

Submission of evidence to the Health and Social Care Committee - Consultation on the Social Services and Well-being (Wales) Bill

**What is “My Care My Home”?**

An organisation set up jointly by The Shaw Foundation, an Exempt Charity supporting the health and social care sector and Shaw Healthcare (Group) the largest staff owned healthcare Group in Wales and possibly in the UK. Its founding purpose was set up to meet the very needs that the Bill now seeks to address; namely that information about care, how to evaluate it, what is available, what is reliable and good and what is not, how to pay for it; this information is not readily available to most people when the crisis hits. My Care My Home has made it its business to make this information and advice freely and readily available to everyone and it has made significant progress in doing this.

My Care My Home very warmly welcomes the Bill which will give statutory force to what has been and remains My Care My Home’s driving mission. The organisation is very well placed to assist Local Authorities throughout Wales to achieve the objectives that the Bill gives them.

- A staff owned Social enterprise organisation which is also part owned by an Exempt Charity ( The Shaw Foundation)
- Operates UK wide but its Board of management and head office is based in Cardiff
- Draws on the care assessment and care quality expertise of the Shaw organisation and can tap into Shaw’s UK wide knowledge of the aspirations, wishes of older people who need some level of care and help and advice with funding some of their care and accommodation needs.
- The Shaw organisation is also a staff owned social enterprise also part owned by an Exempt charity and is headquartered in Cardiff. It has a turnover of £100 million a year, employs over 4000 staff and is probably the largest independent healthcare operator whose head office is Wales based.

**What service does” My Care My Home “provide?**

- It provides free advice to anyone in Wales in the security of their own home on all matters relating to the care, accommodation, funding, quality and legal issues faced by those needing care and who may have to fund part of the cost of that themselves (self - funders). However the advice is not limited to self funders; it is available to all and is completely free.
- How does it do this? By visits to the person who needs care in their own home and explaining to them and their family (and any advocate they may have) just what their options are; options for lifestyle; options for receiving care in a variety of ways (by engaging their own carers; employing a care agency; moving to sheltered/ Extra Care living or moving to a care home; initial advice on how the costs of care which are not eligible for state funding can be paid for; advice on adaptations and equipment which will facilitate living at home.
- It also makes available freely an on line search facility ([www.Mycaremyhome.co.uk](http://www.Mycaremyhome.co.uk)) with a searchable database of over 52,000 care/ retirement accommodation /domiciliary care providers ; thus enabling people to find the closest registered domiciliary care or care home providers or unregistered retirement living services to where they want it; to find good Independent suitably qualified and local Independent

Financial Advisors and suitably well informed and reasonably priced legal advisers in their vicinity

- In addition to offering free advice, My Care My Home also offers those specialist services that many people faced with the need for care require for example:
  - Help in finding a good care provider and checking out that they really do have the required quality of service and management competence to deliver a sustainable high quality care service
  - Help in negotiating a contract with a chosen care provider (whether domiciliary or residential) that gives the recipient the protections and safeguards that they should have.
  - Regular monitoring of the quality of care received from that service
  - Help in costing and then managing any conversion work and equipment installation ( from stair lifts to sensors) required to enable someone to continue to live safely and securely in their own home
  - Help with managing their finances so as to be able to fund those elements of their accommodation or care that the State will not fund.
  - Help with selling their house and buying or renting out their house if they want that
  - Help with finding an a well informed local legal advisor or Independent Financial Advisor

For all these services, which the customer is free to choose or not to choose; My Care My Home makes a defined charge. It is this charge which funds the free advice service.

#### **How does My Care My Home relate to Local Authorities?**

- It offers the Local authority the option of a free click through to My Care My Home's call centre (when calls are allocated to local Care Advisors who meet the individual in their own home)
- It seeks to establish this arrangement with the Local Authority on the basis of a Memorandum of Understanding between My Care My Home and the named Local Authority. We now have a number of these in place and operational.
- The advice service is offered to all- regardless of income, assets or lack of them. The advice offered is "whole of market"; all Care Providers within the type and criteria selected are shown. The local Independent Financial Advisors and Legal advisors who will be showcased on the Mycaremyhome website (Service to be launched in May 2013) will have been pre screened for specialist competence in the field of advice to for people of all ages but especially the elderly

#### **How will My Care My Home save Local Authorities money?**

- By enabling self funders needing care to get good financial advice which will enable many of them to purchase care fees insurance policies which will save them from ever running out of money and becoming a charge on the Local Authority's Social Care budget. It will, over time, remove the burden of "Asset depleters" from the Local Authorities budgets.
- By providing a whole of market care and financial advice service to all citizens in the Local authority area thereby enabling the Local Authority to meet what will shortly be its new expected statutory responsibilities  
(Check the wording here with Richard Perry and ask him to amend as he sees fit)
- By providing a high quality care assessment service to care providers in the Local authority area; this will be an eagerly desired service which will be provided at no cost to the Local authority

## My Care My Home CARE ADVICE PATHWAY

