

Helping you stay independent in your own home

Bradford Enablement Support Team (B.E.S.T)

In Bradford, as part of the assessment process when you meet the Fair Access to Care (FACS) criteria, Bradford Enablement Support Team (B.E.S.T) service will work with you to set goals with short term support designed to help you become as independent as possible. Perhaps you require support with personal care or to prepare a meal - the Enablement Service will work with you to make it as easy as possible to manage these tasks on your own. The Enablement Service also has staff who have been trained in therapy competencies and where a therapist has set a therapy programme the B.E.S.T. service can work with you to achieve these therapy goals. This enhanced service is referred to as the B.E.S.T. Plus service in Bradford.

In traditional home care someone would visit and do these tasks. Using the Enablement Service, a home care worker will work with you so that you can learn (or re-learn) important tasks needed for everyday life. In Bradford, at least 29% of people who participate in an enablement programme find that afterwards they can cope very well on their own, without the need for ongoing statutory social care support. The enablement programme will normally last up to six weeks and will be free of charge throughout this period as long as the person participating in the programme is making progress. Where people require ongoing long term home care support, this will be arranged by the Assessment and Support Service after a post enablement assessment of your needs has been completed.

Telecare – ‘Safe and Sound’

Safe and Sound is Bradford Council’s Community Alarm System. Using the latest technology your home can be connected to Safe & Sound, where calls are monitored 24 hours a day including weekends and all bank holidays. The alarm unit operates over the telephone network. Equipment supplied by Bradford Council plugs into an electric socket and a telephone point. These need to be close together without obstructions. We can check if your existing sockets are suitable and advise if any alterations are necessary (we regret we cannot pay for any changes that may be required.) At the Safe and Sound Control Centre, confidential information which you provide about yourself is held on computer and is instantly available so that effective action can be taken in any emergency. The moment a call is received the operator will know your name, address, GP, next of kin and key holder information. Safe and Sound has mobile Response Teams operating in the Bradford Metropolitan area. They are trained in first aid, lifting you safely after a non-injury fall and provide a back up to your named contacts and can help in a simple emergency, but are not able to perform ‘care tasks’. Where there is an assessed need we can also provide you with additional equipment such as a medication dispenser, property exit sensor and epilepsy sensor. Some of this equipment will connect via the alarm unit to keep you safe in your own home. Safe and Sound equipment is simple to use: A press of a button, and you are in touch with us.

- We will know who you are at once
- Information supplied by you and stored on our system will be highlighted automatically
- Operators can speak to you through the Safe and Sound unit
- All calls are monitored and recorded for your safety and security.

If you need any further information or want to arrange an assessment for an alarm unit or a no-obligation demonstration, please contact Safe and Sound on (01274) 434994 or write directly to:

Safe and Sound
5 Canon Pinnington Mews
Cottingley
Bingley BD16 1AQ

Adapting your home

A Disabled Facilities Grant can help towards the cost of adapting your home to help you to be more independent or assist your carer to manage more easily. This may be getting about your home, doing everyday tasks such as bathing, going up and down stairs, or getting in and out of the house.

Adaptations can only be considered after your situation has been assessed - they are usually a last resort after such options as rehabilitation have been considered. Adaptations costing less than £1000 are usually arranged by Adult and Community Services (ACS) through an occupational therapist.

Anyone living in (or caring for someone in) the Bradford Metropolitan District, who has a 'permanent and substantial' disability, and who has significant difficulties managing everyday tasks within their home can apply.

The grant is provided for essential adaptations to give you better freedom of movement into and around your house so that you can use the essential facilities in it, for example:

- Taking a bath out and installing a shower
- Installing a stairlift or providing a downstairs bathroom
- Widening doorways and putting in ramps
- Improved access to enable the disabled person to care for a child or spouse etc.
- Ensuring the safety of the disabled person by, for example, fitting gates to stairs or safety glass in doors and windows
- Changing the heating system, or adding more heaters where this is necessary for your disability.

The Occupational Therapist will discuss options with you if it is decided that your property cannot be adapted. We will be able to help you make enquiries to local Housing Associations. If you want to buy a property we will look at it first before you decide to go ahead to see if it can be adapted.

Your first step must be getting an assessment from the occupational therapy service. They accept referrals by telephone from service users directly. Please telephone 01274 435400 between 8.30 am and 5.00 pm Monday to Thursday and 8:30 am and 4:30pm on Friday for this service.

An occupational therapist will then arrange to see you to discuss your needs.

If it is decided that an adaptation will be suitable for you, a Housing Technical Officer from the Housing Service will also visit to make sure the adaptations can reasonably and practically be done to your home. This may mean that you have to consider adaptations that are not what you expected.

If everyone agrees that the adaptations will meet your needs and can practically be done you will be able to apply for a Disabled Facilities Grant to see if you can get help to pay for them. The maximum grant allowed is up to £30,000 and is means tested to establish if you will have to make any contribution yourself.

Will I have to pay for the adaptation?

The Council will carry out a 'means test' to see if you have to make a contribution towards any grant. This means you will have to provide us with details of your income, benefits, savings etc. With this information we will then be able to tell you if you have anything to pay and if so how much it will be.

If you are disabled, some benefits mean that there is no contribution. Disabled children are not means tested. Work must not start until the grant is approved.

For further information or to make an enquiry about Disabled Facilities Grants please contact:

The Occupational Therapy Service Access Team on telephone: 01274 435400

This service is located at: Jacobs Well, Bradford BD1 5RW

Community Meals

A hot meal service can deliver a hot main meal and dessert. No assessment is required for this service. You can choose from an extensive range of meals which meet a wide range of special dietary requirements. They are delivered at the correct temperature, Monday to Sunday between 11.30am and 1.45pm. Meals are delivered 7 days a week, 365 days of the year including Bank Holidays, Christmas and New Year's Day.

A frozen meals service is available if you are unable to prepare and cook a meal, but able to reheat a frozen ready meal. A two course meal is available which can be reheated at your convenience. They are delivered on a fortnightly basis direct to your door. You can have a choice of soups, main meals and desserts which cater for most diets.

Payment can be made by cash or cheque to the Driver or you can pay by cheque on a monthly statement or you can pay over the telephone via debit or credit card or you can pay by monthly Direct Debit. For details of the cost of using the Community Meals Service, please refer to www.bradford.gov.uk

For further information, please contact the Support Options team in Adult and Community Services on 01274 434191.

Day Care Services

If you or your carer feels you would benefit from a day service please contact Adult Services Access Point Tel 01274 435400. An advisor can talk to you about your needs and if you may have entitlement to services provided by the Council.

Alternatively if you are interested in day care opportunities run by the community and voluntary sector there may be a nominal charge depending on the service you choose. Adult Services Access point can also advise you about these resources. Contact 01274 435400.

Independent home care providers

In order to enable people to live in their own home for as long as possible a range of home care services are available. A range of help is on offer from day-to-day tasks such as cleaning, shopping and food preparation/cooking through to personal care that helps with tasks like dressing, bathing, toileting and prompting the taking of medication.

Carers should be properly trained in moving and handling including the use of hoists for some tasks.

Daily care / domestic support

Carers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required their visits can be just half an hour or up to several hours. Generally, visits are available from 7am until 10pm. Some people will need multiple visits per day. The hourly rate for these types of services typically range from £9 to £15 per hour depending on the services required, the time of day and the location. Night services can also be provided. Rural areas may present particular difficulties and a travel charge will probably be made in addition to the normal hourly rate.

All home care providers are regulated and inspected by the Care Quality Commission which publishes inspection reports on their website www.cqc.org.uk. When considering a service it's always a good idea to check their report.

Before you make any decisions regarding the provision of care, be sure to contact several providers and ask for a 'Service User's Guide' and their charges and a draft contract between you and the care provider.

Home care agency checklist

These questions may be useful when considering using the services of a home care (domiciliary) provider to help you build up a picture of how your care needs will be met in your own home.

For care packages which have been arranged by Adult and Community Services, contracts and care plans will have been completed by your care manager and the agencies used will have been accredited to work for Adult and Community Services.

People arranging and funding their own care either privately or through a Direct Payment or a Personal Budget are able to choose their own worker or care agency.

Agencies

- What experience does the agency have in your particular field of need? Can they supply references for you to check?
- Home care agencies providing personal care must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate.
- How long has the agency been operating?
- How many carers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your carer goes on holiday or is sick, will you be notified in advance that a different carer will be attending?
- How can you contact the agency in an emergency or outside office hours?
- How hard or easy would it be to make a complaint and how are things then put right?
- If this is a private contract ask for a copy of the agency's contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. The Citizens Advice Bureau or Age UK could help with this.

Carers

- You should expect your personal preferences, dignity and privacy to be respected. Discuss this with the agency and ask how the most suitable carers for your particular care are chosen. Can you talk to them before deciding?
- Carers should be fully trained or be in ongoing training. Ask the agency about their policies on this.
- You will have a care plan drawn up by the agency which the carers will work to. Ask how often this plan will be reviewed by the agency.
- Carers must be checked with the Disclosure Barring Service (DBS) and have a criminal records disclosure – make sure this is the case.

Paying

- If your care needs do not meet Adult and Community Services' eligibility criteria and have been arranged privately you should check carefully the fee rates charged and exactly what the payment you make covers.