

# Information about services in Swindon

[www.swindon.gov.uk](http://www.swindon.gov.uk)



This brochure contains information about Adult Social Care in Swindon.

If, after reading it, you have further questions or want more information about the services available please contact Care Line on 0800 085 66 66,

or look at the relevant web pages:

[www.swindon.gov.uk/](http://www.swindon.gov.uk/) and follow the link to Adult Social Care listed in the left hand column under Health & Social Care.

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## **What is Adult Social Care?**

In Swindon, Social Services and Health are working closely together to provide social care services for adults.

These services could help people with:

- physical disabilities
- ageing and/ or frailty
- learning disabilities
- mental health needs
- sensory impairment
- drug and/ or alcohol abuse
- HIV/ Aids
- long-term health problems.

## **Who are the services for?**

They are for adults (over 18 years of age) who live in the Borough of Swindon.

## **Anyone else?**

Yes. Adult Social Care has responsibility for recognising and supporting all carers, including young carers of adults.

Please look at pages 12 – 13 for more information.

If you have caring responsibilities for a disabled child or young adult please refer to leaflets about Social Services for Children and Families.

## What type of services can we provide?

Adult Social Care provides a wide range of services, support, advice and information to adults with social care needs and their carers. This includes:

- Assistance at home with personal care
- Day care
- Residential and nursing home care
- Short break services
- Adaptations to property
- Equipment to enable people to live more independently
- Support and protection of vulnerable adults
- Assistance on discharge from hospital or to prevent re-admission to hospital
- Direct Payments
- Transitions support to younger adults who have previously been receiving help from children's services
- Services to help carers.

These services are available only after an assessment of need has been carried out.

## Do I qualify for a service?

When you ask Adult Social Care for help or support we use eligibility criteria to decide what kind of service you need.

## What are eligibility criteria?

The Government has provided guidelines which all local social services must follow. These are known as Fair Access to Care Services (FACS). They describe the seriousness of risk to independence and other consequences if needs are not met. There are four bands.

## What are the four bands?

- Critical risk
- Substantial risk
- Moderate risk
- Low risk

In Swindon we only provide care services for people with needs that are Critical or Substantial. For people whose needs are assessed as Moderate or Low we are happy to provide advice and information.



## What is meant by Critical or Substantial risk?

### Critical risk

- Life is threatened, and/or
- There are significant health problems, and/or
- Serious abuse or neglect has occurred or will occur, and/or
- Inability to carry out vital personal care and domestic routines, and/or
- Individual choice and control is seriously restricted.

For example: a person with severe learning disabilities, normally completely dependent on someone else, is suddenly left alone.

### Substantial risk

- Abuse or neglect is an issue, and/or
- Inability to carry out the majority of personal care and domestic routines, and/or
- Individual choice and control is limited.

For example: a person whose carer is in urgent need of a break from caring, but who will need a wide range of services during the carer's absence.

## **What is an assessment of need?**

An assessment is a discussion between you and the worker from Adult Social Care. If you wish your partner, a friend or representative can be included in the discussion.

## **Where will the assessment take place?**

In the place that suits you best which is usually in your home or, for example, it could be whilst you're in hospital.

## **What will I be asked?**

The discussion will help both you and the worker to identify what needs you have. Your needs are the things that help you live a normal life and are important to you.

We will ask you questions about yourself, about the problems you are facing, how you manage your daily life and what help you currently receive.

We will involve you fully in the assessment and give you as much time as you need to explain your situation.

We will respect your privacy and your relationships with your family and carers.

## **How quickly will I be assessed?**

If you have needs where your life or health are at risk we will start the assessment within 2 working days of enquiry.

In most cases if your situation is not complex the assessment will be completed within 7 working days.

Otherwise we aim to complete the assessment within 20 working days.

Occasionally, if your situation is very complex, it may take us longer.

## **What happens next?**

We will inform you whether you are eligible to receive help from us. If you are eligible we will discuss the types of services we can provide to meet your needs within the resources available to us.

If services are provided you will receive a copy of your care plan.

If you are not eligible for help we will tell you why and provide information or advice on other ways of helping you.

## **Will I have to pay for the services?**

Some people will not have to pay for their services but others will be asked to pay a charge for the care that they receive. There are different charges for the different kinds of care.

## **Which services will I have to pay for?**

For non-residential services you may be asked to contribute to the cost of any home care or day care you receive. In addition, there is a fixed charge for any meals you receive at a day centre or which are delivered to your home. There is also a fixed charge for any transport we provide for you.

If, following your assessment, it is agreed that residential or nursing home care is appropriate for you, we will pay the cost of care and accommodation up to a maximum price determined by us each year. We will then decide, with you, how much you can afford to contribute. We calculate this by using government guidelines.

## **How much will I have to pay?**

When you start your care with us you will talk with our assessment officer. They will check if you have enough money to pay for some of your care.

The assessment officer will look at the money you get from pensions or benefits and how much you need to spend, including things to help you with any disability you may have.

This information will be used to work out how much you need to pay for your care.

They will talk to you about your savings, how much money you get and tell you about different benefits that might help you.

They will check that they have the right information and tell you how much you will have to pay for the care you need.

If you do not want to tell us about your money, you will be charged for the full cost of your care.



## **What are Direct Payments?**

Direct Payments are cash payments made directly to you instead of (or in addition to) Adult Social Care arranging and providing your support and care for you. You can then use the Direct Payment to organise and pay for your own care or support services.

The aim of Direct Payments is to give disabled people or those with long-term illness more choice, control and flexibility over how their support is provided and managed.

## **Who can receive a Direct Payment?**

Anyone who uses, or is eligible to use, community care services.

## **How much will I get?**

The amount you will be paid will depend on your assessed needs. Each person's needs are looked at individually.

## **What can I use the Direct Payment to buy?**

You must buy services to meet your assessed needs. So you can employ someone that you choose yourself and use the money to pay their wages.

Or you can use the Direct Payment to buy care and support from a care agency or independent provider.

## **Is there anything I can't use Direct Payment for?**

It cannot be used to pay for services directly run by Swindon Borough Council.

It cannot be used to purchase health services, including things like physiotherapy.

It cannot be used to employ a spouse (husband/ wife or partner you live with as though you were husband/ wife) or a close relative who lives in the same household as you.

## **Will a Direct Payment affect my benefits?**

No.

## **Will I be able to get help to manage my Direct Payment?**

Yes. If you decide to try Direct Payments your care manager or co-ordinator will refer you to the independent Direct Payments Support Service.



## **Are you looking after someone?**

Many people, at some stage in their lives, find themselves looking after someone as a 'carer'.

## **Are you a carer?**

You are a carer if you

- Provide care and support, unpaid, to a relative, partner, friend or neighbour who needs this help due to their ill health, physical or learning disability, frailty or mental illness.
- A carer does not necessarily live with the person for whom they provide care.

## **What support is available for carers?**

There is a range of support available for carers including a carer's assessment, information and advice.

## **Carers' assessments**

As a carer you are entitled to an assessment to find out if you would benefit from services or support.

## **Am I eligible for an assessment?**

You have a right to an assessment if

- you provide, or intend to provide, a substantial amount of care on a regular basis, and
- the person you care for is someone to whom Adult Social Care may be able to provide community care services.

This right to an assessment exists even when the person you are caring for has refused an assessment for themselves or has refused community care services.

### **What is an assessment?**

It is a discussion between you and a worker from Adult Social Care about your caring role; the impact this has on your life; and to identify your need for support or further information.

### **What other support is available?**

- Specific information to help you in your role
- Putting you in touch with relevant services and organisations, locally and nationally
- Following a carer's assessment we may be able to arrange short breaks from your caring role, and/ or
- Equipment and adaptations to make your caring role easier, and/ or
- Services to the person you care for.

Adult Social Care works in partnership with Swindon Carers' Centre and Swindon Carers' Network to plan and develop local services.

You can register with the Centre when you wish. Please refer to the 'Swindon Carers' Centre' for more information. Details of where to find the centre are on page 16.

## How to contact us

# Care Line

Care Line will help you get the information you need to make informed decisions and access appropriate services.

## Opening Times

Monday to Thursday 8.30am-5.00pm

Friday 8.30am-4.30pm

## Contact

Tel: 0800 085 66 66

Minicom: 01793 436659

Fax: 01793 466876

E-mail: [careline@swindon.gov.uk](mailto:careline@swindon.gov.uk)

Calling a Freephone number does not cost you anything unless you phone from a mobile.

## Online questionnaire

If you prefer it you can complete and submit the online questionnaire. This can be found on the web pages for Adult Social Care.

Go to the Council's web site at [www.swindon.gov.uk](http://www.swindon.gov.uk)

Follow the link to Adult Social Care in the left hand column under the Health and Social Care heading.

From there find 'Asking for help' in the related pages column (right hand side). The Online Assessment Questionnaire is highlighted in blue at the top of the page.

The completed questionnaire will be sent to the Care Line team who will contact you usually within 2 working days.

## Useful contacts

The Swindon Carers' Centre  
The Princess Royal Trust for Carers  
1 Wood Street  
Swindon SN1 4AN

Telephone: 01793 531133  
Monday to Friday 9.00am to 5.00pm  
Answerphone at other times

The Centre is open to callers between 9.30am and 5.00pm  
Monday to Friday.

## Out of hours service (Swindon Social Services)

01793 43 66 99

This is a team of Social Workers who can provide urgent assistance to people outside of normal working hours.



## **Adult Social Care contact information**

For older people and people with physical disabilities, please contact Care Line on 0800 085 66 66.

For adults with learning disabilities and their carers, please contact The Community Team for People with a Learning Disability on 01793 466724.

For adults of working age with needs associated with their mental health, please contact The Mental Health Team for adults of working age on 01793 715000.

For older adults with needs associated with their mental health, please contact The Department of Old Age Psychiatry for adults over 65 years of age on 01793 327800.

## Other useful information

### Data protection

We are committed to maintaining the highest standards of security and confidentiality when holding personal information. Under the Data Protection Act (1998) you can see your personal information. If you would like to know more about this, please ask for our leaflet 'Access to your personal information'.

### Any comments

If you feel unhappy about the service that you have received you may make your complaint by telephone, by letter, by e-mail or in person at any reception area.

### Alternatively contact the Customer Liaison Officer at:

Swindon Borough Council

Customer Liaison Officer

Adult Social Care, Civic Offices, Euclid Street

Swindon SN1 2JH

**Tel:** 01793 463496

**Email:** [YourCommentsCount@swindon.gov.uk](mailto:YourCommentsCount@swindon.gov.uk)

This information about Services in Swindon is available on the internet at [www.swindon.gov.uk/socialcare](http://www.swindon.gov.uk/socialcare) It can be produced in a range of languages and formats (such as large print, Braille or other accessible formats) by contacting the Customer Services Department.

**Tel:** 01793 445500 **Fax:** 01793 463331

**E-mail:** [customerservices@swindon.gov.uk](mailto:customerservices@swindon.gov.uk)