

System of Choice within Home Care Services

Halmstad municipality applies the Act on System of Choice in the Public Sector (LOV) within home care services.

Freedom of choice applies to both services and care services. This means that those of you granted service and/or care can choose which provider you would like to help you.

Providers are approved by the municipality

The municipality has established the requirements that providers of home care services must satisfy to be approved.

This ensures that the level of care and service provided maintain a good standard.

When you apply for home care services the social worker will inform you about the system of choice and which providers you can choose from.

Geographical areas

Halmstad municipality is divided into eleven geographical areas. A private provider can work within one or more of these areas. This means that not all approved providers have operations in all areas. A private provider can also specify a capacity ceiling that sets a limit for how many hours they can perform services during a month. The municipality's operations are available in all areas and do not have a capacity ceiling. The providers' presentations indicate in which geographical areas they can be chosen.

How to make your choice

Information about the providers is provided by the social worker and can be found in the customer selection catalogue and on the web. You make your choice by entering the provider you would like on selection form and send this to the social worker. The social worker makes an order to the chosen provider, who will contact you and together you make a plan how the help will be carried out.

If you do not want to or cannot choose a home care provider you will be allocated a provider according to an order of priority list. Information about the order of priority list can be found on the municipality's website www.halmstad.se or via the Halmstad direct telephone: 035-13 70 00.

If you would like to change provider you need to complete the selection form and send this to the social worker, the change will occur within 14 days. The social worker contacts the provider/home care group that provides the home services and notifies them that you intend to change provider and notifies the new provider

Additional services

Private suppliers have the option to offer additional services. If you would like help to carry out domestic services that are not covered by your care services, you order these and pay directly to the company according to their price list and the municipality is not responsible for these services. For further information about additional services you must contact each provider yourself. The municipality's home care services do not provide additional services.

Same fee regardless of choice

The home care service fee follows the national maximum charge. The fee is the same regardless of whether you choose a private or municipal provider.

Contact details

To contact the social worker please contact Halmstad Direct on tel: 035-13 70 00. Contact details for different providers can be found on the presentations and on the web.

The selection form and more information can be found on Halmstad municipality's website: www.halmstad.se

