DERBYSHIRE County Council

Guide to Adult Care

To provide information and advice that can support you to find the help you need to stay independent and support your wellbeing.

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Introduction to Adult Care

Derbyshire County Council is committed to supporting the wellbeing of all local people. This booklet tells you what to expect from us. There is also a summary of the services available and where you can find more information.

How to contact us

Call Derbyshire on 01629 533190
Minicom: 01629 533240
Text: 86555
Website: www.derbyshire.gov.uk
Email: contact.centre@derbyshire.gov.uk
Write to: Adult Care Derbyshire County Council, County Hall, Matlock DE4 3AG

If you require this Information in another language, or format such as large print, Braille or audio, please let us know.

Universal services

To support the wellbeing of local people, Derbyshire Adult Care provides a range of universal services that are available for all. These include

- Information and advice
- Signposting to other services
- Welfare Rights support
- Access to a brokerage service that can help you find local services to meet your needs
- An assessment of your social care needs

Information, advice and signposting

We aim to provide information and advice that can assist you to find the help you need to stay independent and support your wellbeing. If we are not able to help you directly we can put you in contact with other organisations such as health, housing or voluntary sector organisations, who may be able to do so.

You can get information from the Derbyshire County Council website at **www.derbyshire.gov.uk**

You can ring Call Derbyshire on **01629 533190** and explain to them what you need.

You can pick up a leaflet from an Adult Care office, print a leaflet or fact sheet from our website or ask Call Derbyshire to send one to you.

Health and Wellbeing Zones can be found in libraries and other venues. The zones have a range of information about staying healthy and making good lifestyle choices.

Brokerage Service

If you want help to find local support services that you wish to buy with your own money or your Adult Care Personal Budget (see page 12 for further details about this), you can ring the Brokerage Team on **01629 537763**.

What do brokers do?

- Help you arrange services if you have a Personal Budget
- Find service providers that can meet your outcomes and choices
- Give information about service providers (for example, cost of the service, registration details and whether the provider can meet your needs)
- Give information about the different types of support available from different types of organisations
- Give information about the range of different services including day opportunities, home care, residential and nursing care homes, social activities, lunch clubs, Extra Care housing and more.

You do not need to have an Adult Care assessment to be able to use the Brokerage Service.

Welfare Rights Service

The Derbyshire Welfare Rights service can help you to ensure you are claiming any welfare benefits that you are entitled to and can support you to appeal about claim decisions. You can contact the Welfare Rights team on **01629 531531**.

Other services to support your independence

Trusted Trader

This scheme provides a list of council accredited companies that you can rely on to provide you with good quality, value for money services. This includes a list of Independent Financial Advisers who can provide specialist advice regarding paying for care. Further information at **www.derbyshire.gov/trustedtrader**

Derbyshire Directory

A list of over 3000 local clubs, voluntary organisations and charities offering leisure activities and/or a variety of support, and

other opportunities. Further information at **www.derbyshire.gov/derbyshiredirectory**

Handy Van

A service that offers help to older and /or vulnerable people with DIY and home security. Further information at **www.derbyshire.gov/handyvan**

Telecare

Alarms and technology that provide remote monitoring and support to people living in their own homes.

Dementia support service

This provides a range of services and support for carers and people with dementia. Further information at **www.derbyshire.gov.uk/dementia**

For more information see the Derbyshire County Council website at **www.derbyshire.gov.uk** or telephone Call Derbyshire on **01629 533190**.

Deciding what help you need

If you appear to have a need for social care support, an assessment is available. This assessment will look at the outcomes you wish to achieve and will consider your eligibility for formal support. We follow a national set of eligibility criteria which are detailed on our website or can be obtained by contacting Call Derbyshire on **01629 533190**. Alternatively you can discuss eligibility with the member of staff who is dealing with your assessment.

We also have a responsibility to assess carers when there is an appearance of need.

Your assessment

Information about you

The aim of the assessment is to work with you to identify your social care needs, consider your eligibility for formal services and give you support to find the help you may need. As part of your assessment, we will need some basic information about you to check we are treating everyone equally. You will be asked about your age, ethnic background and gender. We will only use this information to help assess your needs, and to plan and improve our services.

We work closely with other departments of the council and other organisations including NHS services. Information about you may be shared with other organisations in order to decide what help you need or to arrange your care and support. You will be able to decide what information is shared and with who. We will make sure all information about you is looked after properly and you can have access to it if you require.

We are happy for your carer or family members to be involved in the assessment process.

We recognise that some people may have difficulty being involved in and understanding their social care assessment. If we think you will have significant difficulty being involved and there is no-one else appropriate to support you, we can arrange for an independent advocate to assist. More information about independent advocacy services is available at **www.derbyshire.gov.uk/advocacy**

As part of your assessment we will talk to you about:

- What you can and can't do and whether you have any family to help you
- What assistance you need and the outcomes you wish to achieve
- Any health concerns, medical problems or disabilities you may have
- Whether you need any help to be independent and how you manage activities of daily living including personal care
- Anything that is getting more difficult, risks to your independence and things that may help to prevent you needing social care services
- The things that are most important to you.

Your answers will give us a full picture of your needs and we will also look at how your needs can be met if we can't help.

We use the national care and support eligibility criteria to decide what help you need based on your assessment. You can find further information about the eligibility criteria at **www.derbyshire.gov.uk/eligibility**

We will:

- Involve you and/or your carer, relative or advocate as fully as possible
- Respect your dignity and privacy
- Assess you fairly and according to your needs
- Be clear around your eligibility for formal services
- Support you with information and advice to meet your needs, whether eligible or not
- Work with you to identify the outcomes (goals and priorities) you want to achieve.

Your Care and Support plan

After your needs and eligibility have been assessed we will work with you to make a support plan. If you prefer, you can get help from a relative, friend or representative from a community group or voluntary organisation, to write your support plan. This plan must be agreed with your Adult Care worker and will describe your needs, priorities and how these will be met.

If you have eligible needs you will receive a Personal Budget that will be used to buy the support set out in your plan.

Other help and support that you have, for example from relatives or a district nurse, or things you agree to arrange or fund, will be added to the plan to give a complete picture of your support. We will review this support plan regularly to:

- Make sure we are getting it right
- See if there have been any changes in your needs and circumstances
- Check there have been no changes to your eligibility.

We will review your plan more often if you have needs that may change suddenly.

Other Adult Care Services

Re-ablement

Re-ablement is available from Adult Care to help people who need support to regain lost daily living skills. The service provides short term home care support for up to six weeks (depending on your circumstances). During this time you will either:

- Have regained your skills and no longer require on-going support
- Have been assessed as needing on-going support and been given a personal budget or alternative arrangements for your support will have been made.

How can you get a re-ablement service?
People who might benefit from re-ablement will be offered an assessment.

The re-ablement service is also available to people already receiving support but whose needs have changed and who might now benefit from re-ablement.

What happens when a re-ablement programme finishes?
When re-ablement ends most people will have regained lost skills and may not need any further support from Adult Care. If assistance is still needed, we will discuss with you what on-going support may be available.

On-going support

Derbyshire Adult Care directly provides many other specialist services for people with eligible needs. These include residential care homes offering respite or long term care, home care services, day opportunities and others. On occasions our Derbyshire County Council Services may be purchased independently by self-funders.

Mental Health Services

Adult Care provides a range of mental health services in collaboration with Derbyshire Health Care Foundation Trust. Further information can be found on our website **www.derbyshire.gov.uk** about different mental health support groups and services. Specialist mental health services can also be accessed via your GP.

How Services are provided

Personal Budgets

As part of your assessment we will help you identify your needs and priorities and, if you are eligible, we will agree with you a support plan and personal budget.

Your personal budget can either be paid directly to you to enable you to manage your support (a Direct Payment) or held by the council who will manage the support on your behalf (Virtually Managed budget) or you can have a combination of the two.

Direct Payments

You can receive some or all of your Personal Budget as a Direct Payment. A Direct Payment is an agreed amount of money from Adult Care that you can use to meet your eligible needs. You may wish to employ a personal assistant, or buy services from an independent care agency. It is not possible to use Direct Payments to pay for Adult Care in-house services. More details about Direct Payments and support available to manage these can be found at **www.derbyshire.gov.uk/directpayments**

Co-funding of services

'Co-funding' is the term that Derbyshire County Council uses to describe the financial contribution you make towards the cost of services you receive.

Most people will be required to make a financial contribution. You will be asked to contribute if you are receiving either Attendance Allowance or the care component of Disability Living Allowance / Personal Independence Payment and your weekly income is high enough to be considered eligible. Before you are asked to contribute towards the services you receive, you will be offered a welfare benefit check to make sure that you are getting all the money to which you are entitled. If you have £50,000 or more savings (not including the capital in your main home) will not be eligible for Adult Care funded support.

In some situations, you may not be asked to make a contribution.

The document 'Co-funding arrangements for Non-residential Services' is available at **www.derbyshire.gov.uk/cofunding**. This provides more detailed information on co-funding and how contributions are calculated.

Keeping Adults Safe

Derbyshire County Council takes it's safeguarding responsibilities very seriously and is committed to dealing with all aspects of abuse. If you are concerned that any vulnerable adult is experiencing neglect or abuse please do not ignore it.

- In an emergency always telephone **999**
- **In a non emergency call 101**
- Contact Call Derbyshire on **01629 533190** for advice and support.

Information about different types of abuse and support available can be found on our website **www.saferderbyshire.gov.uk**

The leaflet 'Keeping Adults Safe' also provides further information about protecting vulnerable adults and is available on our website or by contacting Call Derbyshire.

Information for Carers

Carers assessment

A carer is someone who provides unpaid support to a family member or potentially a friend who is ill, frail, disabled or has mental health or substance misuse problems.

We have a number of ways to support carers, including offering an assessment to look at your needs and services to support your caring role. These are detailed in the leaflet 'Guide to Carers Services' which is available on our website at **www.derbyshire.gov.uk/carers** or can be sent to you by Call Derbyshire. The leaflet gives details about all carer services including the following:

- **The Carers assessment process and eligibility**
- **The Carer's Emergency Card** which gives you peace of mind if you are suddenly not able to care, knowing that the emergency services will be able to alert someone via details on the card.
- **Derbyshire Carers Association (DCA)** provides support for carers in Derbyshire. They run a number of support groups and have local coordinators who can provide one to one support. Details are available on their website at **www.derbyshirecarers.co.uk**

Comments, compliments and complaints

We want to hear your suggestions, positive feedback and complaints.

Despite our best efforts, we know that sometimes things go wrong. When they do, we want to know so that we can put them right. You can complain if you receive or feel you need to receive, a service from us.

Our 'Putting People First' leaflet includes a freepost address and other options to make it easy for you to get in touch with us. For a copy of this leaflet or to discuss any concerns you may have, contact Call Derbyshire on **01629 533190** or go to the Derbyshire County Council website. You can also contact us by email **yourviews@derbyshire.gov.uk**

Further Information

Derbyshire County Council Adult Care department produces a range of information about its services and those provided by other organisations in the community. We provide leaflets on a range of topics that can be downloaded or ordered from our website at **www.derbyshire.gov.uk/careinfo**, obtained from staff, a local office or via Call Derbyshire on tel: **01629 533190**.

You can also contact us by:

- Text: **86555**
- Fax: **01629 533295**
- Minicom: **01629 533240**

Leaflets available include:

- Keeping Adults Safe – what to look for and what to do
- Guide to Carers Services – support, advice and information for carers
- Guide to Handy Van Services – practical help in your home
- Guide to First Contact – signposting to services and support
- Guide to Dementia Services – information, support services and care options
- Care Services Directory – residential homes and home care services in Derbyshire
- Putting People First – comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read versions and upon request in other formats such as Braille or an alternate language. We also have videos, including BSL conversions on our YouTube channel at **www.youtube.com/derbyshirecc**

The Adult Care Information Promise – a **FACT** you can rely on.
We promise to provide you with:

Free information
Accurate information
Clear information
Trustworthy information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.

DERBYSHIRE County Council

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