

Adult & Community Services



Social Care for Adults

www.devon.gov.uk/socialcare



Care

Direct

0845 1551 007

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Social Care for Adults

Adult & Community Services is part of Devon County Council and supports the social care needs of all adults in Devon.

The support that we offer is all about helping you to help yourself, and enabling you to live independently in your own home for as long as possible.

We work together with the NHS and a wide range of other partners, such as voluntary organisations and businesses, to provide social care services.

Our aims

We aim to

- make it easy for you to contact us
- help you as quickly as we can
- enable you to be independent
- enable you to play an active part in your community
- enable you to stay healthy and safe in your own home
- help you to maintain your personal dignity
- arrange the support and services you need
- help you achieve your goals
- provide high quality care for people who are at risk

Who do we help?

- people at risk of harm
- older people
- people with physical and sensory disabilities
- people with learning disabilities
- people with mental health needs
- carers
- people who are leaving hospital

Everyone can get information and advice from us, and many people receive further help. Whenever possible, we help you to stay independent so that you can continue to live in your own home.



“Speaking to the adviser was so helpful and reassuring because she quickly understood my needs. She helped me to focus on what I could do for myself, and gave me the support information and advice I needed, to help me change things for the better.”

Contacting us

When you need to contact us, simply call **Care Direct** to talk to one of our **Care Direct Advisers**. The adviser will give you the information you need, or put you in touch with the right person to help you. If our adviser thinks that you would benefit from social care support, then they will contact one of our specialist teams for you.

We can offer you advice about ...

- care and support in your home
- staying independent
- personal care
- support for carers
- Blue Badges
- keeping safe and healthy
- benefits
- information on local services
- equipment and home adaptations



Care Direct 0845 1551 007

Open weekdays 8am – 8pm and Saturdays 9am – 1pm

Minicom: **0845 1551 020**

Text message: **07773 333 231**

Email: csc.caredirect@devon.gov.uk

For social care EMERGENCIES ONLY
when Care Direct is closed, please
call the Emergency Duty Team on
0845 6000 388

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New kinds of services

Our traditional care services and the way that we work with you are changing. Here are some of the new services that we may offer you:

Community Equipment Prescriptions are for smaller items of equipment such as walking frames and raised toilet seats. If you are assessed as eligible, you will receive a prescription for the item which can be exchanged at an approved retailer, free of charge.

Social Care Reablement is designed to meet your care and independence needs, enabling you to live independently in the environment of your choice for as long as possible. This service may be offered to people who are living at home or being discharged from hospital.

Telecare products help to keep you safe and independent. Discreet sensors send alerts to a 24-hour control centre, reducing risks arising from falls and other potentially dangerous situations in the home.

We have factsheets about these new services. See page 15 >

"I was surprised at how safe having an alarm made me feel."



Are you eligible for funded help from us?

Every person's situation is unique, and we carefully consider each request for support. We give advice to everybody but we can only provide funds for those with a **'critical'** or **'substantial'** need, when there is no one else willing or able to support you.

We have to make people with the greatest needs our top priority. To help us decide who needs our help the most, we use 'eligibility criteria' following national guidelines from the Department of Health called **Fair Access to Care Services** (FACS).

For more information about these eligibility criteria, please read our factsheet *Assessments and Fair Access to Care (FS1)*, or telephone **Care Direct** on **0845 1551 007** for a personal explanation.

For more information about our factsheets, see page 15 >

Assessing your needs

If we think that you may need care and support, you (and if eligible your carer), will be offered an **assessment**. This will usually happen by telephone. Your assessment enables you to decide what help you need and what sort of support will be best for you.

The assessment will help us to look at your particular situation and decide with you what we can do to make your life better. We will look at your particular difficulties and circumstances and how they affect your safety and independence.

Once we've agreed how much support you need, we will explain how much this support would usually cost. We call this your **Estimated Budget**.

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Charging for services

We have to charge for most of the services we arrange. We will ask you about your financial circumstances so that we can decide how much you may have to pay towards the cost of any services.

Information about charging can be found in our factsheets:

Charges for home care, day centres and community meals (FS2a)

Paying for short term/respite residential care (FS10d)

Paying for long term residential care (FS10e)

For more information on our factsheets, see page 15 >

“On my support plan I wrote down the things I couldn’t do. I had to do this to see what I wanted to change.”



Your Support Plan

We will use your Estimated Budget to agree with you the level and type of support you need. This will be the basis of your Support Plan – how you plan to spend your budget to meet your assessed needs. You can get help with writing this plan from your adviser, an independent broker or your family and friends.

Your plan should answer these questions:

- What is important to you?
- What do you want to change or achieve (what are your 'outcomes')?
- How will you be supported?
- How will you use your **Personal Budget**? (See page 11)
- How will your support be managed?
- How will you stay in control of your life?
- What are you going to do to make this plan happen?

In your Support Plan you should consider support that is available from carers, family, friends and other people including voluntary and community organisations.

We will help you to organise the right mix of services to achieve the goals in your Support Plan.

Such support could include personal care, community meals, residential care, supported employment, community equipment and help for carers.

The Support Plan will need to be approved by us before your support can actually be organised.

Once we have a plan that we have all agreed on, we will let you know how much your support will actually cost – this is the agreed version of your Personal Budget.

We will then help you find services or activities that will enable you to meet your needs, for which you may wish to receive a **Direct Payment** (see next page).

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Managing your money and support

If you think you need help to manage your money and support, a suitable organisation, a family member or a friend could help you. We are here to help you too; members of our **Direct Payments Team** can offer you help and advice, or you can nominate someone to act on your behalf.



“Having a personal assistant has meant that I’m able to go swimming and keep active.”

Direct Payments and Personal Budgets

We have introduced Personal Budgets to give you choice and control over your care and support, by letting you know exactly what different options cost. You can have more control over your care and support by receiving a Direct Payment from us.

A Direct Payment is a way of paying the Personal Budget directly to you.

Some people may use their money to employ a personal assistant to help with everyday tasks such as washing and getting dressed. Others may choose to use the money to buy support or services from organisations or individuals. You may also want to spend your money on transport or local services such as a day centre.

You could choose to have a Direct Payment or you may want to receive more traditional social care services (like day care), or a combination of both. The important thing is that you decide what is best for you.

Find more information about Personal Budgets in our factsheets: *Personal Budgets (FS7)*, and *Direct Payments (FS8)*.

For more information about our factsheets, see page 15 >

Information about you

If you contact us for information or for 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 the NHS and other service providers. Usually, this will only happen with your permission.

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 telephone **Care Direct**, or go to:

www.devon.gov.uk/have-your-say

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Carers

We value and respect the role of unpaid carers. Carers are entitled to an assessment of their needs, either separately from, or together with the person they care for. If the carer is eligible, then they can also receive services.

If you want to make sure that the person you care for is safe, you will need to find out what support there might be that you could call upon.

Would organised day support work for both of you? Alternatively, would an alarm system help to provide a safer environment and reassure you as their carer? Or do you think that a Direct Payment would enable you to employ someone to sit with the person you care for while you are out of the house?

What solution would make life better for you both? We can support you and help you find a solution. Call us at **Care Direct** on **0845 1551 007**.

There is also **Devon Carers Link** run by voluntary organisations to provide local support to carers. This service is funded both by us and the NHS.

For further information about **Devon Carers Link**, or to join the Devon Carers Link Network, go to:

www.devon.gov.uk/carers

or contact:

Devon Carers Link
Westbank
FREEPOST (SWB30899) (DCL)
Exminster
Exeter
EX6 8ZZ

Tel. **0845 6431 341**

Email: **carersindevon@devon.gov.uk**

Devon
Carers Link
support inform involve



Protecting adults from abuse

There are many types of abuse that people can experience and there are also many different circumstances in which people can be at risk of abuse or neglect. People with mental or physical health or social care needs tend to be more vulnerable and at greater risk. We work with the Police, the NHS and other organisations to safeguard people from abuse.



More information online at:
www.devon.gov.uk/adult-protection

**To report a concern,
call Care Direct:**

Care Direct

0845 1551 007

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How to comment on our services

We always endeavour to provide good services, but if you are unhappy with a service we provide and if we arrange or pay for your service from an independent provider, you have the right to complain to either the provider themselves or to our Adult & Community Services **Customer Services** Team.

For more advice and information, consult our leaflet *Compliments, Comments and Complaints*, or contact Customer Services on:
0800 212 783

If you are self-funding then you have the right to complain about the independent provider to the **Local Government Ombudsman** on:
0300 061 0614

Anyone receiving a service from an independent provider can also contact the **Care Quality Commission (CQC)**, to raise concerns about the provider:
03000 616161

Our factsheets

For more detailed information about the services we offer and the issues surrounding your care, we have a wide range of useful free factsheets. Our factsheets are constantly updated and are available either online at: www.devon.gov.uk/factsheets or from Care Direct.

Here are some of our most frequently requested factsheets:

FS1	<i>Assessment and Fair Access to Care</i>
FS2a	<i>Charges for home care, day centres and community meals</i>
FS7	<i>Personal Budgets</i>
FS8	<i>Direct Payments</i>
FS9	<i>Blue Badges</i>
FS10a	<i>Is a care home right for me?</i>
FS10b	<i>Choosing a care home - what should I ask?</i>
FS10c	<i>I've chosen a care home - what happens next?</i>
FS10d	<i>Paying for short term/respice residential care</i>
FS10e	<i>Paying for long term residential care</i>
FS18	<i>Guide to Personal Brokerage</i>
FS50a	<i>Help with bathing and showering</i>
FS55	<i>Help with meals</i>
FS58a-d	<i>Community Equipment Prescriptions</i>
FS59	<i>Social Care Reablement</i>
FS79a	<i>Equipment to help in your home</i>
FS79b	<i>Adapting your home</i>
FS603	<i>Short-term breaks in residential or nursing homes</i>

Other county council services

Care Direct is part of the MyDevon Customer Service Centre, open weekdays 8am – 8pm and Saturdays 9am – 1pm.

Telephone the Customer Service Centre to contact:

Care Direct	0845 1551 007
Adult & Community Learning	0845 1551 014
Libraries	0845 1551 001
Disability Information Service	0845 1551 005
Children & Families	0845 1551 013
Schools & Education	0845 1551 019
Roads & Transport	0845 1551 004
Recycling & Waste	0845 1551 010
Registrars	0845 1551 002
General Enquiries	0845 1551 015



Supporting local people who want to learn.

**Call MyDevon on
0845 1551 014**

Adult & Community Learning

offer a varied programme that will help you to improve your skills, build confidence or gain qualifications.

Courses are available at different times of day and in different centres to give as wide a choice as possible.

Some courses are free!

Contact **MyDevon** for information on your nearest local enrolment centre.



Bringing the library to you

There is a world of books and information for everyone from libraries in Devon.

Large print and audio books

Home deliveries

Services to residential and nursing homes

Hearing loops and magnifiers to enlarge print and text on computer screens

Services online

Reading groups and activities for older people

Reminiscence material

For more information
0845 155 1001
www.devon.gov.uk/libraries
or
visit your local library

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For further copies of this leaflet:

Tel. 0845 1551 015 Email: customer@devon.gov.uk SMS: 0777 3333 231

This leaflet is also available in a range of other formats such as large print and audio, and in languages other than English.

Useful web pages:

www.devon.gov.uk/socialcare

www.devon.gov.uk/factsheets

www.devon.gov.uk/carers

www.devon.gov.uk/adult-protection



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