

# Home Care Services

Helping you to maintain independence in your home

This booklet has been produced to provide information on home care services, how to access them and how they operate.

We welcome feedback on this booklet and your views on the services we provide.

## **Slough home care services**

Slough home care provides services seven days a week 365 days a year, to assist people of all ages living in Slough to maintain independence in their own homes. It also provides support to people who are involved in caring for someone.

Slough home care services include:

- Personal care which may include assisting you to wash, bath, dress, undress and assisting with toileting
- Assistance with medication
- Through the night care
- Practical support with such tasks as shopping, housework and food preparation

- A community laundry service to assist people who because of a variety of medical conditions need extra support with laundry. This service includes collection and delivery of laundry from your home

Slough home care services can also access these services on your behalf:

- Social work
- Day hospital support
- Occupational therapy
- Physiotherapy
- District nursing
- Family general practitioner
- Voluntary agencies

## **How to request home care services**

You can contact the access team at social services from Monday to Friday, 9am to 5pm on 01753 690400 or email [communitycare@slough.gov.uk](mailto:communitycare@slough.gov.uk).

The access team will go through a brief telephone assessment with you or the person caring for you to establish if you meet the eligibility criteria set by Slough Borough Council.

The eligibility criteria exists to ensure that resources available to social services are delivered to those with the greatest need.

A social worker will visit you to carry out an assessment of your needs.

If the social worker and yourself or the person caring for you agree your needs can be met by one or more of the home care services available then a package of care is arranged.

### **Your service user**

A Service user will be produced together and will highlight which areas you will be assisted with, which carers will come to assist you and how often this will be required.

You will be given your own copy of the Service user which will be reviewed with you on a regular basis and adjusted as necessary.

### **The home care team**

Our office based team consists of a group of appropriately qualified home care organisers. Each organiser is responsible for the service within a designated area within Slough.

All home care organisers can be contacted via the office number 01753 690930.

### **High standards of service delivery**

Slough social services are inspected every three years by a team of independent inspectors from the social services inspectorate to check that we are providing good quality services.

In addition to this home care services are regulated and inspected annually by The National Care Standards Commission to ensure that the service we are providing to service users meets the National Minimum Standards as set by the Department of Health.

Slough social services ensures that the carers who will be entering your home have been through a rigorous selection and recruitment process, which includes police checks and medical clearance. We also ensure that they are competent and trained to undertake tasks required of them. This training includes NVQ level 2 or 3 in care.

## **Compliments and complaints**

Comments, concerns and complaints about our services can be addressed directly to staff or managers in the Home Care Services. Alternatively, please contact the complaints manager, social services at Slough Town Hall, on 01753 875770.

The Commission for Social Care Inspection can be contacted as follows:

The Oast  
Hermitage Court  
Hermitage Lane  
Maidstone  
ME16 9NT

Tel: 01622 724950

Fax: 01622 724980

Email: [enquiries.southeast@csci.gsi.gov.uk](mailto:enquiries.southeast@csci.gsi.gov.uk)

We aim to resolve complaints quickly and to the satisfaction of our service users. We regard your views, questions and complaints as a positive opportunity to improve our services.

## **Who else can you turn to for help in accessing other support services?**

The following professionals may be able to assist people who use our services if they need help that we can not provide:

- Slough social services community social work team for older people - Tel: 01753 690400
- Slough social services community team for people with learning disabilities - Tel: 01753 690860
- Family GP or district nurse

In addition, the following Slough voluntary organisations may be able to help:

- Slough Age Concern for advice, information and advocacy for older people - Tel: 01753 822890
- Slough Mencap for advice and information for people with learning disabilities - Tel: 01753 580801
- United Voice for advice, information and advocacy for people with learning disabilities and people with mental health problems - Tel: 01753 581711
- Crossroads - offer respite for carers - Tel: 01753 594612

- Carers UK (Slough and District) for advice and support of carers - Tel: 01753 774556
- Slough Carers Support Services - Tel: 01628 668413
- Asian Carers Support Group - Tel: 01753 530579

### **How to contact home care services**

Slough Home Care Service  
Town Hall, Bath Road, Slough SL1 3UQ  
Tel: 01753 690930

### **Out of hours service**

Home care services can be requested outside of office hours in an emergency.

**The number to contact Monday to Friday 5pm to 11pm and 6.30am to 11pm Saturday and Sunday is 01753 554158.**

## How to contact us

You can contact the Community Care Services Department for advice and support, we are here to answer your calls from 9.00am to 5.00pm - Monday to Friday.

Please phone us on 01753 690400

You can email us at [communitycare@slough.gov.uk](mailto:communitycare@slough.gov.uk) or visit our website [www.slough.gov.uk](http://www.slough.gov.uk).

**Emergency calls received on the above number outside normal hours will be passed to our special emergency social care service.**

This leaflet can be made available on audio tape, in braille, large print and in other languages on request.

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690759. Alternatively please call Slough Translation and Interpreting Service on 01753 701157.

यदि आप इस दस्तावेज़ के अनुवाद की कापी चाहते हैं तो कृपया अंग्रेज़ी बोलने वाले किसी व्यक्ति को कहे कि प्लो 01753 690759 पर टेलीफोन करके विचारें करें। या 01753 701157 पर सलाह ट्रांसलेशन एण्ड इंटर्प्रेटेशन सर्विस को टेलीफोन करें।

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ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਤਰਜਮੇ ਦੀ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਕਹੋ ਕਿ ਉਹ 01753 690759 ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਬੰਨਤੀ ਕਰੇ। ਜਾਂ 01753 701157 ਤੇ ਸਲੋਹ ਟਰਾਂਸਲੇਸ਼ਨ ਅਤੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

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ٹرانسلیشن اینڈ انٹراپریٹنگ سروس کو فون کریں۔

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Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities needs and celebrate diversity.