

Swindon Borough Council
Adult Social Care

Help to live at home

www.swindon.gov.uk



This brochure contains information about the services that Adult Social Care can provide in Swindon to help you live at home.

If, after reading it, you have further questions or want more information about the services available please contact Care Line on 0800 085 66 66,

or look at the relevant web pages:

www.swindon.gov.uk/ and follow the link to Adult Social Care listed in the left hand column under Health & Social Care.

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Information about help to live at home

Adult Social Care in Swindon can provide care and support to people living at home. The aim of these services is to support people who are eligible to live at home as independently as possible.

Who are the services for?

They are for older people and adults with disabilities who live in the Borough of Swindon.

Anyone else?

Yes. Adult Social Care has responsibility for recognising and supporting all carers, including young carers of adults. This includes giving carers a break from their caring role.

Please see the Carers Booklet for more information.

Am I eligible for a service?

To decide whether you are eligible for these services in your own home (which are known as community care services) you will need to have a Community Care Assessment.

What if I am not eligible for a service?

You will be assisted with obtaining alternative help.

Who can contact us?

Anyone can contact us for information and advice but in most instances, for us to follow this up, we would have to contact the person involved.

What is an assessment?

The assessment is an opportunity to discuss your circumstances and needs; find out about any problems you are having; help you find solutions to these; and arrange community care services if these are needed.

Does it cost anything to have an assessment?

No. The assessment is free.

Who completes the assessment?

It will be completed by a professional such as a Social Worker, Care Manager, Occupational Therapist or District Nurse.

What are eligibility criteria?

Adult Social Care has to provide community care services to people in the greatest need. In order to decide if you are able to receive such help we have an eligibility criteria. This ensures that we are providing services fairly to all of the public.

Will there be a charge?

You may be required to make a contribution to the cost of your care. Any charges are based on Swindon Adult Social Care charging policy. A financial assessment will be completed with you.

What are community care services?

Community care services include a range of different services. Homecare services can provide support and assistance with:

- Personal care (such as washing or dressing)
- Mobility in the home such as getting to and using the toilet
- Managing daily living activities whilst your carer has a break.

Who would provide this help?

The above assistance would be provided by a Support Worker visiting you in your own home.

Will there be a charge for this service?

You may be required to make a contribution to the cost of your care following a financial assessment.

Who would organise these services?

You may wish to organise these care services yourself through Adult Social Care Direct Payments, or prefer to have Adult Social Care make the arrangements on your behalf.

For more information about Direct Payments please see the appropriate leaflet.

What is the Community Meals service?

Community Meals is a service provided to older people and people with disabilities living in the community who are unable to obtain a meal independently.

The service consists of two courses (a hot main meal and a dessert) delivered to you in your own home. If you prefer you can have a frozen meal, a chilled meal or a snack instead.

When are meals available?

Meals are available seven days per week.

Delivery is between 11am – 1pm to your home.

What about specific dietary needs?

Most dietary needs are catered for, including medical and cultural requirements.

Your specific dietary needs will be discussed at the time of planning the service with you.

Will there be a charge?

There is a charge for Community Meals.

Further Information

For information about the charges for services, please ask for the 'Information About Charges - Financial Assessment Easy Read' leaflet. This can also be viewed at:

www.swindon.gov.uk/paymentforcare

What are Day Services?

Day Services offer a variety of activities to people including opportunities to:

- Socialise with others
- Pursue hobbies and leisure interests
- Further develop skills to enable people to live as independently as possible

What types of need do day centres meet?

Each centre has its own programme of daily activities tailored to suit the needs of the client group attending.

What is the main focus?

The focus is on working positively with the people who attend in order to build and maintain their skills and confidence.

Where are the centres?

- Clapham Hobbs, in Gorse Hill, provides for adults with a physical disability;
- Harry Garrett, in Wroughton, provides for older people;
- Evergreen Day Centre, in Rodbourne, provides for older people;
- Newburgh Day Centre, in Highworth, provides for older people;
- The Ridings Day Centre, in Rodbourne Cheney, provides for older people;
- Whitbourne House Day Centre, in Park South, provides for older people with mental health needs.

When are the centres open?

They are open Monday – Fridays, although their actual hours do vary. Generally speaking they are open from around 9am – 3.30pm.

Some choices for days may depend on the availability of places and transport requirements.

Do the centres provide meals?

Each centre will offer a choice of meals (including vegetarian options) and hot or cold drinks for a nominal cost. A light breakfast and afternoon tea are available on request.

How do I get there?

You will be provided with transport if you are unable to get to the centres independently. Transport will start from 8am and we ask you to be ready for that time. Transport may incur a small cost.

Will I need to pay for day services?

You may be required to make a contribution to the cost of your day services following a financial assessment.

Anything else I should know?

Yes. You will be allocated a member of staff to be a keyworker for you. Their role is to be your point of contact in the centre and provide support.

What is Extra Care?

Extra Care provides 24 hour staffing support, 365 days a year in your own flat in one of 3 Extra Care establishments. Extra Care is about independent living and provides choice, control and privacy.

Where are the Extra Care facilities?

- The Ridings
- Harry Garrett Court
- Newburgh House
- A new facility, Maple Court, is due to open in Moredon in 2009.

How do I apply for Extra Care?

- You must be on the housing register;
- A Care Manager must complete an assessment of your care needs which shows you need a minimum of 5 hours care per week;
- A funding panel decides who will be allocated a flat;
- If successful, you will be assessed further before being offered a tenancy to a flat.

Are there any restrictions?

Extra Care is not a residential care home. Its aim is to support individuals to maintain their independence within a safe environment.

What is the Occupational Therapy service?

Occupational Therapists within Adult Social Care work to help adults with disabilities get the most out of living in their own home. They particularly focus on independence and safety.

What advice do they offer?

They advise on daily tasks such as managing personal hygiene, dressing, eating and drinking and kitchen tasks. They also provide advice on ways of completing daily living activities, equipment and adaptations to your home.

How can I get help?

To decide whether or not you are eligible for equipment or adaptations in your home you will need to have an assessment.

Equipment and adaptations can only be provided to those people who are considered to be at substantial or critical risk if their needs are not met.

What if I am not eligible for a service?

You will be assisted with obtaining alternative help.

Are equipment and adaptation services free?

Equipment can be provided free of charge if you are assessed as meeting Adult Social Care criteria.

Adaptations may be subject to a means test. You could be entitled to financial assistance through a Disabled Facilities Grant. See pages 12 - 13 for more information.

Who carries out adaptations?

They may be carried out by the Occupational Therapist Technician, the council or a private contractor.

What sort of things can they help with?

Toileting

Equipment such as rails and toilet seat raisers may be provided to make getting on and off the toilet easier. Advice can also be offered to help you maintain your personal hygiene.

Chairs

Your chair may be adapted to help you to get on and off safely or to give you better support. Alternative seating is available for people with specialist problems.

Beds

To enhance your safety when getting in and out of bed you may be offered equipment to raise your bed or help you to sit and stand up.

Bathing and showering

Rails and seats may be provided to enable you to get in and out of the bath or to use a shower. This will depend on whether you have particular medical needs in order to meet the criteria for this service.

Domestic activities

We can assess your needs in managing basic activities such as cooking and washing up, and transporting items between the kitchen and eating area.

Access

We aim to enable you to gain safe and independent access to your home and essential facilities within your home, e.g. managing steps, stairs and doorways. Your use of walking aids or a wheelchair will be taken into account.

Moving and handling

We will work closely with relatives and carers to ensure that they have the most suitable skills and equipment to enable you to be supported at home. Specialist moving and handling equipment is funded by Adult Social Care.

Housing

We may be able to support your needs for alternative housing through Swindon Borough Council Housing Department.

What are Disabled Facilities Grants?

These grants can assist in making the home of a person with a disability more suitable to live in and help them manage more independently in their home.

Can anyone apply for the Grant?

You have to be registered, or eligible to be registered, as a disabled person.

This applies if you are an owner-occupier, a tenant (including a Housing Association or Council tenant in certain cases), or a landlord applying on behalf of a tenant. If you have a disabled person living in your home you can also apply for a grant on their behalf.

Will I have to be assessed for the Grant?

Yes. An Occupational Therapist will carry out a full assessment of your needs.

How long will I have to wait to be assessed?

Because of the number of referrals received by Adult Social Care each case has to be prioritised. This may involve you being asked for further information by phone or on a self-assessment form. You will be informed how long you might have to wait for a full assessment to be completed.

Will the Grant cover the full cost of any work?

Where the Occupational Therapist assesses a need for adaptation work or other alterations in your home you may be able to apply to the council for a Grant to meet all or part of this cost.

These Grants are means-tested to ensure that financial aid goes to those found to have most need. The means test will take into account the income and savings of the disabled person together with their spouse or partner.

How do I apply for the Grant?

Disabled Facilities Grants are not administered by Adult Social Care but your Occupational Therapist will be able to assist you by supplying the initial grant enquiry form and helping you with its completion.

What happens next?

You will be visited by a Grant Officer who will carry out the initial means test as well as undertaking a brief survey of your home. He/ she will be able to advise whether you are likely to qualify for grant assistance towards the cost of any work.

Anything else I should know?

Yes. Disabled Facilities Grants are not available for works which have not been recommended by the Occupational Therapist as meeting your needs.

How to contact us

Care Line

Care Line will help you get the information you need to make informed decisions and access appropriate services.

Opening Times

Monday to Thursday 8.30am-5.00pm

Friday 8.30am-4.30pm

Contact

Tel: 0800 085 66 66

Minicom: 01793 436659

Fax: 01793 466876

E-mail: careline@swindon.gov.uk

Calling a Freephone number does not cost you anything unless you phone from a mobile.

Online questionnaire

If you prefer it you can complete and submit the online questionnaire. This can be found on the web pages for Adult Social Care at www.swindon.gov.uk/careassessments.

The completed questionnaire will be sent to the Care Line team who will contact you usually within 2 working days.

Useful contacts

The Swindon Carers' Centre
The Princess Royal Trust for Carers
1 Wood Street
Swindon SN1 4AN

Telephone: 01793 531133
Monday to Friday 9.00am to 5.00pm
Answerphone at other times

The Centre is open to callers between 9.30am and 5.00pm
Monday to Friday.

Out of hours service (Swindon Social Services)

01793 436699

This is a team of Social Workers who can provide urgent assistance to people outside of normal working hours.

Adult Social Care contact information

For older people and people with physical disabilities, please contact Care Line on 0800 085 66 66.

For adults with learning disabilities and their carers, please contact The Community Team for People with a Learning Disability on 01793 466724.

For adults of working age with needs associated with their mental health, please contact The Mental Health Team for adults of working age on 01793 715000.

For older adults with needs associated with their mental health, please contact The Department of Old Age Psychiatry for adults over 65 years of age on 01793 327800.

Other useful information

Data protection

We are committed to maintaining the highest standards of security and confidentiality when holding personal information. Under the Data Protection Act (1998) you can see your personal information. If you would like to know more about this, please ask for our leaflet 'Access to your personal information'.

Any comments

If you feel unhappy about the service that you have received you may make your complaint by telephone, by letter, by e-mail or in person at any reception area.

Alternatively contact the Customer Liaison Officer at:

Swindon Borough Council
Customer Liaison Officer
Adult Social Care, Civic Offices, Euclid Street
Swindon SN1 2JH

Tel: 01793 463496

Email: YourCommentsCount@swindon.gov.uk

This information about services in Swindon is available on the internet at www.swindon.gov.uk/socialcare. It can be produced in a range of languages and formats (such as large print, Braille or other accessible formats) by contacting the Customer Services Department.

Tel: 01793 445500 **Fax:** 01793 463331

E-mail: customerservices@swindon.gov.uk