

Dear **PERSONALISED**

## **CHANGES TO YOUR HOME CARE SERVICE**

I am writing to you to advise you about changes to your Home Care Service provision. Your level of home care service will remain the same but the provider of this service will require to change.

The change is part of a review of Home Care Services in Edinburgh. The Council has set up a new Home Care Re-ablement Service. This involves moving some staff, including the worker(s) who visits you, from their current arrangements to the new Home Care Re-ablement Service. The Home Care Re-ablement Service will provide intensive care and support, up to 6 weeks, for new service users from the community or who are discharged from hospital. The aim of the service is to help new service users retain their independence.

I would like to arrange to visit you on **DATE AND TIME** to give you information about your new provider. You may wish to have a relative or carer present when I visit. Alternatively, I could arrange for an Advocacy organisation to be present when I visit. Advocacy organisations are there to make sure we listen to your views.

We will try and make the change as smooth as possible and include a handover period. This is so your current worker can work alongside your new worker to introduce them to you.

As with any change, we recognise that service users will have questions that they want to ask or points that require to be clarified. If at any time you, your relative or your carer have any questions about the change, I or one of my colleagues, will be happy to speak to you about them. My contact details are **TELEPHONE NO. EMAIL ADDRESS**. We also have a complaints procedure if service users wish to use this; however, we hope that we can provide an answer to all your questions.

Can I emphasise that your level of service will not change with this new arrangement, nor will any existing charging arrangements and that I will be available to support you through the change.

Thank you for taking the time to read this letter and I look forward to meeting with you.

Yours sincerely

**NAME**

**TITLE**