

DEVON CARES INFORMATION FOR CARERS

www.devon.gov.uk/devoncares



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Introduction

If you look after a family member or friend because they are ill, frail or have a disability, and you don't get paid for it, you are a carer.

In this booklet you will find important information about the services and support available to you.

This booklet is produced by **Devon Carers Link**, which brings social care, health and voluntary organisations together to support carers. You can find out more about **Devon Carers Link** online at www.devoncarerslink.org.uk/

For further information and help, you can join the **Devon Carers' Link** network, which offers:

- Access to Flexible Breaks Grants and Take-a-Break sitting services to give you time off from caring.
- Information and newsletters about local support and training opportunities.
- Help at times of crisis.
- A chance to have a say about matters that affect you as a carer.

You can call **Devon Carers' Link** on **0845 643 1341**, email carersplus@westbankfriends.org or write to **Devon Carers' Link, Westbank, FREEPOST (SWB30899) (DCL), Exminster, Exeter, EX6 8ZZ**.

There are many other useful contacts listed at the end of this booklet.

Please note that throughout this booklet we refer to other leaflets and factsheets that are published by Devon County Council Adult & Community Services. For a range of information for carers such as a Personal Budgets factsheet and a Social Care for Adults leaflet, with information about Putting People First – how social care is changing, go to www.devon.gov.uk/factsheets, or call **Care Direct** on **0845 155 1007**.

Who can help you

The main statutory organisations offering support to carers and the people they care for are social care, health and education services, as well as a number of voluntary organisations, charities and private care providers.

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

Adult & Community Services

Supports the social care needs of vulnerable older people, adults with physical and sensory disabilities, adults with learning disabilities, and carers. For more information about the services provided by Adult & Community Services please see the leaflet **Social Care for Adults Explained** (www.devon.gov.uk/factsheets or call Care Direct on 0845 155 1007).

Children & Young People's Services

Supports the social care needs of children with disabilities, carers of children, and young carers. They provide other children's services such as child protection, fostering and adoption.

Devon County Council also works in partnership with other organisations, including:

Devon Children's Trust

A partnership of public and voluntary sector organisations working together to meet the needs of children, families and young people.

Devon Primary Care Trust (PCT)

Primary Care is the care provided by people such as doctors or dentists. NHS Walk-in Centres, the telephone helpline NHS Direct, community hospitals, health visitors, district nurses, and occupational and physiotherapy services are also managed by Devon PCT.

Devon Partnership NHS Trust (DPT)

Provides mental health and learning disability services to children and adults in Devon. They also help people with alcohol and substance misuse issues, severe eating disorders and provide forensic help (for people involved with the legal system) and secure mental health services.

Learning Disability Health and Social Care Partnership

A partnership between Devon County Council and the Devon Partnership NHS Trust – working together to support people with learning disabilities.

Private Care Providers

Are private, profit-making companies who deliver social or health care on behalf of Devon County Council or the NHS. (For example, domiciliary care agencies).

Voluntary Organisations

These may employ paid staff or use volunteers to carry out the tasks of the organisation. Voluntary organisations are non profit-making and some may also be registered as charities (such as Age Concern and MENCAP, for example).

People you may meet

Your individual circumstances will determine which of the following people you may have contact with:

Approved Mental Health Professionals

Have specialist mental health training and are approved to act under the Mental Health Act.

Carers' Development Workers and Carers' Support Workers

Development workers identify the ways carers' services can be improved. Support workers can offer group, telephone and one-to-one support and advice to carers. Generally they work for a voluntary organisation and many are part of the Devon Carers' Link network.

Chiropodists

Care for feet and lower limbs.

Community Care Workers (CCWs)

Skilled staff who assess, review and provide social care services.

Community Psychiatric Nurses (CPNs)

Work in the community with people who have mental health difficulties. CPNs assess and advise on behaviour problems, medication and how to manage daily routines. They are based in Community Mental Health Teams.

Customer Service Centre staff

Many organisations now use a Customer Service Centre as the first point of contact. For Adult & Community Services this is Care Direct.

Continence Nurses

Provide information to people with bladder and bowel difficulties and will assess for incontinence aids.

Dentists

Check teeth and gums and restore teeth damaged or lost by decay, trauma or other reasons. Dental practices can take private and/or NHS patients, and some offer specialist services.

Dieticians

Provide advice on diet and how to use diet to manage symptoms during illness. A dietician may contact you during a hospital stay or make contact through your GP.

District Nurses

Are based in, or linked to, GP practices. District Nurses provide a 24-hour community service offering advice, treatment and support.

Domiciliary or Home Care Workers

Provide practical help and personal care in the home. Many are employed by private registered agencies.

General Practitioners (GP)

Your GP (doctor) can offer information, advice and support as well as health assessments and treatment. GPs are required to identify carers and maintain a Carers Register, so it's important that you tell your doctor you are a carer.

Health Visitors

Qualified nurses with midwifery experience who mainly deal with children under the age of five.

Local Involvement Networks (LINKs)

Devon LINKs independently monitor and advise health and social care providers in Devon.

Macmillan or Marie Curie Nurses

Specialist help for people with cancer and other advanced illnesses, and their carers and families. Nurses offer advice on pain relief, emotional support and practical help. Marie Curie nurses are district nurses supported by charity. Macmillan nurses work for the NHS.

Occupational Therapists (OTs)

Work with adults and children who have disabilities and/or mental health problems. Their aim is to help people to achieve and maintain independence by offering guidance and advice on equipment, adaptations, reablement, moving and handling and much more.

Optician/Optomestrist/Ophthalmologist

An optician is trained to fit and adjust eyewear based on the specifications provided by an optometrist (who prescribes eyeglasses or contact lenses, examines eyes and detects eye disease) or ophthalmologist (a medical doctor who specialises in treatment and care of the eyes).

Physiotherapists

Provide assessment and treatment for a range of conditions causing pain or restricting mobility.

Psychiatrist

A medical doctor who specialises in the treatment and prevention of mental and emotional problems.

Psychologist

Specialises in evaluation, diagnosis and treatment of mental health and behavioural problems.

Reablement

This includes physiotherapists, occupational therapists and speech therapists to maximise independence, help prevent hospital admissions and support a return home from hospital.

Rehabilitation Officers – Hearing Impairment (ROHIs)

Provide advice, information, assessments and often the equipment necessary for people with hearing difficulties.

Rehabilitation Officers – Visual Impairment (ROVIs)

Provide advice, information, assessments and often the equipment necessary for people with sight difficulties.

Social Workers

Work with individuals, families, groups and communities to provide assessments and appropriate services. They work to enable people to deal with personal and social difficulties.

Speech and Language Therapists

Evaluate and treat people with communication and swallowing problems. Also called a Speech Pathologist.

Specialist nurses

Some nurses specialise and offer advice on conditions such as diabetes and asthma.

Young carers

A young carer is a carer under 18.

A young carer may:

- look after someone who is unwell, disabled, has a mental health problem or is affected by drug or alcohol misuse
- look after any family member or friend
- be needed to help with any kind of caring task.

Devon Young Carers (DYC) offers support and information, and has its own information pack. Devon Carers' Link can put you in touch with your local young carers' worker (call 0845 643 1341).

How we can help you

There are many services available to support you and the person you care for, including:

Advice on lifting and moving the person you care for

Many carers hurt themselves because they don't know how to lift the person they care for correctly. Your doctor, Occupational Therapist or other health professional can tell you how to do this safely.

Support groups

Support groups are places where carers can meet other carers. Who can understand the caring role better than another carer?

Breaks

There are different kinds of breaks:

- **Take-a-Break sitting service**

Take-a-Break is a flexible, voucher-based sitting service for carers of adults. Carers on the scheme receive an allocation of vouchers every three months, which they can use to 'pay' for someone to care for the person they usually care for.

The vouchers are free; the provision is not subject to financial assessment. There is a carer contribution of £3.00 per hour, which is paid direct to the care provider, but only for the hours you actually use. Call Devon Carers' Link on 0845 643 1341 for details.

- **Day care**

The person you care for goes out for part of the day – possibly to a day care centre.

- **Escorting services**

When someone takes the person you care for out.

- **Personal care**

Personal care is provided to the person you care for to give you a break.

- **Residential or nursing care**

This is also known as respite care – when the person you care for stays in a residential or nursing home for a planned short period.

- **Holiday breaks**

If you are going away without the person you care for, you may need to arrange care for them. We may be able to arrange additional care for them while you are away.

If you are going away with the person you care for, some voluntary agencies can give you details of suitable accommodation.

Usually we don't give financial support to carers to pay for holidays (except through Flexible Breaks Grants), although some charities might. But if you receive support from us, we may be able to pay for some of your accommodation costs instead of a short stay in a residential or nursing home.

We may also be able to arrange for the help you receive at home to carry on while you are on holiday.

- **Flexible Breaks Grants**

The Flexible Breaks Grants scheme is intended to be flexible and to enable you to have a break that suits you. Applications are welcomed for holidays and trips, with or without the person you care for, or for personal development or the purchase of equipment to pursue hobbies/leisure activities.

Grants are usually around £200. We do not always fund all of the costs of a break; sometimes we make a contribution towards the overall cost. Call Devon Carers' Link on 0845 643 1341 for details.

Emergency response cards

Carrying a Carer Alert Card is one way to let people know that you have a dependant person at home should anything happen to you. Call Devon Carers' Link on 0845 643 1341 for details.

Voluntary Organisations can offer:

- befriending
- counselling (bereavement, marital, and so on)
- lunch and social clubs
- specialist support such as Marie Curie and Hospice services
- transport and prescription collection
- specialist organisations such as Diabetes UK, the Alzheimer's Society.

Social care and health services can offer:

- aids, adaptations and equipment
- chiropody
- community and specialist nursing
- continence service
- day services, care at home and meals
- health visitors
- psychological support
- reablement services
- speech and language therapy
- statementing.

Hospital and residential care

Short term services include:

- hospital and hospice admissions
- hospital or residential-based intermediate care
- reablement and rehabilitation
- short-stay residential and nursing breaks.

Long term services include:

- long-term hospital admission
- residential and nursing care
- continuing care places.

Other services available include:

One-to-one advice and support

Information services

Outings and pampering days

General community services

How we assess your needs

Adult & Community Services use national guidelines from the Department of Health called 'Fair Access to Care Services (FACS)', to make sure services are provided fairly and to support those people in greatest need.

If Adult & Community Services think that the person you care for may need help, you or they will be offered an 'assessment'. The assessment will help to decide the level of need. For more information please see factsheet **FS1 – Assessment and Fair Access to Care** (www.devon.gov.uk/factsheets or call Care Direct on 0845 155 1007).

Carers assessment

As a carer, you are also entitled to an assessment of your needs, either separately or jointly with the person you care for. If you are eligible then you may be entitled to services in your own right. Some services to support carers, such as Take-a-Break, are not subject to eligibility.

You have a right to a Carers' Assessment if you:

- are over 16 and look after a friend or relative who cannot manage on their own
- intend to look after someone
- look after a disabled child – you don't always have to be the child's parent but you must have parental responsibility for them
- are a young carer (aged under 18) who provides care for adult family members or for siblings. This assessment would be through Children & Young People's Services
- are providing care and the person you care for doesn't want to accept support from us.

For more information about Carers Assessments please see factsheet **FS601 – Carers Assessment guidance notes** (www.devon.gov.uk/factsheets or call Care Direct on 0845 155 1007).

Confidentiality

As a carer, we will keep you informed about the treatment and care of the person you care for.

- Sometimes, we can't share information with you:
- When the person you care for will not allow us to share information with you.
- When professionals involved in patient care have a duty to follow professional codes of practice, law and statute regarding confidentiality.
- When the relationship between you and the person you care for is strained and the professional cannot get a true picture of the situation.

Getting involved

We are committed to working in partnership with you and we also have a duty to consult you about services.

The Carers' Involvement Framework

In Devon there are a number of different ways in which you can get involved. Local forums meet in most areas – they are run by voluntary organisations and supported by us – and these give you the opportunity to have your say about services. Views from these forums are fed back to local managers of services, often at meetings where carers are also represented. The forums also inform county-wide decisions.

Devon Local Involvement Network (LINK)

The LINK is a network of local people, organisations and groups that want to make health and social care services better. Anyone can become involved with the LINK, from health and social care service users to voluntary organisations and community groups.

Sharing your knowledge and skills

More carers are becoming involved in activities where they can share their experience of being a carer. These activities can range from sitting on interview panels for jobs which have a carers' focus to sharing your experiences with other carers in support groups. The Carers in Devon partnership is developing courses to help carers gain the confidence to speak up and become involved.

Money

Charges for social care services

There are charges for most of these services, which means that the person you care for will be asked about their financial circumstances to decide how much they may have to pay. More information about charging can be found in the following factsheets:

- FS2a – Charges for Home Care, Day Centres and Community Meals**
- FS2b – Charges for Residential and Nursing Care**

(www.devon.gov.uk/factsheets or call Care Direct on 0845 155 1007)

Charges for health care services

Services provided by the NHS are free although some health care can be paid for privately. The NHS is also responsible for paying for the nursing care element for a stay in a nursing home. In certain cases, depending on the level of medical need, the NHS will fund the social care element of nursing home care.

Benefits and Tax Credits

You can get a FREE benefits check through Devon Carers' Link (call 0845 643 1341).

Did you know:

- If you, or the person you care for, is ill or disabled, you could get financial help regardless of your savings?
- If you are eligible for just 10 pence of Income Support, Income-based Jobseeker's Allowance or Pension Credit (Guarantee Credit) you could have your Council Tax paid?
- You may be able to claim Carer's Allowance if you spend at least 35 hours a week caring for someone who is severely disabled?

You, or the person you care for, may be entitled to:

Carer's Allowance

Carer's Allowance is a taxable benefit to help people aged 16 or over who spend at least 35 hours a week caring for someone who is disabled. You do not have to be related to, or live with, the person that you care for. Carer's Allowance is dependent on being eligible for certain other benefits.

Disability Living Allowance (DLA)

Disability Living Allowance, sometimes referred to as DLA, is a tax-free benefit for children and adults under the age of 65 who need help with personal care or have walking difficulties because they are physically or mentally disabled.

Attendance Allowance (AA)

Attendance Allowance, sometimes referred to as AA, is a tax-free benefit for people aged 65 or over who need help with personal care because they are physically or mentally disabled.

Pension Credit

Pension Credit is an entitlement for people aged 60 or over living in Great Britain. This could mean extra money for you every week. Pension Credit guarantees everyone aged 60 and over a minimum income level.

Eligibility criteria and filling in the forms for benefits can be complicated; call Care Direct on 0845 155 1007 or the Benefit Enquiry Line on 0800 882 200 for advice. Alternatively call Devon Carers' Link on 0845 643 1341 for a free benefits check.

Direct Payments

These are payments made to individuals by social care departments to enable them to buy services that they have been assessed as needing. Providing money in place of social care services gives people greater choice and control over their lives. It enables them to make their own decisions about how their care is delivered.

They can be given to disabled people aged 16 or over, to people with parental responsibility for disabled children, and to carers aged 16 or over in respect of carer services.

To find out more about direct payments see factsheet

FS8 – Direct Payments (www.devon.gov.uk/factsheets or call Care Direct on 0845 155 1007).

Alternatively you can email [**direct.payments@devon.gov.uk**](mailto:direct.payments@devon.gov.uk)

Getting around

For a carer of a person with a disability, organising outings can be difficult. The following services may help (contact details are the back of this booklet).

Local Community Transport:

Community Car Schemes

Transport to pre-booked destinations, such as medical appointments.

Disability accessible taxis

Adapted taxis which are able to take wheelchairs.

Shopmobility

Manual and powered wheelchairs and scooters for shopping and to allow easier access to town centre facilities.

Ring and Ride

A door-to-door wheelchair-accessible mini bus service.

Local and National Travel Services:

DPTAC Door to Door

Advice for disabled people about travelling on all forms of transport.

National Express Disabled Persons Help Line

Information and assistance with travel arrangements for disabled people.

National Rail Enquiry Line

Information and assistance with travel arrangements for disabled people.

Traveline

Assistance with planning your journey, by bus, coach or train.

Tripscope

Nationwide travel and transport information service for disabled people including private motoring, public transport, special discounts and concessions.

Support Services:

Financial benefits

Available for disabled people include road tax exemption, disabled persons rail cards, bus and coach ticket concessions.

Blue Badge Scheme

Enables people to park close to shops and public buildings. Available for people who are blind or have severe mobility or behaviour problems, have a learning disability or need an escort for safety.

Mobility Advice and Vehicle Information Service (MAVIS)

Services for disabled people including driving assessments and advice on vehicle adaptations.

The Motability Scheme

Helps to provide disabled people who receive the Mobility component of Disability Living Allowance with a safe, reliable and affordable car, powered wheelchair or scooter.

RADAR

Toilets for disabled people. Ring for a list of locations and a key or you can buy a key from many local council offices.

Equipment and adaptations

Small aids and equipment can make life much easier if you or the person you care for have a minor or moderate disability (contact details are the back of this booklet).

Equipment:

Care Direct

For lists of organisations that sell, hire, loan or fit equipment.

Independent Living Centre

Free, impartial assessment, and advice service as well as equipment for you to try out.

Disabled Living Foundation Helpline

For information and links to suppliers.

NHS

In hospital a health worker should ensure anyone returning home has the equipment they need.

Community Equipment Service

Supply, purchase, store, deliver, maintain, collect, clean and recycle equipment.

Red Cross

Enable people to borrow equipment for a limited period (for example a wheelchair or commode).

Adapting your home:

Minor Adaptations

Such as ramps, rails, and so on, can be arranged by Adult & Community Services free of charge – if you are eligible and following an assessment.

Major Adaptations

Stair lifts, adapting bathrooms or kitchens or other adaptations may be funded through a means-tested Disabled Facilities Grant (DFG) from your local District Council on the recommendation of a Social Services Occupational Therapist.

Handyperson Schemes

These carry out small repairs or other minor jobs.

Alarms:

Community Alarms

An alarm to summon help can be worn by people at risk from falling or sudden medical crisis.

Monitoring Alarms

Can be as simple as a baby alarm. More complicated alarms can be bought through a local equipment provider. Specialised alarms are available for people with sensory loss.

Residential and nursing home care

Residential care homes

Provide the same level of care a person would receive at home from a family carer.

Nursing homes

Provide care for people who are ill, injured or infirm – the kind of care that requires the skills of a qualified nurse.

Dual registration homes

These are registered as both residential and nursing homes. Choosing a dual registration home could allow someone to stay even if their health deteriorates. It may also enable a couple with differing needs to stay together in the same home.

For more information see factsheets **FS10a – What to look for in a care home** and **FS10b – Moving into a care home**

(www.devon.gov.uk/factsheets or call Care Direct on 0845 155 1007).

Leaving hospital

Staff will discuss hospital discharge options with you. If additional care is needed at home, services will be arranged first. Speak to a nurse if you have any concerns.

Intermediate care

Following a hospital stay, arrangements may be made for intermediate care services to provide further rehabilitation for the person you care for, either in a residential home or in your own home.

Continuing NHS health care

If there are intensive or complex health care needs the person you care for will be offered an assessment for free care under the NHS. Services are arranged by the NHS in a hospital, care home, or your own home.

Life-threatening and terminal illness

Seeking advice and information about life-threatening or terminal illness can be daunting, but there are people who can help:

NHS

The NHS teams involved in treatment can offer advice when the illness is first identified and some will liaise with social care services to co-ordinate support packages for the patient and their carer.

Hospices

These work with patients facing a range of life-threatening conditions and offer physical, emotional, social and spiritual care which is often delivered in the home. Specialist pain management, symptom relief and respite care are part of the support offered to the patient and their carer.

Respite care

Short stay care may be arranged in an appropriate home.

Specialist voluntary organisations

Both local and national organisations can offer advice, telephone help lines and information packs for carers.

Benefits

Some benefits claims such as Disability Living Allowance and Attendance Allowance can be processed more quickly if someone is terminally ill. For more information ring Care Direct on 0845 155 1007.

Legal matters

Why make a will?

Making a will gives you peace of mind. You can choose who you would like to sort out your affairs and give instructions for the care of any dependants. If you have a child with a disability you can leave money in trust for their care through your will. Many people assume that if they die without a will, everything will pass to their husband or wife but this isn't necessarily so.

How to make a will

It is advisable to contact a solicitor to have your will drawn up, but if your wishes are simple you can buy a will form from a stationer and write it yourself. Keep your will in a safe place, and make sure your executors know where it is. If you want to set up a trust for someone with special needs, you need specialist advice.

The Disability Law Service

Can give you free advice on the kind of arrangements that would best suit your wishes.

MENCAP

If your child has a learning disability, there is a useful booklet by the charity MENCAP called 'Leaving Money by Will to People with Learning Disabilities'.

Living wills

If a person cannot make a decision for themselves, then others will have to act in their best interests. Some people plan ahead and write a 'living will', or an 'advance directive'. This specifies what sort of treatment they would, or would not be willing to receive if they become incapable of giving or refusing consent. Or they may have appointed an attorney by a formal document called a Lasting Power of Attorney (LPA) to make certain decisions on their behalf.

The Mental Capacity Act

Before 1 October 2007, when the Mental Capacity Act came into force there was already a system for people to appoint attorneys for financial matters – called Enduring Powers of Attorney (EPA).

Existing EPAs are still valid and can still be registered, however new EPAs can no longer be made.

Sometimes the Court of Protection will appoint a person to make decisions on their behalf: a 'Receiver' under the old law or a 'Deputy' under the new Mental Capacity Act.

If there is no relevant attorney or deputy with the necessary authority to make the decision in question, someone else will have to decide what should happen. Depending on the particular decision, this could be you, or a professional. Whoever makes the decision must make it in the person's best interests and in accordance with the principles of the Act. For more information contact the Office of the Public Guardian, (please see the back pages of this booklet for details).

Useful contacts and websites

National and countywide organisations

Care Direct **0845 155 1007**
Adult social care information and advice. Part of the 'MyDevon' customer service centre.

Devon Carers' Link **0845 643 1341**
Help and support network for carers in Devon.

Carers UK **0808 808 7777 or www.carersuk.org**
A national carer-led organisation offering support and information, and campaigning for better recognition and support for carers.

Citizens' Advice Bureau **www.citizensadvice.org.uk**
The Citizens' Advice Bureau (CAB) helps people resolve their legal, money and other problems by providing free information and advice.

Devon Children & Young People's Services Directory

0800 056 36 66 or www.devon.childrensservicedirectory.org.uk

Local and national information for parents and carers of children and young people with special needs. Includes information on support groups, benefits, and services.

NHS Direct

0845 4647 or www.nhsdirect.nhs.uk

A confidential 24-hour advice service, offering information on particular health conditions and what to do if you or a family member is feeling ill. Also provides information on services such as doctors, dentists, pharmacies, self help and support groups.

Princess Royal Trust for Carers 0207 480 7788 or www.carers.org

National organisation offering advice and support for all UK carers as well as a special site and chat room for young carers at www.youngcarers.net

Devon Young Carers

www.devon.gov.uk/youngcarers

A website especially for young carers which offers helpful practical information and support, as well as links to games and fun.

DirectGov

www.direct.gov.uk/caringforsomeone

A public services website with an area for carer information.

Learning Disability Devon

www.learningdisabilitydevon.org.uk

A website for people with learning difficulties, their families, carers and staff.

Specific support and advice

Adfam

www.adfam.org.uk

Information for relatives and friends of people with drug or alcohol problems.

Getting around

DPTAC Door to Door	www.dptac.gov.uk/door-to-door
National Express Disabled Persons Help Line	08717 818179
National Rail Enquiry Line	08457 484950
Traveline	0871 200 2233
Tripscope	08457 585641
Mobility Advice and Vehicle Information Service (MAVIS)	01344 661000
The Motability Scheme	0845 456 4566
RADAR	020 7250 3222

Equipment and adaptations

Independent Living Centre	01392 687276 or www.devon.gov.uk/ilc
Disabled Living Foundation Helpline	0845 130 9177 or www.dlf.org.uk
Community Equipment Service	01392 678533
Red Cross	0845 331 3331

Legal matters

The Disability Law Service 020 7791 9800

MENCAP helpline 0808 808 1111

Office of the Public Guardian
0845 330 2900 or www.publicguardian.gov.uk

Compliments, comments and complaints (see next section for more details)

Devon Local Involvement Networks (LINKs)
01404 549045 or www.devon.gov.uk/link

Independent Complaints Advocacy Service (ICAS) South West
0845 120 3782

Adult & Community Services Customer Services
0800 212783 or email sscomp@devon.gov.uk

Compliments, comments and complaints

All health and social care organisations welcome comments about how they are performing and how they can improve their services. It's often best to give your views to the people you are dealing with, but if you wish to offer your views in a different way, then you can contact:

Devon Local Involvement Networks (LINKs)

The LINKs independently monitor and advise health and social care providers in Devon.

Independent Complaints Advocacy Service (ICAS) South West

A free, impartial and independent service for people who wish to make a formal complaint about the NHS.

Adult & Community Services Customer Services

Compliments, comments or complaints can also be made to the provider of the service via the local worker or manager.

Education services

Compliments, comments or complaints about education services should be made to the local school or college in the first instance.

For further copies of this booklet, please contact:
Devon Carers Link, Westbank,
Freepost (SWB30899) (DCL)
Exminster, Exeter EX6 8ZZ
Tel. 0845 6431341 Email: carersplus@westbankfriends.org

If you would like a summary of this in a different format such as large print, Braille or tape, or in a different language, please contact the MyDevon Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk



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