



# Do you need Day Care?

*A range of services to help  
support you and your carers.*



DEVON COUNTY COUNCIL

## What is Social Services?

Social Services is a part of Devon County Council with legal duties to look after the welfare of people in Devon, taking into account their race, culture, special needs and religion.

We work with other organisations to provide a range of practical services to meet individual needs.

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**Social Services** is separate from the Central Government **Department for Work & Pensions** which includes the **Pensions Service** and **Job Centre Plus** along with the Central Government **Child Support Agency**.

# Do you need Day Care?

**Inside front cover**

## Other leaflets you may find useful

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Ref. 50 Help with bathing and showering?

Ref. 51 Do you need help in your home?

Ref. 53 Short-Term Breaks and Respite Care

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# **Do you, or someone you care for, need Day Care?**

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This leaflet explains about Day Care services for older people and people with disabilities, how they are arranged and the sort of services you can expect.

## **What is Day Care?**

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Day Care is a range of services to help support you and your carers. This may include:

- ◆ meeting with other people in a relaxed atmosphere
- ◆ enjoying a hot lunch
- ◆ the chance to have a bath
- ◆ shopping trips
- ◆ hairdressing
- ◆ the chance to join in with group activities
- ◆ learning new hobbies
- ◆ trips out and about.



These services may be provided in day centres or local care homes.

## **Why you may want to consider Day Care?**

- ◆ perhaps you live on your own, or with your carer, and would benefit from the chance to meet other people socially
- ◆ you live with a relative or friend and they need to go to work or have time for other activities
- ◆ so you can have a hot meal, or a bath or want to take the opportunity to do other things
- ◆ you need help for a short while, for example after a period in hospital.

## **How do you arrange Day Care?**

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If you think that you, or someone you care for, needs help, and you have not been in touch with Devon County Council Social Services, you should read through this leaflet and contact your local Social Services local office (see page 8 for details). Day Care is important in helping you in keeping active and will help you stay in your own home.

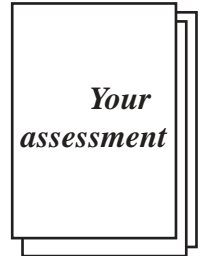
If you have discussed this with someone from Social Services, and we have agreed that you attend a day centre, this leaflet will explain the service to you. You can always arrange for day care privately, either with a local care home or with a day centre. You will need to sign a contract with the day centre, and pay the agreed rate each day.

## **How we work out what help you need**

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If you contact Social Services, we will need to talk with you about how we can best meet your needs. We will not be intrusive but would like to talk to you about how best we can meet your needs. This is called your **'assessment'**.

We may not be able to give you all the help you feel you need, as we must ensure we help those most in need first. However, we will try to be fair!



### **Your Care Plan**

If day care will help you, we will sort out a suitable day care service with you. We will write the details that we agree with you on your **'Care Plan'**, and we will send copy of your Care Plan to you.

## **Who will provide your day care?**

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The day centre you attend may be run by Social Services or a local independent care provider.

Your care provider should always :

- ◆ treat you with dignity and respect;
- ◆ listen to what you have to say, including your preferences about what there is to do and whether you want to join in.
- ◆ ensure you are happy with the staff
- ◆ ensure that as far as possible you receive the service from the same people each time you attend
- ◆ ensure that the staff are polite, courteous and are well trained.

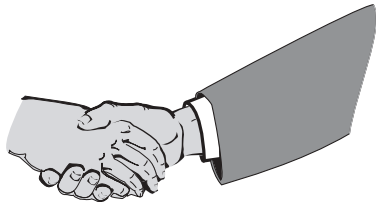
## **Your Day Care contract**

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Once we have found a suitable day centre, we will agree a contract with the provider for you.

The contract will cover:

- ◆ what services you should receive
- ◆ who is providing the service
- ◆ the date the service will start and finish



## **Paying for Day Care**

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### **Standard daily charges for meals and transport payable by everyone who attends a day centre**

Everyone who attends a Day Centre is expected to pay a standard amount for meals and transport. Your money will be collected at the Day Centre and you should be given a receipt. Sometimes, if you are going on a special trip, you may be asked to pay something towards the cost.

**Please see our leaflet: *Charges for Our Services (Ref. 2)*.**

## ***Do you need Day Care?***

### **Assessed charges that MAY be payable for attending a Day Centre**

**In addition** to the standard daily charges for meals and transport referred to above, you **may** also have to pay an assessed **attendance charge**. The attendance charge at a Day Centre will depend on financial situation. You will need to tell us about your income and savings before we can decide how much - if any - we can charge you.

Social Services operates a fair system for all of its services. It takes into account your circumstances, your income and savings, so you will not be asked to pay more than you can afford.

Social Services will ask you for details of your financial affairs, including any pensions or benefits you receive. This information, which we hold in confidence, will be used to calculate your contribution towards the assessed attendance charge. We may advise you how to arrange Day Care yourself, as this may be cheaper for you.

You will be informed how much you have to pay and how it was calculated. If you do not fully understand please ask us to explain it to you.

**Please see our leaflet: *Charges for Our Services (Ref. 2)*.**

### **How do I pay for my Day Care?**

Devon County Council will send you a bill every four weeks for the amount of your contribution. You can:

- ◆ send a cheque or postal order to County Hall using the envelope enclosed with your bill.
- ◆ pay at your local Post Office
- ◆ pay by direct debit from a bank or building society account
- ◆ pay using a credit or debit card by calling 01392 382374. Please make sure that you have your card and bill details available when you call.
- ◆ pay your Day Care provider, if this has been agreed with us.

## **Direct Payments**

Instead of having your support arranged by Social Services, **Direct Payments** is money given to you by Devon County Council Social Services so that **you** can buy the support you need to live independently.

You can use Direct Payments to arrange support tailored to meet your individual needs. You can decide what sort of help you need, how you want the help to be provided and the times when you want to have help. To find out if you are eligible please see our leaflet: ***Direct Payments (Ref. 8)***.

## **Changing or ending your Day Care**

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We promise that Devon County Council Social Services will not end or change your Day Care place unless we have discussed it with you first. This may involve other people such as your family and friends.

You can stop attending the day centre if you wish, but you should talk this over with the day centre staff and Social Services first. It will help us if you can give two days notice if you want to stop attending, either because you will be away for a short time, or want to end it permanently.

If you know in advance that you cannot attend your day centre, because you are going away or have another appointment, please let us know as soon as possible, so that we can arrange for someone to use your place on that day.

## **What happens in an emergency?**

When you start attending the day centre, we will make sure that the Day Care provider has details of your doctor and any relatives or friends who are to be contacted in case you are unwell - or in the event of any other emergency. You will be given the name and telephone number of who to contact if you are unable to attend for any reason, for example, because you are unwell or if something unexpected happens such as your transport not arriving.

## **Monitoring your service**

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We need your help to monitor the performance of your service. We want to ensure that day centres deliver a quality service to you. So, if the:

- ◆ transport often arrives late or not at all
- ◆ staff keep changing
- ◆ staff don't seem to know what assistance you need
- ◆ staff don't treat you with dignity and respect
- ◆ activities provided at the day centre are not what you expected

then **please let us know**. Contact Social Services or ring our complaints number on **Freephone 0800 212783**.

We will make sure that your concern is dealt with and if necessary, arrange for someone to visit you.

We value your comments about the Day Care service, so if you would like to say anything, good or bad about the day centre, or about this leaflet, we would like to hear from you.

## **Any further questions?**

If you have any further questions then please call your local Social Services office, contact numbers are listed on page 8 of this leaflet.

## **Social Services local offices - Adults**

All calls are answered by **local** offices even if they have an '01392' code.

**Opening Times:** Most of our local offices are open from 9am to 5pm Monday to Thursday and from 9am to 4pm on Friday.

**Outside office hours:** 5pm - 9am and at weekends, please contact our

**Emergency Duty Team Tel. 0845 6000388 (low-call rate)**

20 St George's Road  
**BARNSTAPLE** EX32 7AU  
Tel. 01271 388010  
Fax: 01271 388020

Abbotsham Road  
**BIDEFORD** EX39 3AF  
Tel. 01237 475693  
Fax: 01271 388950

Market Street  
**CREDITON** EX17 2AJ  
Tel. 01392 384133  
Fax: 01392 384177

St Edmund's Court  
16 Okehampton Street  
**EXETER** EX4 1DU  
Tel. 01392 384444  
Fax: 01392 384439

Town Hall  
St Andrew's Road  
**EXMOUTH** EX8 1AW  
Tel. 01392 385700  
Fax: 01392 385772

St Michaels, Orchard Way  
**HONITON** EX14 1HU  
Tel. 01392 385800  
Fax: 01392 385811

Cosmbe Royal, Stentiford Hill  
**KINGSBRIDGE** TQ7 4AD  
Tel. 01752 891050  
Fax: 01548 854294

Teign House, Kingsteignton Road  
**NEWTON ABBOT** TQ 12 2QG  
Tel. 01392 384900  
Fax: 01392 384903

Jacobs pool House, 11 West Street  
**OKEHAMPTON** EX20 1LJ  
Tel. 01392 383848  
Fax: 01392 383830

Abbey Rise, Whitchurch Road  
**TAVISTOCK** PL19 9AS  
Tel. 01392 386990  
Fax: 01392 386748

Phoenix Lane, **TIVERTON** EX16 6LB  
Tel. 01392 384133  
Fax: 01392 384141

## General Enquiries

### Our headquarters at County Hall

#### Devon County Council Social Services Directorate

County Hall, Topsham Road  
Exeter EX2 4QR

Tel. 01392 382331

Fax: 01392 382363

**website:** [www.devon.gov.uk/socserve](http://www.devon.gov.uk/socserve)



# **Day Care information from Devon County Council SOCIAL SERVICES**

## **Do you need Day care?**



**Further copies from:** Social Services General Office,  
County Hall, Topsham Road, Exeter EX2 4QR. Tel. 01392 382946.

**Other formats:** For copies in other formats and languages,  
please contact the Public Information & Communication Team,  
Tel. 01392 382332 (address above).

**Comments on this leaflet:** Please contact the Head of Public  
Information & Communication, Tel. 01392 382566 (address above).  
Email: paul.giblin@devon.gov.uk

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**[www.devon.gov.uk/socialcare](http://www.devon.gov.uk/socialcare)**