

Home help

Home help is assistance provided under the Social Services Act. The aim is to offer you support and assistance so that you can remain living in your own home. Assistance is granted based on your needs and covers things you are unable to do yourself or cannot arrange to have done in any other way. The assistance you receive could include both service and personal care, and it will allow you to enjoy a reasonable standard of living. Your decision regarding home help is in most cases a general decision that confirms the amount of time you have been allocated and lists your needs based on your application.

CLEANING

Cleaning can include dusting, vacuuming, mopping the floors and cleaning the toilet/bathroom. Window cleaning is available once a year and covers the same number of rooms that have been specified for cleaning. We can also help you during the year to defrost the freezer and refrigerator, wipe down the cupboard doors in the kitchen, clean the oven and cooker, and clean your balcony. The cleaning time is calculated based on two rooms and a kitchen. If there are more rooms, it will not be possible to clean the whole of your home on each occasion.

WASHING

You can receive help to book a time in the laundry room and sort out what needs to be washed. We can load and unload the washing machine and hang up the clothes to dry or put them in the tumble dryer. We can then put the clean washing away. We can also change the bedclothes, wash the odd item of clothing by hand and iron certain things.

PURCHASE OF GROCERIES

This could include writing out a shopping list, doing the shopping and then putting the items away. If you are able to go out, we will be more than happy to accompany you to the shops.

PHARMACY

We can help you to collect your medicine from the pharmacy or arrange delivery of prepacked doses of your medicine (Apodos system).

PERSONAL CARE

Depending on your needs, you can receive help, for example, with personal hygiene, taking a shower, going to the toilet and getting dressed.

MEALS

Apart from the opportunity to have food delivered to you at lunchtime, you can also receive help to prepare breakfast, supper or a snack. We can help you heat up your food, lay the table and put the food out on a plate.

MOBILITY

We can help you if you find it difficult to get around on your own, either indoors or outdoors.

OTHER SUPPORT

Other forms of support are available depending on your needs. This could include social contact, support and assistance during the night, or someone looking in on you to check that everything is as it should be.

CHOOSE YOUR HOME HELP PROVIDER

If you have been granted home help, you can choose your home help provider.

There are several options to choose from

You can choose the municipal home help service or one of the private companies that cover the area in which you live. You cannot choose a particular person. If you have been granted both care and service support, you can choose a home help provider for your care needs and another for your service needs. All companies that work within the home help system have been approved by Jönköping Municipal Authority. Regardless of which home help provider you choose, you can rest assured that the service and care that is provided will be to a good standard.

Do I need to choose?

You do not need to make an active choice. If you do not exercise your right to choose, you will be allocated one of the home help providers that covers your area.

Change of home help provider

If you are not satisfied with the assistance you are receiving, you should first speak to your home help provider. If you wish to change provider, you should contact your caseworker to make a new choice. You will be allocated a new home help provider within 14 days.

AFTER YOU HAVE RECEIVED A DECISION

The home help staff will contact you to begin planning the support and assistance that you have been granted. Soon after, you will meet your contact person and together you can decide in more detail when and in what way we can help you. This will then be written down in an implementation plan.

Home help charge

Your home help charge is based on your upper charge limit and is the same regardless of whether you choose a municipal or private home help provider. You will be sent an invoice once a month.

Would you like further information?

If you have any questions, you can contact the municipal contact centre during office hours on 036-10 50 00. The municipal authority website has further information about home help and which home help providers are available in your area.