

A guide to Adult Social Care



Wellbeing Directorate

What is Adult Social Care?

Adult Social Care can help and support you and your carer, if you have one, to live safely and independently. This leaflet explains some of the services that we can provide or arrange if you are over 18 and need help because of:

- your age,
- an illness,
- a physical disability,
- problems with your hearing or sight,
- mental health difficulties,
- problems caused by drugs and alcohol,
- a learning disability or,
- you provide care for someone affected by any of these difficulties.

Who can get Adult Social Care services?

To find out if you are eligible for Adult Social Care services, you are entitled to an assessment of your care needs. Because the Local Authority does not have the resources to meet everyone's needs we are required to have a policy that explains who qualifies for Adult Social Care services and who doesn't. The rules that we are required to use to make decisions about who is entitled to services are called 'eligibility criteria'. This means that we have a duty to ensure that everyone's needs are assessed using the same rules, and that decisions are fair. You can request more information about this.



What is an assessment?

An assessment involves talking to a Care Manager who will discuss your needs and preferences with you to work out what help you need. The care manager may request your permission to talk to your GP or District Nurse about your needs.

If you would like to request an assessment of your needs you can:

- contact the First Contact and Information Team,
- ask your GP or District Nurse to contact us on your behalf,
- if you are in hospital, ask the ward staff to let us know.

What happens after I am assessed?

The assessment will enable the Care Manager to determine whether you qualify for support. If you do qualify for support, there are a range of options to choose from.

If you do not qualify for support we will send you a letter explaining the reasons why and offer you advice and information about other sources of help.

You have the right to appeal if you do not agree with our decision.



What services are available?

The services listed below are not exhaustive. If you need more information about any of the services in this leaflet or details about any other services you can contact the First Contact and Information Team. Please see contact details on the last page.

Adapting your home

The Occupational Therapy Services can recommend alterations or adaptations to your home and provide you with advice and information about sources of funding for any works. Some examples of installations available are:

- grab rails,
- stair lifts,
- downstairs toilets,
- wheelchair access to your home.

Aids and equipment

The Occupational Therapy services can recommend and loan specialist equipment to help you to maintain your own personal care tasks independently at home. For example, equipment to help you to:

- get out of bed,
- have a shower or a bath,
- get dressed,
- use the toilet.

Community disability and rehabilitation

Chronic medical conditions, such as arthritis, heart disease or a stroke, can affect your ability to manage everyday tasks independently. The Community Disability Rehabilitation Team (CDRT) can help you to develop the skills that you need to undertake these daily tasks. The team includes:

- an Occupational Therapist,
- a Physiotherapist,
- a Speech and Language Therapist,
- a Social Worker and
- a Nurse.

The team will work together to design a rehabilitation programme to help you to achieve and maintain your independence at home.

Day opportunities

There are a range of day time opportunities that provide a variety of support. There are opportunities available for all needs:

- leisure activities,
- the opportunity to meet other people,
- getting back to work,
- specialist advice and support.

The services are available in various locations in the Bridgend area. You can request more information about this.

Direct payments

Direct payments are cash payments that are provided so that you can purchase the care that you have been assessed as needing. You can choose to have a direct payment to employ your own staff or you can purchase care from an independent care agency rather than accessing a service from us.

Meals at Home

If you are unable to prepare or make appropriate arrangements for your meals, a meal service can deliver a meal to you at home.



Personal care in your own home

Home Care workers will work with you at home to support you to be independent. They will provide practical help with the daily tasks agreed in your care plan. Tasks may include help with:

- getting up in the morning,
- washing and dressing,
- preparing for bed at night,
- eating and drinking,
- shopping and meals,
- light housework.



Sensory disabilities

If you are deaf or hard of hearing or if you are blind or partially sighted there are specialist services available.

Specialist workers will work with you to assess your needs and provide advice and information about what support is available.

The options available to support you include:

- British Sign Language interpreting,
- lip-speaking,
- text to talk services,
- specialist communication systems such as Braille, moon and keyboard skills,
- counselling,
- equipment,
- registering as blind or partially sighted,
- registering as deaf or hard of hearing,
- NHS Audiology and Ophthalmology services.



Short breaks (Respite care)

These services provide opportunities for you and your carer to take a break from your usual care routine. There is a choice of approved settings in which you can take a short break.



Support in a care home

Care Homes provide personal care or nursing care on a twenty four hour basis. A social worker can provide advice and information about making a decision to move into a care home. A list of care homes and further information about choosing a suitable care home is available.



Telecare

Bridgelink Telecare is a new and enhanced community alarm service. The service works by using discreetly installed sensors that operate with your telephone line at home. A call button system enables you to summon help quickly and safely. The range of sensors that are available include:

- fall detectors,
- smoke detectors,
- flood detectors,
- carbon monoxide detectors,
- bed occupancy detectors.





What will I have to pay?

There is no charge for an assessment of your needs however there maybe a charge for services you have been assessed as needing. We will carry out a financial assessment to work out what you have to pay. For more information about charging, please refer to our charging leaflets for residential and non residential services.

You have the right to decide not to tell us about your financial situation, but if you choose not to disclose your income and savings we will have to charge the full cost for the service.

To make a comment, compliment or complaint

You have the right to make a complaint if you are not happy about any aspect of your assessment or service. You can find out more about making a complaint in the leaflet called 'Comments, Complaints, Compliments' which is available from the First Contact Team.

Is there support for Carers?

If you are looking after someone who is unable to look after themselves because of illness, disability or the effects of ageing and you are providing substantial unpaid care to that person, then you are a carer.

As a carer you are entitled to an assessment of your needs in your own right.

More information

If you need more information about any of the services in this leaflet or other services you can speak to a Community Care Worker in the First Contact and Information Team. Our opening hours are:

- Monday to Thursday between 8:30 – 17:00
- Friday from 8:30 – 16:30

Our contact details are:

First Contact and Information Team

**Adult Social Care,
Wellbeing Directorate,
Sunnyside,
Bridgend, CF31 4AR
Tel: 01656 642 279 (you can use Typetalk)
Minicom: 01656 642 383
Fax: 01656 642 300
SMS text messaging: ABC +44 797 697 2020
Email: firstcontactteam@bridgend.gov.uk**



Emergency contacts:

For the most serious emergencies outside of office hours the Emergency Duty Team can be contacted on:

**Tel: 01443 849 944
Fax: 01443 849 955**

This leaflet is available in other languages, in large print, in braille and on tape. Please contact the First Contact Team to make a request.

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