

## Fact Sheet No 9

### Monitoring your Care

#### What is Care Monitoring?

A My Care My Home Care Advisor visits you each week and talks with you about your experience of the care you are receiving. They also inspect the record of your care that your care provider is keeping and checks that the records are up to date and that the Care Provider can evidence that they are meeting the care specification negotiated into your Care Contract (See also Fact Sheet No 8 “Negotiating the terms of your care contract”).

- What does this achieve? It enables you and your family to satisfy yourselves that:
  - The Care provider is actually doing what they promised to do when they undertook to provide your care (See My Care My Home Fact Sheet No 8 “Negotiating your Care Contract”).
  - Your care plan is comprehensive: ie that it includes all the risk assessments it should; includes all the regular checks on your health and welfare that are appropriate.
  - That your Care Provider is providing your care in accordance with your care plan.
- It gives you and your family a professionally competent independent advocate to whom you can refer concerns or complaints that you may be afraid to refer to the Care Provider for fear of getting staff into trouble.
- Experience shows that care providers generally give better care to those who are represented by well-informed care professionals.

#### How does Care Monitoring work?

- My Care My Home negotiates your Care contract with your Care provider. All three parties (You, the Care Provider and My Care My Home) sign this re negotiated contract. This contract requires the Care provider:
  - To provide to the nominated My Care My Home Care Advisor the same access to all information about your care, care plan, condition and concerns as the Care provider is obliged to make available to your immediate family.
  - To contact your nominated Care Advisor about any change in your circumstances or condition just as they would contact your immediate family.
  - To notify your nominated Care Advisor whenever any multidisciplinary meetings are being held to discuss your on-going care, needs and requirements so that they can attend if they consider it necessary.
- The Care Advisor will visit you once a week and discuss with you your day to day experience of your care; they will inspect your care plan and care records and also meet with a senior member of the Care Provider’s staff to enquire how they consider you are and to express any concerns the advisor may have or any changes they require to be made to your care regime.
- Can this lead to you being disadvantaged because your Care Advisor is demanding treatment for you that others may not expect? No; if professionally managed any sensitivity on the Care Provider’s part can be managed very constructively for both parties.
- The Care Advisor will also supply a brief written report to you and your family each month outlining their findings and any action that they have taken.



### What does My Care My Home charge for this Care Monitoring Service?

- £150 per visit, with a written report provided.
- Care monitoring visits are recommended weekly, fortnightly or monthly and a written report after every visit.
- The service is available for a minimum of 6 visits.
- Family members will receive the mobile number of the Care Advisor and may contact them at any time should they have any concerns.

Do you wish to discuss this further with a Care Advisor or to purchase this service?

Please call 0800 731 8470 to arrange for one of Our Care Advisors to call and explain this service more fully.