximise your independence and achieve your short-term outcomes. We may suggest some equipment or short-term care to help regain your independence.

We will assess your situation to find out what you are finding difficult. Where you are eligible for social care and support you may be offered a Personal Budget which allows you to arrange and pay for your own support or social services can arrange it for you.

If you need more support, we will help you to plan what support you want. You can arrange the support yourself using a direct payment or we can arrange it for you.

Your support requirements will be reviewed (checked) that the support is working for you and if necessary adjusted to better meet your needs.

Your social care assessment

Your adult social care assessment will include:

- Managing and maintaining nutrition – what help you need to drink or prepare and eat meals.
- Maintaining personal hygiene – this includes getting washed, bathed or showered as well as washing clothing.
- Managing toilet needs – help you need with things like being able to get to and from the toilet safely, using the toilet and putting clothing back on afterwards
- Being appropriately clothed – this is about support to get dressed or undressed.
- Being able to make use of the home safely – being able to move around your home safely.
- Maintaining your home environment – what help you need to manage day to day tasks like housework, shopping, gardening, routine maintenance and paying bills.
- Developing and maintaining family or other personal relationships – support you may need to maintain relationships with other people important to you.
- Making use of necessary facilities or services in the local community – support you need to do things which interest you like going to the cinema, community centre, place of Worship or meeting up with friends.
- Getting out and about – the support you need to get out and about on your own, like using the bus or other public transport.
- Meet your caring responsibilities for a child – the support you need to fulfil your responsibilities in relation to a child who is dependent upon you in some way

Paying for Care

Will I have to pay for my service?

Any financial contribution you will be asked to make will be worked out with a Specialist Advice Officer.

The Specialist Advice Officer will let you know how the cost of your care is calculated and how much you will have to pay towards the cost of your care.

You may be able to get financial help from the Council to pay for your care. We decide this by doing a financial assessment.

You can ask for a financial assessment at any time. To request a Financial Assessment, please contact the Financial Assessment Team:

01642 729293 / 729592

socialcareassessments@middlesbrough.gov.uk

How do I pay for my service?

There are three ways to pay for your service. These are:

1. If you have been assessed as a self-funder you pay a Care Provider or a Personal Assistant of your choice with your own money.
2. If you have been assessed as "eligible" for the Council to pay for some of your care this will be done through a Personal Budget. If you want the Council to arrange your care with one of our contracted Providers we will pay them directly but you will still need to pay towards the cost of your care.
3. If you have been assessed as "eligible" for the Council to pay for some of your care but you want to employ and pay a Personal Assistant or another Provider of your choice, you will pay with money given to you by the Council as part of your Personal Budget.

Further information regarding social care contributions can be found on the [Middlesbrough Council Website](#).

Home Care Services

Home Care is support and practical help for people living in Middlesbrough. Home Care is a chargeable service and financial contributions will be worked out by a Local Authority Specialist Advice Officer. Home Care services operate 7 days a week, 365 days of the year by a Registered Home Care Provider.

The aim of the service is to enable people to live in their own homes independently for as long as possible by providing domestic help and personal care.

The level of care you receive will depend on a Social Work assessment and your identified needs. The assessment will make sure you get the right support to meet your needs.

A plan will be agreed as to the care you receive. If you want anything more than what has been agreed in the care plan, you will have to arrange and pay for this separately.

Home Care Providers and Privately Employed Personal Assistants offer a wide range of services such as help to get washed and dressed, help you eat and drink or help with cleaning your home.

If you choose to employ a Personal Assistant with your Personal Budget, you and the Personal Assistant will agree the support you need.

These are the things which are not included in Home Care packages:

- Gardening
- Window cleaning
- DIY
- Managing finances

Other options which may assist people to continue to live in their own home include [Telecare](#) and [Connect services](#). You will be assessed to see how much you will have to pay towards the cost of these services.

Housing with Extra Care Services

Housing with Extra Care is available for people aged 55+ and who have been assessed as requiring additional care and housing support so that they can continue to live independently.

It is designed for people who may be frail and need an increased level of support, who do not require a Residential Care Home setting but need more than what is offered in Sheltered Accommodation.

The service operates 24 hours a day, 7 days a week, 365 days of the year.

Housing with Extra Care schemes are set up with a Registered Landlord and a Care Provider. The staff in Housing with Extra Care schemes provide planned care but do not provide high level “one to one” care for residents.

Housing with Extra Care schemes have self-contained apartments and also have additional shared community facilities such as lounges, dining and gardening areas.

Emergency alarm systems are in operation throughout the schemes and these can be used by residents in times of emergency such as:

- Suffering a fall
- An unexpected or sudden illness
- Fire or flooding

All calls are logged and monitored to ensure residents are in the correct care setting.

Domestic support and personal care is available from trained onsite staff with a focus on maintaining or developing independence.

There is an eligibility criteria to access Housing with Extra Care schemes. This includes a referral from a Social Worker to an Allocation Panel prior to any placement being agreed.

Housing with Extra Care Services

Any level of care will be provided at an additional cost to the housing rent and service charge.

These are the things which are not included in Housing with Extra Care schemes:

- Using the alarm system for non-emergencies (i.e. to retrieve items or help to switch TV channel etc)
- High level support
- Sitting service
- Befriending service

Our Providers

Middlesbrough Council commissions homecare through an approved framework with a range of providers.

Where the Council arranges services

The Council arranges and pays the Provider directly for your care. If your regular carer is off work due to holidays or sickness another team member will provide your care. Staff are trained to a minimum standard and have Disclosure and Barring Service (DBS) checks in place. The Council has a contract with the provider and monitors them to make sure they provide good quality care.

Having a Personal Assistant

You choose the person who provides your care and this could be someone you know. You will have control over the times the Personal Assistant cares for you. You will have responsibility as the employer for the Personal Assistant. There is no training or regulatory requirements and no requirement for Disclosure Barring Service (DBS) checks to be made on your Personal Assistant. Middlesbrough Council does not accept liability for any arrangements made privately.

Other Care & Support Services

Middlesbrough Council also contracts with Care providers who provide enablement and support services for those with Learning Disabilities, Physical Disabilities and/or Mental Health conditions to help people to live as independently as possible in their own home.

Keeping safe (safeguarding)

Protection of Vulnerable Adults

Adults may be vulnerable because they are frail or have ill health, a learning or physical disability. They may be unable to protect themselves against abuse. Abuse occurs when a person is harmed, mistreated, exploited or neglected.

Adult protection procedures are in place to safeguard adults who are more vulnerable to abuse and neglect, and are co-ordinated by Middlesbrough Council's Department of Social Care and Health Integration. Any concern or allegation will be taken seriously. We will listen to you about what has happened, record your concerns and look into them. The main aim is to help people stay safe.

If you are concerned about the welfare of someone you know, please contact us on 01642 726004. All concerns and allegations are taken seriously.

Reviewing your care

Making a complaint, compliment or comment

We welcome complaints, compliments and comments. We use them to help us improve our services to you.

We welcome comments about the services we contract with. If you are unhappy about your service please speak to your named worker or Provider as often a problem can be resolved quickly and informally.

You can also make use of the formal complaints procedure by clicking the button below for the online complaints, compliments and comments form:

[Online comments form](#)

For further information regarding complaints, check the [Middlesbrough Council Website](#).

Contact us

In office hours

Telephone 01642 065070

Our office hours are:

Monday to Thursday 8.30am – 5.00pm

Fridays from 8.30am – 4.30pm.

Emergencies, out of office hours and weekends

For emergencies, out of office and weekends:

Telephone 01642 524552

You can write to us at:

Middlesbrough Council Department of Social Care and Health
Integration PO Box 505, Civic Centre, Middlesbrough, TS1 9FZ

You can email us at:

adultaccessteam@middlesbrough.gov.uk

Or visit our website at:

www.middlesbrough.gov.uk

Alternative formats

We can provide this leaflet in other languages or alternative formats - telephone 01642 728305.

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ਅਸੀਂ ਇਹ ਪਰਚਾ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਜਾਂ ਵਿਕਲਪਿਕ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਟੈਲੀਫੋਨ 01642 728305 ਵਿੱਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ।

يمكننا تقديم هذه النشرة بلغات أخرى أو بأشكال بديلة هاتف 01642 728305.

我们可以提供其他语言或其他格式的传单电话 01642 728305