



Fact Sheet SAH04 November 2013

## Monitoring your home care

Barnet Council has a responsibility to monitor any home care that you receive from your care provider. We monitor:

- the quality of the care you receive
- the arrival and departure times of your home carer.



Your **care plan** will tell you what tasks your carers should be undertaking as well as the times they should be arriving and leaving.

You may be required to contribute towards the cost of the home care you receive after being **financially assessed** by the council.

A **home care monitoring system** allows us to monitor the times when your home carer arrives and leaves and helps us to ensure you are contributing the correct amount towards your care.

### How does the system work?

- When the home carer arrives at your home, and only with your permission they use your home phone to call a special number
- The special number they will call is a **freephone** number and so there is no charge to you
- This will record the time your home carer has arrived at your home
- Your home carer can then continue with the tasks they do for you as described in your care plan.
- When they are about to leave, the home carer dials the same freephone number again to record their departure.



This **system** ensures the council can monitor the amount of time your carer stays with you. We will regularly compare this to your care plan and so we may check with you if the times are different.



If you have any questions or comments about this system, please contact us on:

Tel: 020 8359 6088

Email: [adultsocialcare@barnet.gov.uk](mailto:adultsocialcare@barnet.gov.uk)

### Social Care Connect

Enables you to find a list and details of different home care agencies so you can find the best home care agency for your needs.

**Website:**

[www.barnet.gov.uk/socialcareconnect](http://www.barnet.gov.uk/socialcareconnect)

If you need this factsheet in a different format, please contact the Communications Officer for Adult and Communities on:

Tel: 020 8359 7150

Email: [adultsocialcare@barnet.gov.uk](mailto:adultsocialcare@barnet.gov.uk)