

# Guide to Adult Social Care

Easy Read Version



# Adult Social Care want people to:



- Keep healthy
- Stay safe
- Do the things they enjoy
- Have help when they need it

This booklet will tell you what Adult Social Care does and the services we offer.



We can give you information and advice about our services.

We can put you in touch with health, housing or voluntary groups.

## Brokerage

The Brokerage Team can help you find local support services like:



- Day Opportunities
- Social activities and groups
- Home Care
- Residential and Nursing Homes

Brokerage Tel: 01629 537763.

# Welfare Rights Service

The Derbyshire Welfare Rights service can:



- Make sure that you are claiming the benefits that you are entitled to
- Help you to appeal about benefit decisions

Welfare Rights Helpline: 01629 531535

## Other services to support you:



### Derbyshire Directory

List of local clubs, voluntary organisations and charities



### Trusted Trader

List of companies that give good quality services



### Telecare

Alarms in your home that you can use to call for help if you have an emergency.

Find out more by ringing Call Derbyshire: 01629 533190

# Deciding what help you need

If you think you need Social Care support, you can have an assessment.

The assessment will tell us:



- What you need help with
- The things that are most important to you
- Who you want to support you
- Whether you meet the eligibility criteria for support.

Eligibility criteria are rules about who gets help from Adult Social Care.

Your carer or a family member can be help you with the assessment. If you don't have anyone to help you we can arrange for you to have support.

## Your Care and Support Plan

When your assessment is done, we will help you make a support plan.

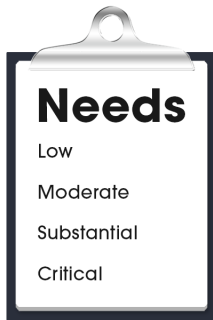


Your support plan will say:

- What you want to do
- Who will support you
- What will happen each day

# Review

We will look at your support plan regularly to:



- See if there have been any changes to your needs
- Make sure we are getting it right

## Short term care

Workers may be able to support you by providing short term care. This means we can help you to get your independence back after illness or injury.

## Ongoing support

We can help you find care services including:



- Home care services
- Day activity services
- Residential care homes

This can be Derbyshire Adult Social Care services or independent care providers.

# Personal Budgets



If you are eligible for Adult Social Care support we will tell you how much money is available to help pay for your care. This is called a Personal Budget.

## Direct Payments



You can get some or all of your Personal Budget as a Direct Payment. You can use a Direct Payment to buy the support you need and employ your own staff.

## Cofunding

Cofunding is a payment you need to make towards the cost of your care.

If you get these benefits you will have to use them to help pay for your care:



- Attendance Allowance
- Disability Living Allowance (Care Component)
- Personal Independence Payment

If you have £50,000 or more in savings you will not be able to get funded support from Adult Care.

# Mental Health Services



We help to provide a range of mental health services.  
If you feel you need more support, you can talk to your GP.

## Keeping Adults Safe

Adult Social Care wants you to stay safe. If someone treats you badly or hurts you, please tell someone you trust. You could tell:



- Your family or a friend
- Your keyworker
- Call Derbyshire

They will listen to you and make a plan of what to do next to make you feel safe.

## Carer support

If you have a carer who helps you, then we can support them too, including:



- A Carers Assessment
- A Carers Emergency Card
- Information on support groups

# Comments, compliments and complaints



We want to hear your:

- Suggestions
- Positive feedback
- Complaints

Call Derbyshire on **01629 533190** or email:  
[yourviews@derbyshire.gov.uk](mailto:yourviews@derbyshire.gov.uk)

## More information



Call Derbyshire on 01629 533190  
Minicom: 01629 585240  
Text: 86555



Website: [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)  
Email: [contactcentre@derbyshire.gov.uk](mailto:contactcentre@derbyshire.gov.uk)



Write to us at:  
Adult Social Care  
Derbyshire County Council ,County Hall  
Matlock, DE4 3AG

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.