

Gospel Standard Bethesda Fund

Registered Charity 209376

Home care – Frequently Asked Questions

1. *What is care at home?*

Care at home is sometimes referred to as homecare, home care, domiciliary care, or sometimes simply home help. It is care and support provided in your own home to help you keep your independence.

2. *I think I need home care. What is the first step?*

Ask the council for a need's assessment. Your needs assessment will help the council to decide whether you are eligible for care. If you are eligible, the council will arrange the home care for you.

3. *How do I pay for homecare – is it free?* If your needs assessment confirms that you need homecare, your local council may contribute to the cost of homecare if you have savings less than £23,500. The council will carry out a financial assessment to confirm your income and assets.

4. *How much care will I get?*

If the council is paying for some or all of your homecare, they will give you a care and support plan. This sets out what your needs are, how they will be met and your personal budget (the amount the council thinks your care should cost).

5. *Can I arrange my own care?*

You can choose to receive your personal budget as a direct payment each month. This gives you the control to employ someone you know to care for you at home rather than using a homecare agency, though you'll then have responsibilities as an employer. The council will usually ask for receipts to ensure that you are spending your money on care. Sometimes you may be given a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget.

6. *What if I am not eligible for the council to contribute to my homecare costs?*

Then you will have to pay for it yourself. Help at home from a paid carer costs around £20 an hour.

7. *How can homecare help me?* A carer can visit you at home to help you with all kinds of things including:

- getting out of bed in the morning
- washing and dressing

- brushing your hair
- using the toilet
- preparing meals and drinks
- remembering to take your medicines
- doing your shopping
- collecting prescriptions or your pension
- getting settled in the evening and ready for bed

8. *How much homecare will I get?*

Homecare is very flexible. You might need a carer for only an hour a week or for several hours a day. You might need a live-in carer. It can be temporary – for example, for a few weeks while you recover from an illness. Or it can be long term.

9. *What is the difference between homecare and home help?*

Most councils do not provide home help. You will normally have to pay for home help yourself. Home help means day-to-day domestic tasks that you may need a helping hand with such as:

- cleaning (including putting on clean bed sheets)
- doing the washing up
- doing the laundry
- gardening.

10. *How can I be sure my home carer is qualified and trustworthy?*

There are a lot of home care providers 'out there' in today's market. If the council are paying for your care, they will normally use only a 'preferred provider.' A preferred home care provider will be licensed as a Home Health Aide (HHA) at the very minimum and will preferably be a Certified Nursing Assistant (CNA). An organisation providing home care services will be registered by the CQC. New services are assessed to check they are likely to be safe, effective, caring, responsive and well-led. These assessments can include:

- regular inspections and site visits
- criminal record checks
- interviews with key managers
- a detailed review of how the service will be run