

# Guide to Adult Social Care Information Sheet

## Introduction to Adult Social Care

How to contact us

- **Call Derbyshire** on Telephone: 01629 533 190
- **Minicom:** 01629 533 240
- **Text:** 86555
- **Website:** [derbyshire.gov.uk](https://www.derbyshire.gov.uk)
- **Email:** [contactcentre@derbyshire.gov.uk](mailto:contactcentre@derbyshire.gov.uk)
- **Write to:** Adult Social Care, Derbyshire County Council, County Hall, Matlock DE4 3AG

## Information, advice and signposting

There are lots of useful services and organisations to help you remain independent and well. Our Adult Social Care Online Information Finder is a one stop shop for free, impartial information and guidance about how to remain living independently at home.

[derbyshire.gov.uk/information-finder](https://www.derbyshire.gov.uk/information-finder)

By answering a few questions, anyone over 18 can get tailor-made information, advice and guidance on a range of services, activities and resources you can access yourself to make your life easier.

## Brokerage

Brokerage can help you to find local support services that you might like to buy with your own money or your Adult Social Care Personal Budget

[derbyshire.gov.uk/brokerage](https://www.derbyshire.gov.uk/brokerage)

Brokers can also help you with arranging services if you have a Personal Budget. They can also help you with finding information about service providers that can meet your needs and choices.

## Welfare Rights Service

The Derbyshire Welfare Rights Service can help you to make sure 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 531535**.

[derbyshire.gov.uk/welfare-benefits](https://www.derbyshire.gov.uk/welfare-benefits)

## Other services to support your independence

**Trusted Trader** - This scheme provides a list of county council accredited companies that you can rely on to provide you with good quality, value for money services.

[derbyshire.gov.uk/trusted-trader](https://www.derbyshire.gov.uk/trusted-trader)

**Derbyshire Directory** – This is a list of local clubs, voluntary organisations and charities offering leisure activities and/or a variety of support, and other opportunities.

[derbyshire.gov.uk/derbyshire-directory](http://derbyshire.gov.uk/derbyshire-directory)

**Telecare** – This is alarms and technology that provide remote monitoring and support to people living in their own homes.

[derbyshire.gov.uk/telecare](http://derbyshire.gov.uk/telecare)

**Dementia support service** - This provides a range of services and support for carers and people with dementia.

[derbyshire.gov.uk/dementia](http://derbyshire.gov.uk/dementia)

**Community transport – Derbyshire Connect** - Derbyshire Connect runs a transport service that enables people who would normally struggle to use public transport to do their shopping and access essential services. If you're interested in this service, please contact your local booking office:

Telephone: **01335 300 670** if you live in High Peak, Derbyshire Dales or South Derbyshire.

Telephone: **01773 746 652** if you live in Bolsover, Chesterfield, North East Derbyshire, Amber Valley or Erewash.

## Getting the help you need

If you have a need for social care support, an assessment is available. This assessment will look at the results you would like to achieve and will consider your eligibility for formal support.

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.

[derbyshire.gov.uk/your-assessment](http://derbyshire.gov.uk/your-assessment)

After your needs and eligibility have been assessed we will work with you to make a support plan.

[derbyshire.gov.uk/support-plans](http://derbyshire.gov.uk/support-plans)

## Other Adult Social Care Services

### Short term reablement service

This service is for Derbyshire adults who are likely to benefit from short-term support. You will be assessed and referred to the short-term service which is usually provided in your own home.

The care workers will support you alongside health care professionals where appropriate to achieve your maximum level of independence. The service is not subject to community contribution arrangements and is therefore 'free at the point of entry'.

When you have reached your maximum level of independence, we will look again at your care needs and discuss them with you.

If at the end of your service, ongoing care and support needs are identified, longer term

services will be arranged and these will be subject to the relevant community contribution arrangements.

[derbyshire.gov.uk/regain-independence](https://derbyshire.gov.uk/regain-independence)

### **On-going support**

Derbyshire Adult Social 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.

### **Mental Health Services**

Adult Social Care provides a range of mental health services in collaboration with Derbyshire Healthcare NHS Foundation Trust. Specialist mental health services can also be accessed via your GP.

[derbyshire.gov.uk/mental-health](https://derbyshire.gov.uk/mental-health)

## **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 it can be held by the county council who will manage the support on your behalf (Virtually Managed budget). Alternatively, 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 Social Care that you can use to meet your eligible needs. You may want 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 Social Care in-house services.

[derbyshire.gov.uk/direct-payments](https://derbyshire.gov.uk/direct-payments)

### **Community Contribution**

Most people will need 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 (PIP) and your weekly income is high enough to be considered eligible. If you have £23,250 or more of capital assets (not including the capital in your main home) you will not be eligible for Adult Social Care funded support.

[derbyshire.gov.uk/paying-for-community-care](https://derbyshire.gov.uk/paying-for-community-care)

How much you need to pay for residential services, such as care homes, is calculated using a different process.

[derbyshire.gov.uk/paying-for-residential-care](https://derbyshire.gov.uk/paying-for-residential-care)

## **Keeping Adults Safe**

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. In an emergency always telephone 999 and in a non-emergency call 101.

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

## **Information for Carers – Carers Assessment**

A carer is someone who provides unpaid support to another person, usually a relative or friend, in their day-to-day life. You may be providing practical, emotional, or supervisory support to someone who is ill or frail, has a physical or learning disability, poor mental health, or substance/alcohol dependency.

Our Derbyshire All Age Carers Support Service (DAACSS) which is delivered by Derbyshire Carers Association on our behalf, offers support services for young carers, young adult carers and adult carers across the county who are aged 18 and over and caring for an adult.

All carers with a need for support are entitled to an assessment, regardless of the amount or type of care they provide. A carers assessment will help you to identify the areas where you may need support and can identify the resources that could make caring easier for you.

[derbyshire.gov.uk/carers](http://derbyshire.gov.uk/carers)

## **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. If you feel that we have failed to provide a service, acted wrongly or treated you unfairly or discourteously then we want to investigate and put things right.

[derbyshire.gov.uk/adult-care-complaints](http://derbyshire.gov.uk/adult-care-complaints)