

About your services

Torbay and South Devon NHS Foundation Trust (TSDFT) and Mears Care (or one of its providers) provides care and support to people with eligible needs in Torbay and South Devon who wish to live independently in their own homes.

You have been assessed as needing some help you to live at home, and have chosen to have a Domiciliary Care Agency (Agency) provide this for you. This leaflet gives some information about what you can expect from these services.

What care will I receive?

You may have been assessed for assistance with personal care, cooking, cleaning, medication, shopping or a sitting service.

Many people have similar needs and we need to ensure that we have a system that is fair to everyone with minimal delay before services begin.

To achieve this agencies operate a

system called 'the timings system' which means that they can organise their staff timetable so you get, wherever possible, the same carers and that you can be assured that they will arrive at the time you have agreed with the Agency.

As part of your original assessment with TSDFT, you have discussed what services you need, and at what time of day you should receive them. Agencies will agree this based on your medical condition and other important circumstances.

The timing of care will be organised in three different ways. This means that you will be offered a visit time:

- 1. Within 15 minutes either side of a preferred time. This will be agreed if you have a medical condition which needs a specific service at a certain time, for example medication if you have diabetes.

- 2. Within an hour either side of a preferred time. This will be agreed if you are having personal care, or other services which need to happen at the same time every day for specific reasons.
- 3. Within a four hour time slot. This is when your care doesn't need to be a specific time.

Once the time of your visit is agreed with the care organisation, then your carer will keep to this time as much as possible.

Should this system not work for you; you can request a direct payment from TSDFT and organise your own care. Your assessor will be happy to discuss this with you.

Who will provide my care?

We know that for many people it is important to have the same people supporting them, and for those staff to arrive when they were expected. For some, this is crucial because of their medical condition.

We understand that often people prefer someone of their own gender delivering personal care and agencies will endeavour to ensure this happens. However, Agencies will discuss with you when they do not have the capacity and availability of staff for this to happen.

Please be assured that all Agency carers receive training on safeguarding, dignity and are committed to treating you with respect at all times.

Further information

If you have any questions and would like further information about the changes detailed in this leaflet please contact Torbay and South Devon NHS Foundation Trust:

☎ 01803 217900

📘 torbayandsouthdevonFT

www.torbayandsouthdevon.nhs.uk/

Domiciliary Care

Information leaflet



Working with you, for you