



# Home care service for residents



**Welcome to the council's home care service. We promote services with the aim of enabling residents to achieve a maximum level of independence and to remain at home.**

**Our staff are professionally trained and committed to providing high standards of care to everyone who receives the service.**

## What is home care?

Home care is a range of services offered to people in their own homes, enabling you to continue living at home as independently as possible.

Who are the services for?

The services are for residents who need:

- Daily support
- Support during the week in order to remain living at home.

## What services can we offer?

You may be able to get help with:

- Personal care, such as washing and getting dressed
- Making a meal
- Laundry, housework and shopping
- Collecting your pension
- Emptying your commode.

## When is the home care service available?

The home care service operates every day of the year.

## **How can I get home care services?**

Before we can arrange services for you, you will need to have an assessment.

An assessment involves both you and a trained member of our staff. Together we will discuss your needs and how you manage daily living tasks at home. Your situation is then considered to work out which services may help you.

## **If I qualify for a service what will happen next?**

After your assessment you will be advised of the services available to you.

A support plan is developed and agreed with you.

This plan sets out in detail the services you will receive, and you will be given a copy of this.

## **Will I have to pay?**

We will ask you to complete a financial assessment form to enable us to work out if you do or do not qualify for a free service and if not how much to charge you.

## **What if I do not qualify for the home care services?**

If you do not qualify for a service, we will always try to put you in touch with other organisations who might be able to help.

## **What can you expect from us?**

### **We will:**

- Ensure that our staff are welcoming, courteous and professional
- Respond to your questions as quickly as possible and give you clear answers
- Make sure services are provided when you need them, as stated on your support plan
- Ask you what you think about your home care service, so you can have a say in the service you receive.

## How do I apply?

A referral to the home care service can be made by you, a friend or relative, a voluntary organisation, the hospital or your doctor.

For further information, or to apply for home care services, please visit or contact:

### H&F Advice

145 King Street  
London W6 9XY

 0845 313 3935

Minicom: 020 8753 5089

(For deaf and hearing impaired people)

Fax: 020 8753 5011

Email: [h&fadvice.care@lbhf.gov.uk](mailto:h&fadvice.care@lbhf.gov.uk)

Website: [www.lbhf.gov.uk](http://www.lbhf.gov.uk)

Nearest tube station:  
Hammersmith or  
Ravenscourt Park

Buses: 27, 266, 267,  
H91, 190, 391

### Opening hours are:

9.00am to 5.00pm

# More information

Search for the following on [www.lbhf.gov.uk](http://www.lbhf.gov.uk):

- Adult social care services
- Adaptations and equipment
- Careline and Assistive Technology
- Day services
- Direct payments
- Home support newsletters 2010 - 2111
- Occupational therapy
- Paying for long term care information.
- Reablement

Tick below if you would like a copy of this leaflet in:

- Large print*
- Braille*
- Audio tape*

<p><i>Name:</i> .....</p> <p>.....</p> <p><i>Address:</i> .....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p><i>Tel:</i> .....</p>
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*Postcode:*

**Return this section to:**  
**Home care services**  
1st Floor  
145 King Street  
London W6 0LJ

## We will



- Take your details as soon as you contact us
- Interview you as soon after that as possible
- Listen to what you tell us
- Respect your confidentiality
- Respond fairly and efficiently to your enquiries
- Make an appointment for you
- Indicate when your case will be resolved
- Answer the phone within five rings
- Reply to letters within ten working days
- Advise you about other services and agencies which may be able to assist, if we cannot help you

[www.lbhf.gov.uk](http://www.lbhf.gov.uk)

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## If you would like any part of this document interpreted into your own language, please phone 0845 313 3935.

### Russian

Если вы хотите, чтобы какая-либо часть этого документа была устно переведена на ваш язык, пожалуйста, позвоните по телефону 0845 313 3935.

### Polish

Jeśli chciałbś jakaolwiek część tego dokumentu przetłumaczoną na język ojczysty, to proszę zadzwonić pod numer 0845 313 3935.

### French

Si vous souhaitez qu'une partie de ce document soit traduite dans votre langue, veuillez appeler le 0845 313 3935.

### Spanish

Si desea alguna parte de este documento en su propio idioma, llame al 0845 313 3935.

### Albanian

Nese do deshironi ndonje pjese te ketij dokumenti te perkthyer ne gjuhen tuaj, telefononi 0845 313 3935.

### Amharic

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### Portuguese

Se desejar qualquer parte deste documento interpretada no seu idioma, telefone por favor para 020 8753 4040.

### Somali

Haddii aad jeclaan laheyd in qeyb dukumentigan ka mid ah luqaddaaaada ama afkaaga laguugu turjumo, fadlan telefoon u soo dir 0845 313 3935.

### Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਵੀ ਹਿੱਸੇ ਦਾ ਕੀਤਾ ਹੋਇਆ ਅਨੁਵਾਦ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ 'ਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿ੍ਹਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ 0845 313 3935.

### Gujarati

જો તમને આ દસ્તાવેજના કોઈપણ ભાગનું કોઈ ભાષાંતર તમારી પોતાની ભાષામાં જોઈએ છે તો, મહેરબાની કરી ટેલિફોન કરો 0845 313 3935.

### Hindi

यदि आपको इस दस्तावेज के किसी भी हिस्से का किया हुआ अनुवाद अपनी भाषा में चाहिये, तो कृपया टैलिफोन करें 0845 313 3935.

### Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ کو اپنی زبان میں چاہئے تو براہ مہربانی ٹیلی فون کریں: **0845 313 3935**

### Farsi

اگر شما میخواهید هر بخشی از این سند به زبان شما بیارتان ترجمه شفاهی بشود لطفا با شماره تلفن 0845 313 3935 تماس بگیرید.

### Arabic

إذا كنت ترغب بالحصول على ترجمة فورية لأي جزء من هذه الوثيقة، فيرجى الاتصال بـ: 0845 313 3935