

» What is Home Care (Domiciliary Care)

Staying in your own home and living in familiar surroundings near to friends and family is important for many people. Retaining your independence may also be very important to you but that can also mean you need a little extra help. Some carefully chosen home care can often be the perfect solution to getting a little help whilst retaining a good level of personal freedom.

A carer would visit you in your own home and help you with any daily activities you cannot safely manage on your own such as:

- Help to get into and out of bed each morning and evening
- Meal preparation
- Ensuring that medicines are taken, at the correct time (medication can only be given to people as part of an agreed care plan)
- Assistance with bathing and getting dressed
- Help doing the shopping

How often a carer visits you, and for how long each visit lasts, depends upon your individual needs and will be agreed in discussions with social care staff.

» Why choose Home Care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope and they need a little bit of help.

» How can I get Home Care?

If you believe that you or someone you care about might benefit from some help at home, the first step is to contact the Early Intervention Team on **01429 523390**.

They may ask you some questions to see if a full assessment is required. Be honest about any difficulties being experienced. If a full assessment is required you will be referred to one of our social care teams.

If appropriate, social care staff will assess what your support needs are, including what home care services would benefit you. (*see also Personal Budgets and Direct Payments Factsheets*).

If you have been assessed as needing support you will also be assessed to see how much you can afford to pay towards the cost of services, whilst still having enough money to live on.

If you are not eligible for financial help from the council, you will have to pay for the full cost of your care. However, you are still entitled to advice from the Early Intervention Team about how best to meet your needs.

When looking for home care, you do not have to use the first home care agency you come across. You should shop around as prices, services and standards can vary between home care agencies.

All home care agencies in England must register with the Care Quality Commission. It decides if a home care agency is meeting government standards on safety and quality.

(<http://www.cqc.org.uk>)

» Hartlepool Borough Council Commissioned Providers

Careline Homecare

	Telephone:	01429 221323
	E-mail:	hartlepool@carelinehc.co.uk
	Postal address:	Units 11 and 12 Usworth Enterprise Park Usworth Road Hartlepool TS25 1PD
	Website	www.carelinehomecare.co.uk

Carewatch Hartlepool

	Telephone:	01429 857206
	E-mail:	hartlepool-north-stockton@carewatch.co.uk
	Postal address:	12-14 Church Street 2nd Floor Hartlepool TS24 7DJ
	Website	www.carewatch.co.uk

» Contact us

You can contact the Early Intervention Team by letter, telephone, text, or email. If English is not your first language, we can provide a translation service.

» Our opening times

We open at 8:30am every weekday. We close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm.



Telephone: 01429 523390



Text Service: 60006 (start your text with HBC)



E-mail: dutyteam@hartlepool.gcsx.gov.uk



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Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

» About this factsheet

This factsheet tells you about Home Care. We issued this factsheet in March 2016 and updated it in April 2018. We will check the information is up to date in April 2020.



You can download all of our factsheets from
www.hartlepool.gov.uk/factsheetsandpublications