

Do you need Day Services?

Factsheet 52 – 14 October 2009 (2 pages)

Day services for older people and people with disabilities include a range of activities to support people during the day or evening. This includes the more traditional day centres which are run in a particular building or in a residential care home using the facilities of that home. There are also new ways of providing day services in some areas, which include care in a host family's home, or help to use other community resources such as community mentoring and enabling.

A day service provides an opportunity to get help, advice and support with things that are causing you difficulties or worrying you and to support your carer. This may include:

- meeting with other people in a relaxed atmosphere
- learning new skills or hobbies
- opportunity to share a meal with others
- encouragement and support to use facilities in your local community
- occasional trips out
- the chance to join in with group activities
- hairdressing

When should you consider day services?

- If you would benefit from meeting other people socially due to a change of circumstances
- If you live with a relative or friend and they need to go to work, or have time for other activities
- You want to take the opportunity to do other things
- If you need help for a short while, for example after a period in hospital

How do you arrange it?

If you think that you, or someone you care for needs our help, just contact Care Direct at *MyDevon* Customer Services Centre on 0845 1551 007. We will talk with you about how we can best meet your needs.

Are you eligible for help?

We carefully consider each request for support. We use national guidelines from the Department of Health, called Fair Access to Care Services (FACS). If it appears that you may need one of our services, you and/or your carer will be offered an assessment. We must give priority to people with the greatest need. For further details on Fair Access to Care Services (FACS) in other words our eligibility criteria, please read our *Factsheet 1 Assessment and Fair Access to Care*.

Who will provide your care?

The day service you receive may be run by Adult & Community Services or a local independent care provider. Before actually starting your day service ask your care manager or carer to arrange a short visit so you can find out if it is really suitable for you. Please be aware there is a no smoking policy inside any of our premises. Once we have found a suitable day service, we will agree a contract with the provider for you.

The contract will cover:

- What services you should receive and who is providing the service
- The date the service will start, and if known, the date it will finish.

Paying for Day Services

Everyone who receives a day service will pay a standard amount for meals and transport. In addition to the standard daily charges for meals and transport, you may also have to pay an assessed attendance charge. Please see our *Factsheet 2a Charges for Home Care, Day Centres and Community Meals*.

You can also pay for day services using Direct Payments; this is where you receive money so you can buy the support you need to live independently. Please see our *Factsheet 8 Direct Payments*.

We 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
(make sure that you have your card and bill details available when you call).

Changing or ending the service and Emergencies

It is important to keep your day service informed of any absence or change of circumstance.

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 an emergency. You will be given the name and telephone number of who to contact if you are unable to attend, for example, because you are unwell or if something unexpected happens such as your transport not arriving.

You can stop attending the day service if you wish, but please talk this over with us first. Please 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. A letter will be sent if you do not attend the day centre on arranged days and the provider can stop your placement.

Monitoring your service

If you feel you are not treated with the respect you are entitled to talk to the manager of your day service who will try their best to resolve the issue. Talk to members of your family or carer, if you are still unhappy about the service. If the problem persists you can contact Care Direct 0845 1551 007 or ring our Customer Services Manager 0800 212 783 (freephone).

We will make sure that your concern is dealt with and if necessary arrange for someone to visit you. We value your comments. We want to ensure a quality service and we need your help to monitor the performance of your service. 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 service are not what you expected then please let us know.

If you would like to say anything, good or bad, about the day service or any further questions we would like to hear from you contact Care Direct on 0845 1551 007.

Also see our factsheets:

- FS1 Assessment and Fair Access to Care
- FS2a Charges for Home Care, Day Centres and Community Meals
- FS8 Direct Payments
- Further factsheets can be found online at www.devon.gov.uk/factsheets

A large print version of this factsheet is available on www.devon.gov.uk/largeprint-factsheets but if you would like it in a different format such as Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

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