



Home Help Service



For further information



www.goteborg.se/valjahemtjanst



Phone: 031-365 00 00



Email: goteborg@goteborg.se



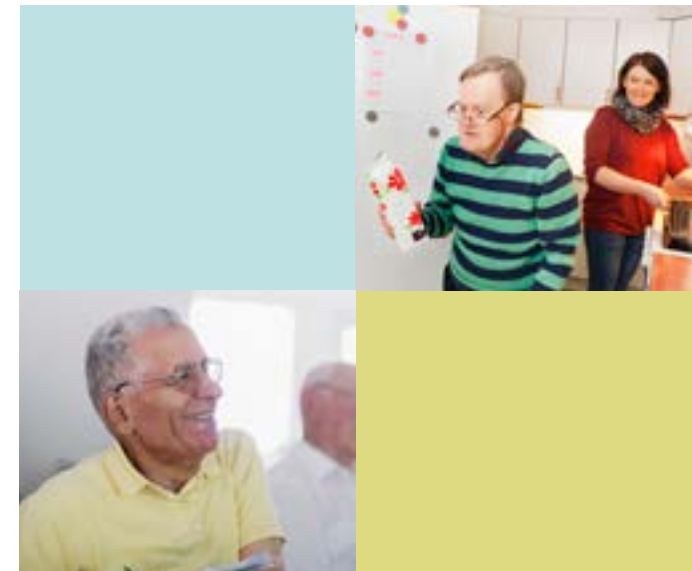
You can also contact your care administrator or social worker.



www.goteborg.se/valjahemtjanst



Freedom of choice in the Home Help Service



Göteborgs Stad 170504-005-010 Tryck: Exakta Print Januari 2018

www.goteborg.se

www.goteborg.se



Freedom of choice in the Home Help Service

Gothenburg City Council has decided that everyone who has received notification about home help should be able to choose who they would like to provide them with assistance and support. All the providers listed have been approved and meet the demands set out by the City of Gothenburg.

Who can you choose from?

You can choose if you would like home help from the City of Gothenburg or from a private-sector provider. A private-sector provider could be a private company or a limited company, or it could be a partnership, foundation or association. However, you will not be able to decide which individual member staff will help you. Your care administrator or social worker can tell you which providers are available. The providers and their number could differ within and between districts, and could vary over time. Information about approved providers is available at goteborg.se/valjahemtjanst.

What does freedom of choice cover?

You can choose a provider for:

- Home help day and night. Based on your needs and your decision about the home help service, the provider must be able to help you between 6am and 11.30pm.
- If, under the Social Services Act, you are receiving home help and accompaniment at the same time, you can also choose the same provider for accompaniment.
- If, under the Social Services Act, you are receiving home help and you have also been granted respite care in your home, you can choose the same provider for respite care.

What is not covered by freedom of choice?

You cannot choose a provider for:

- Home help during the night between 11.30pm and 6am.
- A visit to your home after you have activated your security alarm.

It is the City of Gothenburg that provides these services even if you have chosen a private-sector provider for all your other services.

Do you need to choose?

No, choosing a provider is completely voluntary. If you do not make a choice, you will receive assistance and support through the City of Gothenburg Home Help Service.

Is your home help charge affected?

No, the charge is the same regardless of who provides you with home help. The

home help service invoice is sent by the City of Gothenburg.

How to choose

You can choose your provider in one of the following ways:

- Using a written form.
- Using an e-service at goteborg.se/valjahemtjanst
- By contacting your care administrator or social worker.

After you have made your choice

When you have chosen your provider, they will contact you. Together you can draw up a plan for how you would like to receive help based on the decision received from your care administrator or social worker.

You can change your mind

You can change provider without giving a reason. If you wish to change, you can contact your care administrator or social worker. You can also change your provider by using the e-service at goteborg.se/valjahemtjanst.

Additional services

Private-sector providers can offer you additional services that are not included in your home help. Additional services could involve mowing your lawn, snow clearance, or extra cleaning. If you would like to purchase these additional services, you can order them from your private-sector provider and you pay the provider directly. The City of Gothenburg Home Help Service does not offer additional services.