



Working with your home care service

How you will be involved

- You will be encouraged to say what is important to you about the service.
- You will be involved in writing a care and support plan with the home care provider. It will say how you want to be treated and helped and include how friends and family, and other professionals such as nurses, may also be supporting you.
- Every year, your home care provider will involve you in reviewing the support they provide and ask about your experience of the service you receive. The Service Improvement Team in adult social care may also contact you about a review.

What you can expect from care workers	What care workers will expect from you
<p>Care workers will:</p> <ul style="list-style-type: none">• treat you with dignity and respect;• give you the time you need to do as much as you can for yourself;• explain what they are doing and how you can assist;• not talk over you or exclude you in any way from the care that is provided; and• have a caring attitude and treat you in a way that makes you feel good about yourself.	<ul style="list-style-type: none">• Your care worker is there to help you get the best from the service they provide. Please work with them so that they can support you.• Please be polite and respectful towards your care worker.• Please do not show prejudice or use discriminating language.

Further information about care workers and visits

- Visits are usually 15, 30, 45 or 60 minutes long, depending on what has been agreed between you and your social care worker.
- Care visits may not be at your preferred time but your care provider will make every effort to change this where possible.
- It may not always be possible to accommodate preferences for individual care workers or male/female care workers but all care workers are professionally trained.
- Care workers should stay for the planned amount of time at each visit, unless you wish them to leave earlier.
- You will be told the names of your care workers and what time they will arrive, and will be informed of any changes.
- Care workers will aim to be with you within 30 minutes of the time they are due to arrive. Your home care provider will contact you if there will be a delay.
- It will not be possible for your home care provider to send the same care workers all the time but every effort will be made to minimise the number of different care workers who help you.
- Your home care provider will employ both male and female care workers. They will all be professionally trained.
- If you go into hospital, every effort will be made to arrange the same care provider when you return home, but this may not always be possible.

For more information about services please go to www.mylifemycare.com.

To download a copy of this factsheet:

www.poole.gov.uk/adultsocialcarefactsheets



We can give you help to read or understand this information:

Bournemouth and Christchurch residents

Tel. 01202 454979 / email caredirect@bcpcouncil.gov.uk



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Poole residents

Tel. 01202 633902 / email sshelpdesk@poole.gov.uk



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