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Social Care Information

from Devon County Council

Social Care for Adults Explained

Revised August 2008



www.devon.gov.uk/socialcare

Promoting independence

The people of Devon tell us they want to lead full and independent lives. In response, we are working hard to ensure we promote choice and independence so that you are in control of your own services. We are working with Health and other public and community sector organisations to target those most in need of our support.

This leaflet explains who we are and how we can help people who need our support. If you need to get further information, or would like to talk to someone about our services, please call **Care Direct in the 'MyDevon' Customer Services Centre on **0845 1551 007**.**

**David Johnstone
Director of Adult & Community Services
Devon County Council**

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Who we are

In 2006 Social Services was re-organised into two Devon County Council Directorates:

◆ **Adult & Community Services**

social care services and adult & community learning

◆ **Children and Young People's Services**

schools (local education authority) and children's social care

Adult & Community Services supports the social care needs of older people, adults with disabilities – including learning disabilities, and their carers.

We are improving our services by bringing together health and social care staff in new joint teams. We are working in partnership with:

- Devon Primary Care Trust
- Northern Devon Healthcare NHS Trust
- Devon Partnership NHS Trust

Our Standards

We want you to receive excellent customer service.

We aim to:

- ◆ **always put you first**
- ◆ **make it easy for you to contact us**
- ◆ **resolve your enquiries as quickly as possible**
- ◆ **arrange high-quality, cost-effective services**
- ◆ **tailor our services to meet your individual needs**
- ◆ **give you as much freedom and control as possible.**

Who do we help?

Everyone can get information and advice from us, and many people receive further help. We help:

- ◆ **vulnerable older people at risk**
- ◆ **people with physical and sensory disabilities**
- ◆ **people with learning disabilities**
- ◆ **people with mental health problems**
- ◆ **carers.**

Wherever possible we help people to retain their independence, so that they can continue to live in their own homes.



People with mental health needs will receive care and treatment from their GP and, if required, through a range of specialist services provided by Devon Partnership NHS Trust.

The Trust also helps:

- ◆ people who are older and who have particular specialist needs
- ◆ people with alcohol and substance misuse issues
- ◆ people with a learning disability
- ◆ people with a severe eating disorder who require a stay in hospital
- ◆ people who need forensic or secure mental health services.

People with learning disabilities receive support from Devon County Council and Devon Partnership NHS Trust, working together as the **Devon Learning Disability Health & Social Care Partnership.**

What happens when you contact us?

Adult & Community Services calls are answered by Care Direct, part of Devon County Council's MyDevon Customer Service Centre. Care Direct will offer you information and advice about care and support in your home, pensions, benefits and keeping well. They will give you the information you need, or contact the right person to help you.

If the Care Direct adviser thinks that you would benefit from social care services they will contact one of our Care Direct Plus Centres who can discuss your needs in greater detail and arrange for any agreed services to start as quickly as possible.

Call Care Direct on

0845 155 1007

Are you eligible for help?

Every person's situation is unique, and we carefully consider each request for support.

We use national guidelines from the Department of Health called '**Fair Access to Care Services (FACS)**', to make sure our services are provided fairly and to support those people in greatest need. If we think that you may need one of our services, you and/or your carer will be offered an '**assessment**'. This will usually be carried out by telephone.

The assessment will help us to decide whether your level of need means that you are eligible for a service. We will look at your particular difficulties and circumstances and weigh up the effect they are having on your safety and independence.

We have limited resources, so not everyone that seeks our support will necessarily be given exactly the help or service that they have asked for. We have to make people with the greatest needs our top priority and we have set '**eligibility criteria**' to enable us to do so.

For more information about our eligibility criteria please read our factsheet **Assessments and Fair Access to Care (FS1)**, or telephone **Care Direct** on 0845 155 1007 for a personal explanation.

How we can meet your needs

Your assessment will be carried out on the telephone by an experienced member of a **Care Direct Plus** team.

- ◆ First we aim to help by giving you information and advice.
- ◆ Then we will consider support available from carers, families, friends and other organisations.
- ◆ We may arrange help so that you can live independently for as long as possible.

Such support can include rehabilitation, personal care, community meals, residential care, supported employment, equipment, help for carers and so on.

If your needs cannot be met by our Care Direct Plus team we will pass you to your local **Complex Care Team (CCT)** who will arrange to visit you for a more detailed assessment. These are teams of **Adult & Community Services social care staff and NHS staff working together in the community, based around GP practices.**



Each CCT also includes a voluntary sector representative arranged through the Devon Association of Councils for Voluntary Services.

- ◆ We may offer you the option of **'Direct Payments'** which enable you to buy your own care within agreed financial limits, see our factsheet **Direct Payments (FS8)**.
- ◆ Our new **'personal brokerage'** service can arrange care specially tailored to your individual circumstances.

In all situations our aim is to meet your agreed needs in the most cost-effective way by taking into account your cultural background.

Carers

We value and respect the role of unpaid carers and try to support them whenever possible. Carers are entitled to an assessment of their needs, either separately or jointly with the person they care for. If carers are eligible then they can receive services in their own right.

There are local **Carers Links, run by voluntary organisations, supported by ourselves and Health.**

Further information about services for carers can be found in our factsheets.

Paying for services

There are charges for most of the services we arrange, which means you will be asked about your financial circumstances to decide how much you may have to pay. Information about charging can be found in our factsheets:

FS2a Charges for Home Care, Day Centres and Community Meals

FS2b Charges for Residential and Nursing Care

Information about you

If you contact us for information or an assessment of your needs then we may ask you for your personal details. If necessary, these details will be shared with agencies who work with us, such as Health and other service providers. Usually, this will only happen with your permission.

How to comment on our services

We make every effort to give you as good a service as possible. We encourage compliments, comments or complaints about our services, or about any aspect of our contact with you.

If you are making a complaint we will investigate the matter quickly and fairly, inform you of the outcome and put right any mistakes. In the first instance please contact the member of staff you are in touch with or ask for their manager.

Further details of our complaints process can be found in the leaflet **Compliments, Comments and Complaints**.

You can contact our Customer Services Manager at:
Adult & Community Services
Devon County Council, County Hall
Topsham Road, Exeter EX2 4QR
Tel. 0800 212783 Fax: 01392 382363
Email: sscomp@devon.gov.uk

Having your say

To help us improve, we monitor the effectiveness of our work, and carry out regular consultations to make sure that our services are what people want. If you would like to have a say in planning the way services are delivered in your area, we welcome your suggestions or comments. Please visit our web page at: www.devon.gov.uk/socialcare

Our factsheets

For more detailed information about the services we offer and the issues surrounding your care, we have produced a series of useful free factsheets.

Our factsheets are constantly updated and are available

◆ on our website www.devon.gov.uk/factsheets

◆ or from **Care Direct**

Below are some of the most frequently requested factsheets, for a complete list please visit our web pages.

FS1 Assessment and Fair Access to Care

FS2a Charges for Home Care, Day Centres and Community Meals

FS2b Charges for Residential and Nursing Care

FS8 Direct Payments

FS18 Personal Brokerage

FS10a What to look for in a Care Home

FS10b Moving into a Care Home

FS10c Paying for Residential Care

FS50a Help with Bathing and Showering

FS55 Help with Meals

FS79a Equipment to Help in your Home

FS79b Adapting your Home

Contacting Adult and Community Services

You can contact us by telephoning Care Direct on the numbers below. Our trained advisers aim to resolve your enquiry in just one call.

0845 1551 007

**Care Direct opening hours: 8 am - 8 pm weekdays
9 am - 1 pm Saturdays**

Textphone (minicom): 0845 1551 020

Mobile phone text messaging: 07773 333 231

Website: www.devon.gov.uk/socialcare

Email: csc.caredirect@devon.gov.uk

Out of Hours Calls

For social care emergencies which occur outside office hours and at weekends please contact our **Emergency Duty Team on 0845 6000 388.**

Please note that calls to our 0845 telephone numbers are charged at local rate.

Learning Disability services

The Learning Disability Health & Social Care Partnership provides support for adults with learning disabilities and their carers. Find out more from:

Exeter & East Devon

Exeter - Franklyn House, Franklyn Drive, Exeter
EX2 9HS Tel. 01392 208730 Fax: 01392 208386

Honiton - Honiton Hospital, Jerrard Wing,
Marlpits Lane, Honiton EX14 2DE Tel. 01404 540500
Fax. 01404 540505

Exmouth - Exmouth Hospital Annexe, Claremont
Grove, Exmouth EX8 2JW Tel. 01395 282082
Fax. 01395 282084

South Hams, West Devon & Teignbridge

Ivybridge - Butterpark, Brook Road, Ivybridge
PL21 0AX Tel. 01752 891003 Fax. 01752 891001

Kingsteignton - Ryefields, Avery Hill,
Kingsteignton TQ12 3QG Tel. 01626 216262 Fax.
01626 216220

North & Mid Devon (including Okehampton)

**Tiverton - Alexandra Lodge, 5 Old Road, Tiverton
EX16 4HQ Tel. 01392 381122 Fax. 01884 243825**

**Bideford - Abbotsham Road, Bideford EX39 3AF
Tel. 01271 388814 or 01271 388850
Fax. 01271 388950**

Mental Health support

**For more information on Mental Health services call
01392 823172 or visit
www.devonpartnership.nhs.uk**

Other County Council services

Care Direct is part of the wider **MyDevon** Customer Service Centre. Open weekdays 8am - 8pm and Saturdays 9am - 1pm.

At **MyDevon** you can get easy access to County Council information and services:

Care Direct	0845 155 1007
Disability Information Service	0845 155 1005
Adult & Community Learning	0845 155 1014
Libraries	0845 155 1001
Children & Families	0845 155 1013
Schools & Education	0845 155 1019
Roads & Transport	0845 155 1004
Recycling & Waste	0845 155 1010
Registrars	0845 155 1002
General Enquiries	0845 155 1015

Or why not do it online at www.devon.gov.uk

Devon Link magazine

We publish **Devon *Link*** magazine for people with physical & sensory disabilities and their carers.

To receive your **FREE** copy ring 0845 155 1007 or email devonlink@devon.gov.uk

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***Social Care Information
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Leaflet

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August 2008

Social Care for Adults explained

**For further copies of this leaflet please
contact:**

Devon County Council,

Adult & Community Services, County Hall,

Topsham Road, Exeter EX2 4QR

Tel. 0845 155 1015 (local rate)

email: customer@devon.gov.uk

SMS: 0777 3333 231

**This leaflet is available in a range of formats
such as audio and in languages other than
English.**

www.devon.gov.uk/socialcare