



BEDFORD
BOROUGH COUNCIL

Tavistock Court Homecare Service



Adults and Community Services

About us

Tavistock Court is an extra sheltered care housing scheme provided by Bedford Pilgrim Housing Association. Bedford Borough Council's Home Care service provides on-site care to those residents who have been identified by Social Workers as having an assessed need of care.

Tavistock Court has a 24 hours a day service and this includes sleep-in staff who will respond to emergency calls between the hours of 11pm and 7am.

Our aim

We aim to provide services to help you live safely and independently, based on your assessment of need and eligibility for services.

We will work with you to:

- Increase your independence
- Increase choice and control in your daily life
- Enable you to access other support services
- Improve your quality of life.

Services we provide

The main role of the home care staff is to assist with personal care tasks which have been agreed with you in your assessment and care plan. Staff will aim to meet your needs and will work closely with other professionals such as social workers, district nurses and GPs when necessary.

If your care needs change at any time we will request a review meeting to enable your level of care to be adjusted accordingly.

Eligibility and access

We can only help those whose independence is at the greatest risk if they do not receive a service from us. Bedford Borough's Community Older People's Social Work Team is the first point of contact for this service. A social worker will assess your need for support from health and social services – this is called an "assessment of needs". The assessment helps us to give priority as fairly as we can to those in greatest need of support. A decision will be made as to whether you are eligible for services.

There is no charge for the assessment. The worker will discuss any costs relating to the service(s) you need with you and will arrange for an assessment of your financial circumstances. We can also assess whether there are any benefits that you are entitled to receive.

Safeguarding adults

Abuse is mistreatment by any other person that violates your human and civil rights. Bedford Borough Council is committed to safeguarding vulnerable adults from abuse (SOVA). If you are being abused or suspect that someone you know may be the victim of abuse contact Adults and Community Services on 01234 276222. Your concerns will be taken seriously and will receive prompt attention.

Having your say

We would like you to tell us how you think Council's Adults and Community Services have worked for you and what you think of our services. Our staff will ask for your views throughout your contact with us.

To give us feedback on the service you have received, please speak to the manager or staff in the Home Care Service or write to us at the address on the back page.

Quality Assurance

We aim to provide a quality service and consult with our service users on a regular basis. The team work to Home Care Policies and Procedures, copies of which can be obtained from the team leaders

Insurance arrangements


As part of Bedford Borough Council our Certificate of Employees' Liability Insurance is provided by Zurich Municipal.

Care Quality Commission

We are a registered agency with Care Quality Commission. If you need to discuss our service with them they can be contacted at:

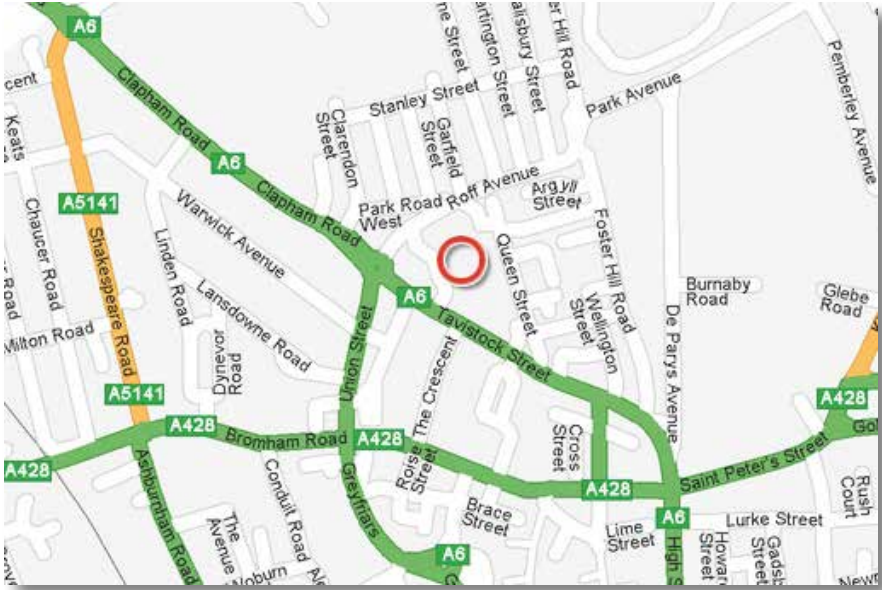


 **03000 616161**

 **Care Quality Commission**
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

 **enquiries@cqc.org.uk**

How to find us



Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

المعلومات

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برای اطلاع

Per Informazione

معلومات کے لئے

Informacja

Za Informacije

তথ্যের জন্য

Contact Tavistock Court



01234 210678



Tavistock Court

Queen Street

Bedford

MK40 2UD

Contact The Bedford Borough Home Care Service



01234 718333



Adults and Community Services

Home Care Service

Bedford Borough Council

Borough Hall, Cauldwell Street

Bedford

MK42 9AP

Office opening hours:

8.45 a.m. to 5.20 p.m. Monday to Thursday

8.45 a.m. to 4.25 p.m. Fridays

Out of Hours contact: **0300 300 8123**



IAEBeds@bedford.gov.uk

**Ask for leaflet
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