



Guide to Adult Care – Chinese (Traditional)

成人護理指南 – 繁體中文

Information and advice about getting the help you need to
support your wellbeing and stay independent

幫助你獲得需要支持你的健康和保持獨立的相關信息
和建議

The translation of this leaflet has been co-ordinated by the Derbyshire Black and
Minority Ethnic Forum 這本傳單的翻譯由德比郡黑人和少數民族裔論壇協調

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If you require this Information in another language, or format such as large print, Braille, audio or an alternate language, please let us know using the contact details on page 22.

如果您需要使用其他語言或大寫字體，盲文，音頻或替代語言等格式的信息，請使用第 22 頁的聯繫方式告知我們



Introduction to Adult Care

成人護理簡介

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.

德比郡郡議會致力於支持所有當地人的健康。這本小冊子告訴您期望從我們得到什麼。還有提供服務的摘要，您可以在其中找到更多信息

How to contact us - 如何去聯繫我們

Call Derbyshire on 01629 533190

Call Derbyshire: 01629 533190

Minicom: 01629 533240

微通訊: 01629 533240

Text: 86555

文本 : 86555

Website: www.derbyshire.gov.uk

網站: www.derbyshire.gov.ukX

Email: contactcentre@derbyshire.gov.uk

電郵: contactcentre@derbyshire.gov.uk

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

書面到: Adult Care Derbyshire County Council, County Hall, Matlock DE4 3AG



Universal services

普遍服務

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

為了支持當地人的健康，德比成人護理提供一系列普遍服務給所有人使用。這些包括：

- 信息和建議
- 對其他服務的路標
- 福利權利支援
- 透過經紀服務，因應您的需求去幫助您找到本地的服務
- 對您的社會護理需求作出評估

Information, advice and signposting

信息，諮詢和路標

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.

我們的目標是提供信息和建議，協助您去的找到保持獨立和支持你的健康的支援幫助。如果我們無法直接幫助您，我們可以讓您與其他組織聯繫，例如健康，住房或志願部門組織，他們可能會幫助到你

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

您可以從德比郡郡議會網站 **www.derbyshire.gov.uk** 獲取信息

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

您可以致電 **01629 533190** Call Derbyshire，並向他們解釋您需要些什麼

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.

您可以從成人護理辦公室領取傳單、從我們的網站打印傳單或情況說明書，或者要求 Call Derbyshire 向您發送一份



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.

您可以在圖書館和其他場所找到 **Health and Wellbeing Zones**。在那裡你可以找到關於保持健康和養成良好生活方式選擇的一系列信息

Brokerage Service

經紀服務

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 17 for further details about this), you can ring the Brokerage Team on **01629 537763**.

如果您想得到協助，去用自己的錢或成人護理個人預算金去購買本地支持的服務（有關詳情，請參閱第 17 頁），您可以致電經紀團隊 **01629 537763**

What do brokers do?

經紀人做些什麼？

- 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.
-
- 如果您有個人預算金，會幫助你去安排服務
 - 查找可以滿足您的結果和選擇的服務提供商
 - 提供有關服務供應商的信息（例如服務價格、註冊詳情和它們是否能迎合您的需求等）
 - 提供有關不同類型的組織和它們提供的各類型支援信息
 - 提供有關各種服務範圍的信息，包括日間護理，家庭護理，住宿和護理院，社交活動，午餐會，額外護理房屋和其它更多

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

您無需進行成人護理評估，也可使用這些經紀服務



Welfare Rights Service

福利權益服務

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 tel: **01629 531531**.

德比郡福利權益服務可以幫助和確保您去索償您有權享有的任何福利，並可以支援您就索賠決定提出申訴。您可以致電 **01629 531531** 聯繫福利權益團隊

Other services to support your independence

支持您的獨立性的其他服務

Trusted Trader - 可信賴的交易者

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

這個計劃提供了委員會認可的一家公司列表，你可以依靠它去獲得高質量和等值的服務。這包括一份獨立財務顧問的名單，由專家建議提供您相關護理的收費。更多信息可瀏覽網站 www.derbyshire.gov/trustedtrader

Derbyshire Directory - 德比郡目錄

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

www.derbyshire.gov.uk/derbyshiredirectory

列出超過 3000 個可提供休閒活動和/或各種支援的地方會所、志願組織和慈善機構。請瀏覽 www.derbyshire.gov.uk/derbyshiredirectory

Handy Van – 手作小巴

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

是一項幫助長者和/或弱勢人士「親自處理」和家庭安全的服務。更多信息請瀏覽 www.derbyshire.gov/handyvan

Telecare – 無綫遠程護理

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

為住在家裡的人提供遠程監控和支援的警報和技術

Dementia support service - 癡呆症支援服務

This provides a range of services and support for carers and people with

dementia. Further information at www.derbyshire.gov.uk/dementia

這為照料者和癡呆症患者提供了一系列服務和支援。更多信息可瀏覽網站
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.

有關詳細信息，請參閱德比郡議會網站

www.derbyshire.gov.uk 或

致電德比郡 **01629 533190** Call Derbyshire

Deciding what help you need

決定你需要什麼幫助

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.

如果您似乎需要社會護理支援，可以進行評估。這項評估將審查您希望達致的結果和將考慮您是否有資格獲得正式支援

We follow a national set of eligibility criteria which are detailed on our website at www.derbyshire.gov.uk/eligibility 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.

我們遵循一套全國資格標準，詳見網站 www.derbyshire.gov.uk/eligibility 或者可以通過聯繫 Call Derbyshire **01629 533190** 獲得。您也可以與正在處理您的評估的工作人員討論您的資格

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

我們還有責任在需要的時候評估照料者

Your assessment 你的評估

Information about you – 關於你的信息

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.

評估的目的是與您一起確定您的社會護理需求，考慮您獲得正式服務的資格，並給予支援，找到您可能需要的幫助。作為您評估的一部分，我們需要一些關於您的基本信息，以確保我們平等對待每個人。你會被問及你的年齡，種族背景和性別。我們將僅使用此信息來幫助評估和計劃您的需求，和改進我們的服務

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.

我們與郡議會的其他部門和組織，包括 NHS 服務等密切合作。有關您的信息可能會與其他組織共享，以便決定您需要什麼幫助或安排您的護理和支援。您將能夠決定那些信息可以共享和與誰共享。我們將確保所有關於您的信息被正確地處理，並且如果您需要，您可以處理它

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

我們歡迎您的照料者或家庭成員參與評估過程

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

我們認識到一些人可能難以參與和理解他們的社會護理評估。如果我們認為您將有很大的困難參與，而又沒有其他人適合支援您，我們可以安排一個獨立的倡導者來協助。有關獨立倡導者服務的更多信息，請參閱 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.

作為您評估的一部分，我們將與您討論：

- 您能做什麼和不能做什麼，以及您是否有任何家人幫助您
- 您需要什麼幫助和希望達致的結果
- 您可能有的任何健康問題，醫療問題或殘疾
- 您是否需要任何獨立的幫助，以及如何管理日常生活的活動，包括個人護理
- 任何變得越來越困難和影響你獨立性的危機和可能有助您減免需要社會護理服務的事情
- 對您最重要的事情.

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.

您的答案將給我們全面看清楚您的需求，我們也將看看如果我們不能幫助到您，怎樣可以去做到您的需求

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

我們使用國家護理和支援資格標準，根據您的評估來決定需要什麼來幫助您。您可以在以下網址 www.derbyshire.gov.uk/eligibility 找到有關資格標準的詳細信息

We will: - 我們將會

- 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.
-
- 盡可能讓您和/或您的照料者，親戚或倡導者參與
 - 敬重您的尊嚴和隱私
 - 根據您的需要，公平地去評估您
 - 明確您是否有資格獲得正式服務
 - 無論您是否合乎資格，都為您提供信息和建議，以滿足您的需求
 - 與您一起去確定您希望實現的成果（目標和優先事項）

Your care and support plan

您的護理和支援計劃

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.

在評估您的需求和資格後，我們將與您一起去制定支援計劃。如果您願意，您可以向社區團體或志願組織的代表、親戚、朋友等尋求幫助，撰寫您的支援計劃。此計劃必須與您的成人護理工作人員達成一致，並描述您的需求，優先事項和如何去達致滿足到這些需求

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

如果您有符合資格的需求，您將收到一個個人預算，用於購買您的計劃中列出的支援

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.

您擁有的其他幫助和支援，例如親戚或地區護士、或您同意安排的事項或相關資助，將被添加到計劃中，以了解到您的全面支援。我們將定期審查此支援計劃，以：

- 確保我們處理得正確
- 查看您的需求和情況是否有任何變化
- 檢查您的資格是否已更改

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

如果您的需求出現突然的改變，我們會更頻繁地審核您的計劃

Other Adult Care services

其他的成人護理服務

Re-ablement – 能力的恢復

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.

成人護理可以幫助有需要支援的人重獲能力恢復已失去的日常生活技能。（根據您的情況）該服務可提供長達六星期的短期家庭護理支援。在此段時間，您將：

- 重新恢復了你的技能，不再需要持續的支援

- 被評估作為有需要持續支援，和已獲得個人預算或其它替代安排去完成您的支援

How can you get a re-ablement service?

您如何去獲得再能力恢復的服務？

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.

可能受益於能力恢復的人將獲得評估。能力恢復的服務也適用於已經獲得支援，但需求已經變更和那些現在可從能力恢復服務中受益的人

What happens when a re-ablement programme finishes?

當能力恢復的計劃結束時會怎樣？

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.

當能力恢復計劃結束時，大多數人將重新獲得已失去的技能，而可能不需要任何進一步成人護理的支援。如果仍需要援助，我們將與您討論有那些可以提供給您的持續支援方法

On-going support – 持續的支持

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.

德比郡成人護理可直接提供符合資格需求的人許多其他專科服務。這些包括提供暫息或長期的住院護理，家庭護理服務，日間護理和其他。有時我們的德比郡郡議會的服務是可以被自助出資者獨立購買

Mental Health Services – 心理健康服務

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/mentalhealth about different mental health support groups and services. Specialist mental health services can also be accessed via your GP.

成人護理與德比郡健康保健信託基金會合作提供一系列的心理健康服務。更多信息和關於不同的心理健康支持團體和服務，請瀏覽我們的網站 www.derbyshire.gov.uk/mentalhealth。也可以通過您的家庭醫生去接觸專科的心理健康服務



How services are provided

如何提供服務

Personal Budget - 個人預算

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.

作為您評估的一部分，我們將幫助您認定您的需求和優先事項，如果您符合條件，我們將同意您的支援計劃和個人預算

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.

您的個人預算可以直接支付給您，以便您管理您的支援（直接付款）或由代表您管理支援的委員會（虛擬託管預算）去管理您的支出，或者您也可結合這兩種方式

Direct Payments – 直接付款

You can receive some or all of your Personal Budget as a Direct Payments. 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

直接付款可以將部分或全部個人預算的款項給您。直接付款是一筆成人護理已協議的金額，給您用來滿足達致您的合格需求。您可以用它來聘請個人助理，或向獨立的護理機構購買服務。不能使用直接付款的金錢去支付成人護理處的內部服務。有關直接付款的詳細信息和相關管理這些支援，請參閱 www.derbyshire.gov.uk/directpayments

Co-funding of services - 共同供資

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

“共同供資”這術語是德比郡郡議會用來描述您對您所得到的服務成本作出的財務貢獻

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.

大多數人將被要求作出財務貢獻。如果您正在接收到出勤津貼或殘疾生活津貼/個人獨立支付的護理組成部分，而您的每週收入亦超標，您將會被視為合乎資格被要求作出財務貢獻。在您被要求做出貢獻之前，您將會通過福利審核，以確保您獲得您應有資格享有的所有津貼金錢。如果你有 5 萬英鎊或更多的儲蓄（不包括你的主要家庭內的資本）將不符合得到成人護理資助的支援

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

在某些情況下，可能不會要求您提供資金

Our leaflet 'Co-funding arrangements for Non-residential Services' is available to download or order on our website at: www.derbyshire.gov.uk/careinfo. This provides more detailed information on co-funding and how contributions are calculated. You can also order a printed copy by contacting Call Derbyshire.

我們的單張「非住宅服務的共同供資安排」可於下列網址 www.derbyshire.gov.uk/careinfo 下載或訂購。這提供了有關“共同供資”和如何計算“共同供資”的更詳細信息。您也可以通過聯繫 Call Derbyshire 去訂購打印的副本

Keeping Adults Safe

保持成人安全

Derbyshire County Council takes its 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

德比郡郡議會非常重視保護的責任，並致力於處理各方面的欺侮虐待。如果你擔心任何易受傷害的成年人正在受到忽視或欺侮虐待，請不要忽視它

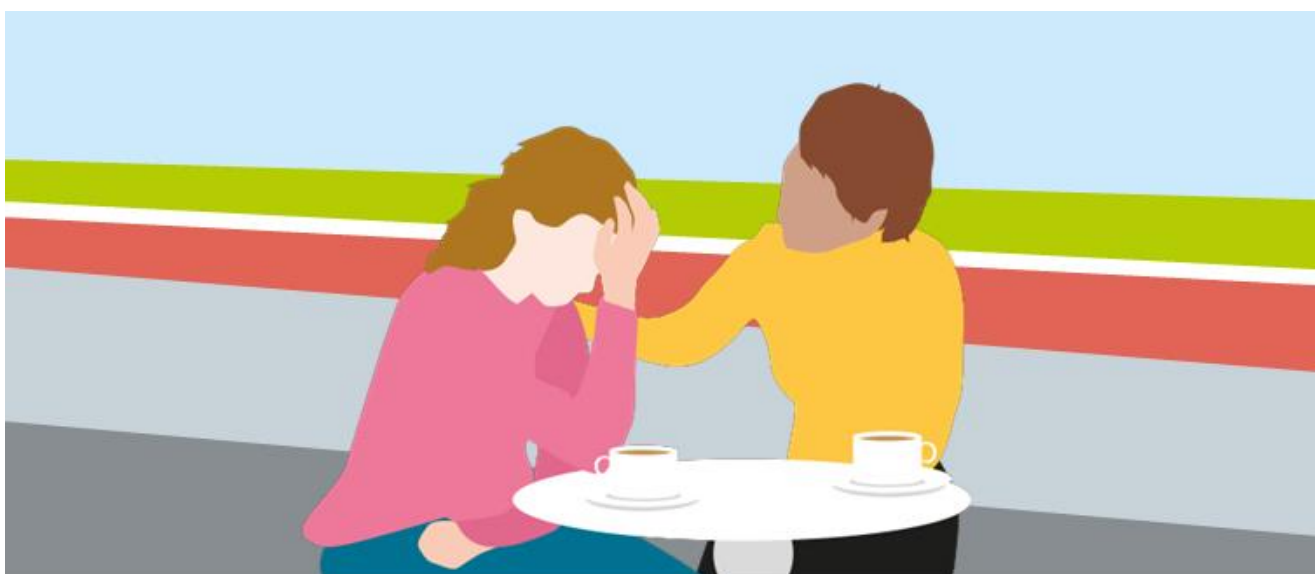
- In an emergency always telephone **999**
- In a non emergency call **101**
- Contact Call Derbyshire on **01629 533190** for advice and support.
- 在緊急情況下應撥打電話 **999**
- 在非緊急情況下撥打電話 **101**
- 聯繫 Call Derbyshire，電話 **01629 533190**，尋求建議和支援

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

有關不同類型的欺侮虐待和支援的信息，可以在我們的網站 www.saferderbyshire.gov.uk 上找到

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

“保護成人安全”的單張還提供了相關保護弱勢成人的更多信息，也可在我們的網站上或通過聯繫 Call Derbyshire 去得到



Information for carers 照料者的信息

Carers assessment – 照料者的評核

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.

照料者是指向家庭成員或潛在的患病、虛弱、殘疾或有精神健康或物質濫用問題的朋友提供無償支援的人

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 to download or order on our website at www.derbyshire.gov.uk/careinfo or you can order a printed copy by contacting Call Derbyshire. The leaflet gives details about all carer services including the following: www.derbyshire.gov.uk/careinfo or you can order a

printed copy by contacting Call Derbyshire. The leaflet gives details about all carer services including the following:

我們有多種方式去支援照料者，包括提供評估來查看您的需求和服務去支援您的照料者角色。這些內容在“照料者服務指南”中有詳細介紹，您可以通過我們的網站 www.derbyshire.gov.uk/careinfo 下載或訂購，或者通過聯繫 Call Derbyshire 去訂購打印版本。該單張提供所有照料者服務的詳情，包括以下：

- **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
- **照料者評估過程和資格**
- 如果你突然不能提供照料，**照料者緊急卡**能讓你安心，因為緊急服務將能夠通過卡上的細節去接替照料工作
- **德比郡照料者協會**為德比郡的照料者提供支援。他們運作的支援小組和地區的協調員，能夠提供到單對單的支援。詳情可在查閱其網站 www.derbyshirecarers.co.uk

Comments, compliments and complaints

評論，讚美和投訴

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

我們希望聽到您的建議，積極的反饋和投訴

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.

儘管我們盡了最大努力，我們知道有時會出錯。當有出錯時，我們想知道，以便我們可以把它們糾正。你可以投訴，如果你是有需要或感覺到你需要得到我們的服務

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

我們的“把人放在首位”單張包括一個免郵費地址和其他選項，使您很容易與我們聯繫。有關本傳單的副本或討論您可能有的任何問題，請聯繫 Call Derbyshire **01629 533190** 或登入德比郡郡議會網站。您也可以通過電子郵件 yourviews@derbyshire.gov.uk 聯繫我們



Further Information 更多信息

Derbyshire County Council Adult Care department provide leaflets on a range of topics that can be obtained from staff, a local office, downloaded or ordered in print from our website at www.derbyshire.gov.uk/careinfo, by emailing your request to: adultcareinfo@derbyshire.gov.uk or via Call Derbyshire on tel: **01629 533190**.

德比郡郡議會成人護理部門提供有關一系列主題的傳單，可以從工作人員，當地辦事處獲得，從我們的網站www.derbyshire.gov.uk/careinfo 下載或打印，把您的請求通過電子郵件adultcareinfo@derbyshire.gov.uk：或致電 Call Derbyshire 電話：**01629 533190**

You can also contact us on: 您也可以用以下方式聯繫我們：

• **Text: 86555 • Fax: 01629 533295 • Minicom: 01629 533240**
• 文本：86555 • 傳真：01629 533295 • 微通訊：01629 533240

Leaflets available include: 傳單包括：

- **Guide to Adult Care – how we work and what we provide**
成人護理指南 - 我們如何運作和提供什麼
- **Keeping Adults Safe – what to look for and what to do**
保持成人安全 – 注重什麼和做些什麼
- **Guide to Carers Services**
照料者服務指南
- **Guide to Handy Van Services – practical help in your home**

Handy Van手作小巴服務指南 - 在您家裡的切實際援助

- **Guide to First Contact – sign posting to services and support.**
首要聯繫指南 – 引導到服務和支援
- **Care Services Directory**
護理服務目錄
- **Putting People First – Complaints, Comments and Compliments.**
把人放在首位 - 投訴，評論和讚美

Leaflets are available in standard and Easy Read versions and upon request in Braille, large print, alternate languages and other formats such as British Sign Language.

傳單提供標準和易讀版本，並可根據要求提供盲文，大字體，替代語言和其他格式，如英國手語



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