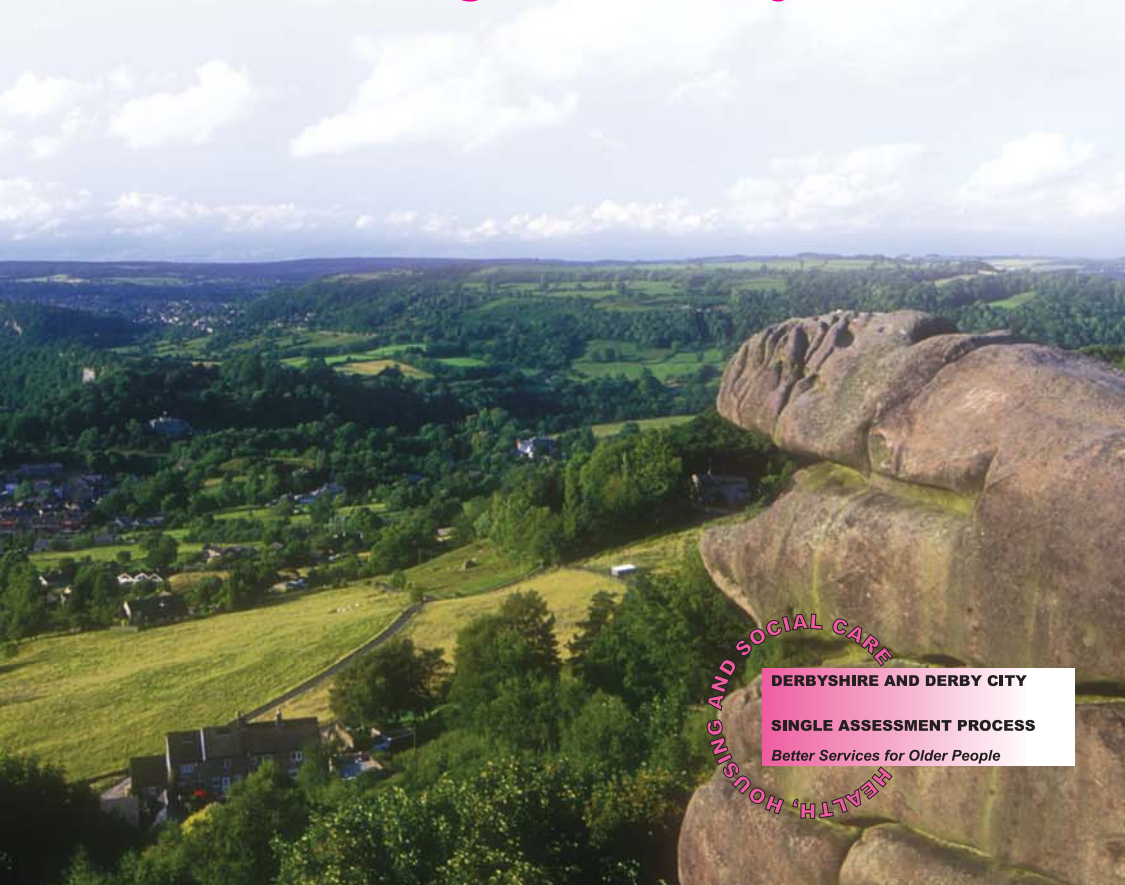


The Single Assessment Process

Finding out what you need



DERBYSHIRE AND DERBY CITY
HEALTH, HOUSING AND SOCIAL CARE

DERBYSHIRE AND DERBY CITY

SINGLE ASSESSMENT PROCESS

Better Services for Older People

Other Formats

The information in this leaflet is also available in:

- Other languages
- English on audiotape
- Large print
- Braille
- British Sign Language with English subtitles

To request an alternative format, please telephone **01629 772026**.

Equal Opportunities

Derbyshire and Derby City Health, Housing and Social Care Community will provide services fairly, valuing diversity and with recognition for age, cultural background, disability, gender, HIV status, marital status, race, religion and sexual orientation.





The Single Assessment Process

What is the Single Assessment Process?

Many people have both health and social care needs. Health, Social Services and Housing will provide treatment, support, care and protection, if you need it. The Single Assessment Process aims to help them work together to ensure that your assessment and subsequent care plan reflects your needs, is effective and well co-ordinated.

Our guiding principles mean that we will:

- involve you as fully as possible
- tell you about the services available to you
- make clear the standards of service that you can expect
- have respect for your dignity and privacy
- help you to stay in your own home wherever possible
- provide services fairly to everyone
- ask you for your opinions of the services we provide
- welcome your comments on how we might improve our services.

These principles form the basis for ensuring that older people receive the best, most appropriate and timely care.

Who is involved in the Single Assessment Process?

No doubt you have a good idea about what care services you might need. Health and social care professionals will work with you.

What does the assessment process involve?

Professionals will work with you to make sure that they contribute effectively and do not duplicate each other's assessments.

The assessment will:

- concentrate on your needs
- consider your views and wishes
- focus on your strengths and abilities
- help you make the right choice.

The assessment will take into account any support you might receive from family members, relatives, friends and neighbours. Those people supporting you might wish to discuss the help they may need in maintaining their support.





How to get an assessment?

If you need support with your health or social care needs, please contact your local Health or Social Services office. Contact details are on pages 8 - 11 of this booklet.

What if you need help to communicate your needs?

You should feel confident in telling us your needs, views and wishes as part of your own assessment. However, you might feel that you need some support throughout the process. We can arrange help such as:

- accredited translation and interpretation services
- specialised communication equipment
- advocacy services - an advocate is someone independent of Social Services and Health who can help you through your assessment by speaking up for you.

Are there any limits on the services we can provide?

Health, Social Services and Housing all have their own statutory responsibilities for providing services to those who need them. The number of people who could benefit from services will sometimes be higher than the level of services

we are able to provide. Our aim is to ensure that those with the greatest needs have those needs met, at the time that they need them.

More information about this is available in a booklet called “Better Care, Higher Standards – what you can expect from Social Services, Health and Housing”. If you would like a copy please ring Call Derbyshire on **0845 605 8058** between 8.00am and 8.00pm Monday to Friday or 9.30am to 4pm on Saturdays.

How will you know what treatment or support is to be provided?

If you are to receive a service, you will be given a written care plan. This might be a simple statement or a more detailed plan depending on the range of services you are assessed to receive.

Your assessment and care plan will include:

- the reasons you are being offered support
- what it is expected to achieve
- the date that it will be reviewed
- detailed information on services or treatments that you will receive.

As with the initial assessment, you will be fully involved in any planned review. You can ask for a review if your circumstances change.





Who can you ask if you are not sure of something?

You will be given the name and contact details of the person who has helped you with your assessment. If more than one professional has been involved in your assessment, you will be given the contact details of a Care Co-ordinator. This person will be responsible for co-ordinating your assessment and care plan and reviewing your care plan regularly.

Will you have to pay for the services that are provided?

The assessment itself is free of charge. Certain health and social care services are free of charge. However, you may be charged for certain services offered to you. Your Care Co-ordinator will advise you of any possible costs.

Who will my information be shared with?

Information held which identifies individuals is treated as confidential and will only be disclosed under the terms of the Data Protection Act 1998.

Generally, this means that information can only be disclosed with your permission or when disclosure is required by law.

Information about you is not given to your relatives, carers, friends or neighbours without your agreement.

Information you give us about yourself during the assessment process may be shared with other professionals and agencies to assist you and us, in making the right choices about your health and social care needs.

Other uses of information

Information held can be used to:

- manage, plan and improve our services
- assist with training of health and social care professionals
- help with research and consultation.


Where information is used for the above purposes, the identity of individuals will always remain confidential.

What should you do if you have a complaint?

Each organisation has its own complaints procedure. Your Care Co-ordinator will advise you what you should do.

You can also contact any of the health, social services or housing offices listed on pages 8 - 11.





Who should you contact if you wish to talk to someone about your health and social care needs?

If you would like to find out the contact details for your local health, social services or housing office, please ring Call Derbyshire on **0845 605 8058** Monday to Friday between 8.00am & 8.00pm, or 9.30am to 4pm on Saturdays.

You can find contact details for the main health and social care agencies in Derbyshire and Derby City on pages 8 to 11.

URGENT HELP

If you need urgent social care help outside office hours, contact Derbyshire Social Services Emergency Duty Team:

Telephone **(01773) 728222**
Textphone **(01773) 742536**
Fax **(01773) 728228**

or

Derby City Social Services Emergency Duty Team:

Telephone **(01332) 256066**
Textphone **(01332) 256000**

If you need health care out of office hours you can contact NHS Direct on **0845 4647**.

Derbyshire County Council Social Services

High Peak: Talbot Street, Glossop. SK13 7DG

Tel: (01457) 728888 Textphone: (01457) 861898 Fax: (01457) 728850

Kents Bank Road, Buxton. SK17 9HN

Tel: (01298) 308000 Textphone: (01298) 23942 Fax: (01298) 308050

Cromwell House, High Street, Chapel-en-le-Frith. SK23 0HD

Tel: (01298) 308100 Textphone: (01298) 812556 Fax: (01298) 308150

Chesterfield: West Street, Chesterfield. S40 4TZ

Tel: (01246) 347777 Textphone: (01246) 277249 Fax: (01246) 347867

North Dales: Portland House, Clifton Road, Matlock Bath. DE4 3PL

Tel: (01629) 772323 Textphone: (01629) 57439 Fax: (01629) 772324

North East Derbyshire: High Street, Clay Cross, Chesterfield. S45 9JB

Tel: (01246) 348888 Textphone: (01246) 6861852 Fax: (01246) 348889

Southgate House, Southgate, Eckington. S21 4FT

Tel: (01246) 348600 Textphone: (01246) 348602 Fax: (01246) 348601

Bolsover: Oxcroft Lane, Bolsover, Chesterfield. S44 6DJ

Tel: (01246) 348400 Textphone: (01246) 823105 Fax: (01246) 348415

Creswell Neighbourhood Centre, Colliery Lane, Creswell. S80 4BU

Tel: (01909) 708220 Textphone: (01909) 708209 Fax: (01909) 708229

Shirebrook Family Centre, Byron Street, Shirebrook. NG20 8PJ

Tel: (01623) 588058 Textphone: (01623) 588040 Fax: (01623) 588035

Amber Valley: Long Close, Cemetery Lane, Ripley. DE5 3HY

Tel: (01773) 728000 Textphone: (01773) 570864 Fax: (01773) 728111

Erewash: Rutland Mill, Market Street, Ilkeston. DE7 5RU

Tel: (0115) 9098585 Textphone: (0115) 9303058 Fax: (0115) 9098586

South Derbyshire & South Dales: Civic Way, Swadlincote. DE11 0AQ

Tel: (01283) 238000 Textphone: (01283) 226901 Fax: (01283) 238100

Urgent Help:

If you need urgent help outside office hours, contact the Emergency Duty Team:

Tel: (01773) 728222 Textphone: (01773) 742536 Fax: (01773) 728228





Derby City Council Social Services

29 St Mary's Gate, Derby DE1 3NU

Telephone 01332 717777 Fax 01332 717277

Minicom 01332 206180

Reception Duty Team – Telephone 01332 717360

Stanley Road, Alvaston, Derby DE24 OEX

Telephone 01332 718018 Fax 01332 718099

Minicom 01332 751681

Perth Street, Chaddesden, Derby DE21 6XX

Telephone 01332 717777 Fax 01332 717747

Rosehill Street, Derby DE23 8FZ

Telephone 01332 717777 Fax 01332 717188

218A Osmaston Road, Derby DE23 8JX

Telephone 01332 717777 Fax 01332 717150

Mental Health Services

Derbyshire Mental Health Services NHS Trust

Kingsway Hospital, Derby DE22 3LZ,

Telephone 01332 362221 Fax 01332 370125

Walton Hospital, Catkins, Whitecotes Lane, Chesterfield S40 3HW

Telephone 01246 515696 Fax 01246 515972

Health

Chesterfield and North Derbyshire Royal Hospital,

Calow, Chesterfield, Derbyshire S44 5BL Telephone 01246 277271

Derby City General Hospital (SDAHT HQ),

Uttoxeter Road, Derby, DE22 3NE Telephone (01332) 340131

Derbyshire Royal Infirmary,

London Road, Derby, DE1 3BA Telephone (01332) 347141

North Eastern Derbyshire Primary Care Trust,

St Mary's Court, St Mary's Gate, Chesterfield S41 7TD.

Telephone 01246 551158

Chesterfield Primary Care Trust,

Scarsdale, Nightingale Close, off Newbold Road,

Chesterfield S41 7PF Telephone 01246 231255

High Peak and Dales Primary Care Trust,

Newholme Hospital, Baslow Road, Bakewell DE45 1AD

Telephone 01629 812525

Tameside & Glossop Primary Care Trust,

Greenfield Street, Hyde, Cheshire.

Telephone 0161 351 9599

Amber Valley Primary Care Trust,

Babington Hospital, Derby Road, Belper, DE56 1WH.

Telephone 01773 525099

Erewash Primary Care Trust,

Ilkeston Health Centre, South Street, Ilkeston, DE7 5PZ

Telephone 0115 951 2300

Dales & South Derbyshire Primary Care Trust,

Renton Health Centre, Askew Grove, Renton, DE65 6SH

Telephone 01283 703407

Central Derby Primary Care Trust

Top Floor, Derwent Court, 1 Stuart Street, Derby, DE1 2FZ

Telephone 01332 203102

Greater Derby Primary Care Trust

Derwent Court, 1 Stuart Street, Derby, DE1 2FZ

Telephone 01332 224000





Housing Services

High Peak Borough Council

- North Area Housing Team, Municipal Buildings Glossop, SK13 8AS
Tel (0845) 129 4855 Textphone (01457) 851669
- South Area Housing Team, Crescent View, Hall Bank, Buxton,
Derbyshire, SK17 6EN
Tel (0845) 129 4866 Textphone (01457) 851669

Chesterfield Borough Council,

Town Hall, Chesterfield, S40 1LP Telephone (01246) 345345
Textphone (01246) 345285

Derbyshire Dales District Council,

Town Hall, Matlock, DE4 3NN Telephone (01629) 761354

North East Derbyshire District Council,

Council House, Saltergate, Chesterfield, S40 1LF
Telephone (01246) 231111

Bolsover District Council,

Sherwood Lodge, Chesterfield, S44 6NF
Telephone (01246) 240000

Amber Valley Borough Council,

Town Hall, Market Place, Ripley, DE5 3UY
Telephone (01773) 570222 Textphone (01773) 841490

Erewash Borough Council

(for housing advice and homelessness),
Homeless and Housing Support Team
Town Hall, 1 Wharnccliffe Road, Ilkeston, DE7 5SE
Telephone (0115) 931 6007

Three Valleys Housing (Erewash),

Mark Street, Sandiacre, NG10 5BJ Telephone (0115) 875 5355
email info@threevalleyshousing.com

South Derbyshire District Council,

The Civic Offices, Civic Way, Swadlincote, DE11 0AH
Telephone (01283) 221000
Textphone (01283) 595849

Derby City Housing

Housing Management Section, Derby Homes, Cardinal Square,
10 Nottingham Road, Derby, DE1 3QT Telephone 01332 711051
Fax 01332 716483

Write your notes here





Write your notes here

