

# Guide to Adult Care – Chinese (Simplified)

## 成人护理指南 - 简体中文

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

**帮助你获得需要支持你的健康和保持独立的相关信息和建议**

**The translation of this leaflet has been co-ordinated by the Derbyshire Black and Minority Ethnic Forum** 这本传单的翻译由德比郡黑人和少数族裔论坛协调



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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语言或大写字体，盲文，音频或替代语言等格式的信息，请使用第 22 页的联系方式告知我们

# 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.

德比郡郡议会致力支持所有当地人的健康。这本小册子告诉你期望从我们得到什么。还有提供服务的摘要，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:** 01629 533190

**Minicom:** 01629 533240

**微通讯:** 01629 533240

**Text:** 86555

**文本 :** 86555

**Website:** [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)

**网站:** [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)

**Email:** [contact.centre@derbyshire.gov.uk](mailto:contact.centre@derbyshire.gov.uk)

**电邮:** [contact.centre@derbyshire.gov.uk](mailto:contact.centre@derbyshire.gov.uk)

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



# Universal services

## 普遍服务

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

为了支持当地人的健康，德比成人护理提供一系列普遍服务给所有人使用

- 信息和建议
- 对其他服务的路标
- 福利权益支援
- 透过中介服务，因应您的需求去帮助您找到本地的服务
- 对你的社会护理需求作出评估

## Information, advice and signposting

### 信息，咨询和路标

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.

我们的目标是提供信息和建议，协助您去找到保持独立和支持你的健康的支持帮助。如果我们无法直接帮助您，我们可以让您与其他组织联系，例如健康，住房或志愿部门组织，他们可能会帮助到您

You can get information from the Derbyshire County Council website at **[www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)**

您可以从德比郡郡议会网站 **[www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)**

获取信息

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

您可以致电 **01629 533190** Call Derbyshire，并向他们解释您需要些什么

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.

您可以从成人护理办公室领取传单、从我们的网站打印传单或情况说明书，或者要求 Call Derbyshire 向您发送一份



**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.

您可以在图书馆和其他场所找到 Health and Wellbeing Zones。在那里你可以找到关于保持健康和养成良好生活习惯的一系列信息

## Brokerage Service

### 中介服务

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**.

如果您想得到协助，去用自己的钱或成人护理个人预算金去购买本地支援的服务（有关详情，请参阅第 17 页），您可以致电中介人团队 **01629 537763**

### What do brokers do?

### 中介人做些什么？

- 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.
- 如果您有个人预算金，会帮助你去安排相关的服务
- 查找可以满足您的需求结果和可以选择的服务提供商
- 提供相关服务供应商的信息（例如服务价格、注册详情和它们是否能迎合您的需求等）
- 提供有关不同类型的组织和它们提供的各类型支援信息
- 提供有关各种服务范围的信息，包括日间护理，家庭护理，住宿和护理院，社交活动，午餐会，额外护理房屋和其它更多

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

您无需进行成人护理评估，也可使用这些中介服务



## Welfare Rights Service

### 福利权益服务

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**.



德比郡福利权益服务可以帮助和确保您去索偿您有权享有的任何福利，并可以支援您就索赔决定提出申诉。您可以致电 **01629 531531** 联系福利权益团队

## Other services to support your independence 支援您去独立的其他服务

### Trusted Trader - 可信赖的交易者

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.uk/trustedtrader](http://www.derbyshire.gov.uk/trustedtrader)

这个计划提供了委员会认可的一家公司列表，你可以依靠它去获得高质量和等值的服务。这包括一份独立财务顾问的名单，由专家建议提供您相关护理的收费。更多信息可浏览网站 [www.derbyshire.gov.uk/trustedtrader](http://www.derbyshire.gov.uk/trustedtrader)

### Derbyshire Directory - 德比郡目录

A list of over 3000 local clubs, voluntary organisations and charities offering leisure activities and/or a variety of support. Search online at <http://www.derbyshire.gov.uk/derbyshiredirectory>

列出超过 3000 个可提供休闲活动和/或各种支援的地方会所、志愿组织和慈善机构。请浏览 [www.derbyshire.gov.uk/derbyshiredirectory](http://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.uk/handyvan](http://www.derbyshire.gov.uk/handyvan)

是一项帮助长者和/或弱势人士「亲自处理」和家居安全的服务。更多信息请浏览 [www.derbyshire.gov.uk/handyvan](http://www.derbyshire.gov.uk/handyvan)



## Telecare – 无线远程护理

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

为住在家里的人提供远程监控和支援的警报系统和技术

## Dementia support service - 痴呆症支援服务

This provides a range of services and support for carers and people with dementia. Further information at [www.derbyshire.gov.uk/dementia](http://www.derbyshire.gov.uk/dementia)

这为照料者和痴呆症患者提供了一系列服务和支援。更多信息可浏览网站 [www.derbyshire.gov.uk/dementia](http://www.derbyshire.gov.uk/dementia)

**For more information** see the Derbyshire County Council website at [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk) or telephone Call Derbyshire on **01629 533190**.

有关详细信息，请参阅德比郡议会网站

[www.derbyshire.gov.uk](http://www.derbyshire.gov.uk) 或

致电德比郡 **01629 533190** Call Derbyshire

## Deciding what help you need

### 决定您需要什么的帮助

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.

如果您表面看来是需要社会护理支援，可以进行评估。这项评估将审查您希望达致的结果和将考虑您是否有资格获得正式支援

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

我们遵循一套全国资格标准，详情见网站

[www.derbyshire.gov.uk/eligibility](http://www.derbyshire.gov.uk/eligibility) 或者可以通过联系 Call Derbyshire **01629 533190** 获得。您也可以与正在处理您的评估的工作人员讨论您的资格

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

我们还有责任在需要的时候评估照料者

# Your assessment 您的评估

## ● Information about you – 关于您的信息

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.

评估的目的是与您一起确定您的社会护理需求，考虑您获得正式服务的资格，并给予支援，找到您可能需要的帮助。作为您评估的一部分，我们需要一些关于您的基本信息，以确保我们平等对待每个人。你会被问及你的年龄，种族背景和性别。我们将仅使用此信息来帮助评估和计划您的需求，和改进我们的服务

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.

我们与郡议会的其他部门和组织，包括 NHS 服务等密切合作。有关您的信息可能会与其他组织共享，以便决定您需要什么帮助或安排您的护理和支援。您将能够决定那些信息可以共享和与谁共享。我们将确保所有关于您的信息被正确地处理使用，如果您需要，您可以再接触和处理它

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

我们欢迎您的照料者或家庭成员参与评估过程

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](http://www.derbyshire.gov.uk/advocacy)

我们认识到一些人可能难以参与和理解他们的社会护理评估。如果我们认为您将有很大的困难参与，而又没有其他人适合支援您，我们可以安排一个独立的倡导者来协助。有关独立倡导者服务的更多信息，请参阅 [www.derbyshire.gov.uk/advocacy](http://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.

作为您评估的一部分，我们将与您讨论：

- 您能做什么和不能做什么，以及您是否有任何家人帮助您
- 您需要什么帮助和希望达致的结果
- 您可能有的任何健康问题，医疗问题或残疾
- 您是否需要任何独立的帮助，以及如何管理日常生活的活动，包括个人护理
- 任何变得越来越困难和影响你去独立的危机和可能有助您减免需要社会护理服务的事情
- 对您最重要的事情.

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.

您的答案将给我们全面看清楚您的需求，我们也将看看如果我们不能帮助到您，怎样可以去做到满足您的需求

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](http://www.derbyshire.gov.uk/eligibility)

我们使用一套国家护理和支援资格标准，根据您的评估来决定需要什么来帮助您。您可以在以下网址 [www.derbyshire.gov.uk/eligibility](http://www.derbyshire.gov.uk/eligibility) 找到有关资格标准的详细信息

## We will: - 我们将会

- 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.
- 
- 尽可能让您和/或您的照料者，亲戚或倡导者参与
  - 敬重您的尊严和隐私
  - 根据您的需要，公平地去评估您
  - 明确您是否有资格获得正式服务
  - 无论您是否合乎资格，都为您提供信息和建议，以满足您的需求
  - 与您一起去确定您希望实现的成果（目标和优先事项）

## Your care and support plan

### 您的护理和支援计划

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.

在评估您的需求和资格后，我们将与您一起去制定支援计划。如果您愿意，您可以向社区团体或志愿组织的代表、亲戚、朋友等寻求帮助，撰写您的支援计划。

此计划必须与您的成人护理工作人员达成一致，并描述您的需求，优先事项和如何去达到满足这些需求等

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

如果您有符合资格的需求，您将收到一份个人预算，用于购买您的计划中列出的支援

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.

您拥有的其他帮助和支援，例如亲戚或地区护士、或您同意安排的事项或相关资助，将被添加到计划中，以了解到您的全面支援。我们将定期审查此支援计划，可以：

- 确保我们处理得正确
- 查看您的需求和情况是否有任何变化
- 检查您的资格是否已更改

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

如果您的需求出现突然的改变，我们会更频繁地审核您的计划

## Other Adult Care services

### 其他的成人护理服务

#### Re-ablement – 能力的恢复

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.

成人护理可以帮助有需要支援的人重获能力恢复已失去的日常生活技能。（根据您的情况）该服务可提供长达六星期的短期家庭护理支援。在此段时间，您将会：

- 重新恢复了你的技能，不再需要持续的支援
- 被评估作为有需要持续支援，和已获得个人预算或其它替代安排去完成您的支援

#### How can you get a re-ablement service?

#### 您如何去获得再能力恢复的服务？

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.

可能受益于能力恢复的人将获得评估。能力恢复的服务也适用于已经获得支援，但需求已经变更和那些现在可从能力恢复服务中受益的人

#### 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.



当能力恢复计划结束时，大多数人将重新获得已失去的技能，而可能不需要任何进一步成人护理的支援。如果仍需要援助，我们将与您讨论有那些可以提供给您的持续支援方法

## On-going support – 持续的支持

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.

德比郡成人护理可直接提供符合资格需求的人许多其他专科服务。这些包括提供暂息或长期的住院护理，家庭护理服务，日间护理和其他。有时我们的德比郡郡议会的服务是可以被自助出资者独立购买

## Mental Health Services – 心理健康服务

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](http://www.derbyshire.gov.uk/mentalhealth) about different mental health support groups and services. Specialist mental health services can also be accessed via your GP.

成人护理与德比郡健康保健信托基金会合作提供一系列的心理健康服务。更多信息和关于不同的心理健康支持团体和服务，请浏览我们的网站

[www.derbyshire.gov.uk/mentalhealth](http://www.derbyshire.gov.uk/mentalhealth)。您也可以通过您的家庭医生去接触专科的心理健康服务



## How services are provided

### 如何提供服务

#### Personal Budget - 个人预算金额

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.

作为您评估的一部分，我们将帮助您认定您的需求和优先事项，如果您符合条件，我们将同意您的支援计划和个人预算金额

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.

您的个人预算金额可以直接支付给您，以便您管理您的支援（直接付款）或由代表您管理支援的委员会（虚拟托管预算）去管理您的支出，或者您也可结合这两种方式

## 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](http://www.derbyshire.gov.uk/directpayments)

直接付款可以将部分或全部个人预算的款项给您。直接付款是一笔成人护理已协议的金额，给您用来满足达致您的合格需求。您可以用它来聘请个人助理，或向独立的护理机构购买服务。您不能使用直接付款的金钱去支付成人护理处的内部服务。有关直接付款的详细信息和相关管理这些支援，请参阅 [www.derbyshire.gov.uk/directpayments](http://www.derbyshire.gov.uk/directpayments)

## Co-funding of services - 共同出资

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

“共同出资”这术语是德比郡郡议会用来描述您对您所得到的服务成本作出的财务贡献

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.

大多数人将被要求作出财务贡献。如果您正在接收到出勤津贴或残疾生活津贴/个人独立支付的护理组成部分，而您的每周收入亦超标，您将会被视为合乎资格被要求作出财务贡献。在您被要求做出贡献之前，您将会通过福利审核，以确保您已获得您应有资格享有的所有津贴金钱。如果你有 5 万英镑或更多的储蓄（不包括你的主要家庭内的资本）将不符合得到成人护理资助的支援

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

在某些情况下，可能不会要求您出资金

Our leaflet 'Co-funding arrangements for Non-residential Services' is available to download or order on our website at: [www.derbyshire.gov.uk/careinfo](http://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.

我们的单张「安排非住宅服务的共同出资」可于下列网址

[www.derbyshire.gov.uk/careinfo](http://www.derbyshire.gov.uk/careinfo) 下载或订购。这提供了有关“共同出资”和如何计算“共同出资”的更详细信息。您也可以通过联系 Call Derbyshire 去订购打印的副本

## 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

德比郡郡议会非常重视保护的责任，并致力于处理各方面的欺侮虐待。如果你担心任何易受伤害的成年人正在受到忽视或欺侮虐待，请要正视它

- In an emergency always telephone **999**
- **In a non emergency call 101**
- Contact Call Derbyshire on **01629 533190** for advice and support.
- 在紧急情况下应拨打电话 **999**
- 在非紧急情况下拨打电话 **101**
- 联系 Call Derbyshire，电话 **01629 533190**，寻求建议和支援

Information about different types of abuse and support available can be found on our website [www.saferderbyshire.gov.uk](http://www.saferderbyshire.gov.uk)

有关不同类型的欺侮虐待和支援的信息，可以在我们的网站

[www.saferderbyshire.gov.uk](http://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.

“保护成人安全”的单张还提供了相关保护弱势成人的更多信息，也可在我们的网站上或通过联系 Call Derbyshire 去得到



## Information for carers 照料者的信息

### Carers assessment – 照料者的评核

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员或潜在的患病、虚弱、残疾或有精神健康或物质(药物)滥用问题的朋友提供无偿支援的人

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](http://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](http://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:

我们有多种方式去支援照料者，包括提供评估来查看您的需求和服务去支援您的照料者角色。这些内容在“照料者服务指南”中有详细介绍，您可以通过我们的

网站 [www.derbyshire.gov.uk/careinfo](http://www.derbyshire.gov.uk/careinfo) 下载或订购，或者通过联系 Call

Derbyshire 去订购打印版本。这单张提供所有照料者服务的详情，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](http://www.derbyshirecarers.co.uk)
- **照料者评估过程和资格**
- 如果你突然不能提供照料，**照料者紧急卡**能让你安心，因为紧急服务将能够通过卡上的细节去接替照料工作
- **德比郡照料者协会**为德比郡的照料者提供支援。他们运作的支援小组和地区协调员，能够提供到单对单的支援。详情可在查阅其网站 [www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk)

## Comments, compliments and complaints

### 评论，赞美和投诉

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

我们希望听到您的建议，积极的反馈和投诉

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.

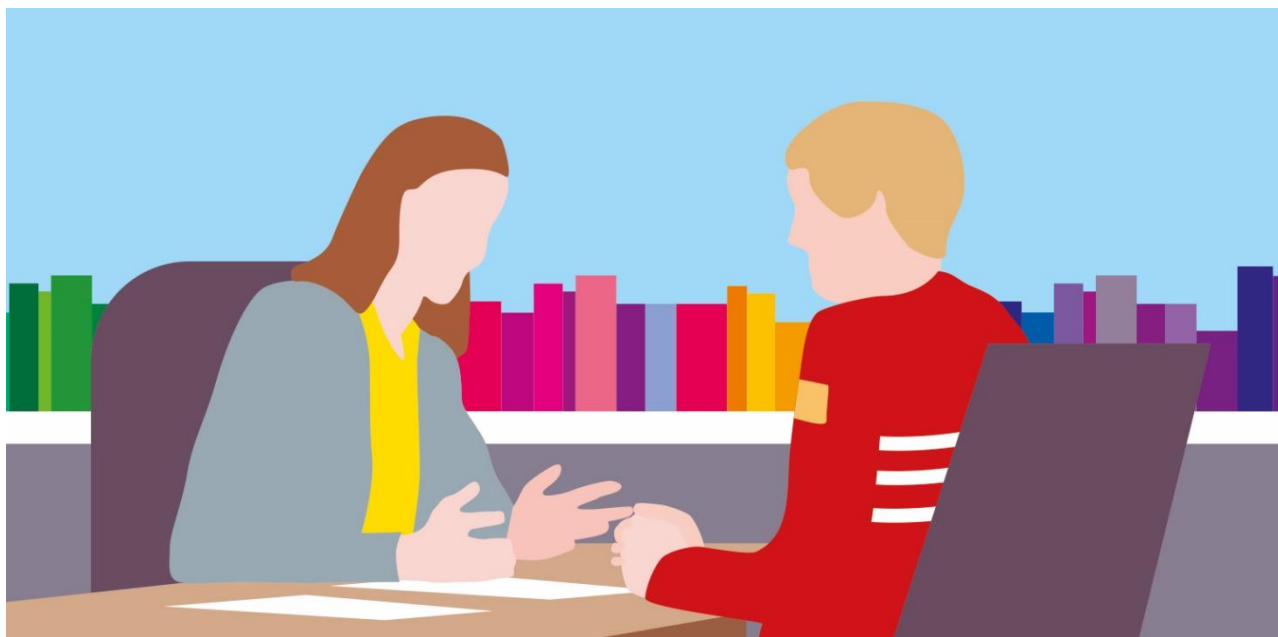
尽管我们尽了最大努力，我们知道有时会出错。当有出错时，我们想要知道，以便我们可以把它们纠正。你可以投诉，如果你是有需要或感觉到你需要得到我们的服务

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](mailto:yourviews@derbyshire.gov.uk)

我们的“把人放在首位”单张包括一个免邮费地址和其他选项，使您很容易与我们联系。有关本传单的副本或讨论您可能有的任何问题，请联系 Call Derbyshire **01629 533190** 或登入德比郡郡议会网站。您也可以通过电子邮件 [yourviews@derbyshire.gov.uk](mailto:yourviews@derbyshire.gov.uk) 联系我们



## 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](http://www.derbyshire.gov.uk/careinfo), by emailing your request to: [adultcareinfo@derbyshire.gov.uk](mailto:adultcareinfo@derbyshire.gov.uk) or via Call Derbyshire on tel: **01629 533190**.

德比郡郡议会成人护理部门提供有关一系列主题的传单，可以从工作人员，当地办事处获得，从我们的网站[www.derbyshire.gov.uk/careinfo](http://www.derbyshire.gov.uk/careinfo)下载或打印，把您的请求通过电子邮件[adultcareinfo@derbyshire.gov.uk](mailto:adultcareinfo@derbyshire.gov.uk)：或致电 Call Derbyshire电话：**01629 533190**

**You can also contact us on:** 您也可以以下方式联系我们：

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

**文本：86555•传真：01629 533295•微通讯：01629 533240**



Leaflets available include: 传单包括：

- Guide to Adult Care – how we work and what we provide  
成人护理指南 - 我们如何运作和提供什么
- Keeping Adults Safe – what to look for and what to do•  
保持成人安全 – 应要注重什么和做些什么
- Guide to Carers Services  
照料者服务指南
- Guide to Handy Van Services – practical help in your home•  
Handy Van手作小巴服务指南 - 在您家里的切实际援助
- Guide to First Contact – sign posting to services and support•  
首要联系指南 – 引导相关服务和支援
- Care Services Directory  
护理服务目录
- Putting People First – Complaints, Comments and Compliments.  
把人放在首位 - 投诉，评论和赞美

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.

传单有提供标准和易读版本，并可根据要求提供盲文，大字体，替代语言和其他格式，如英国手语