

Pembrokeshire County Council
Cyngor Sir Penfro



COMMUNITY CARE SERVICES

08/2008/05M

August 2008

Social Care and Housing

1. What is Community Care?

At some stage in life many people may feel that they need help and support with the tasks of daily living. We recognise that each individual has their own particular circumstances and needs. The aim of community care is to provide services for people to live as independently as possible and to protect those who are vulnerable.

The County Council's Community Care services provide support for people over 18 years who are disabled, elderly or unwell. The support may be provided directly by the County Council or from private or voluntary agencies. We recognise that families and friends often provide the greatest amount of care in the community and they are often known as carers. We can also provide support for carers.

2. How Do I Get Help?

You can ask for help yourself or someone can make a request on your behalf such as your doctor, district nurse, family or friends.

See the end of this leaflet for the address and telephone number to contact.

How is Care Arranged?

Community Care is arranged through a process that involves five stages:

1. you or someone on your behalf, asks for help;
2. together with you, we assess your needs;
3. if you are eligible, we agree with you, ways of providing help;
4. we arrange for help to be provided
5. we check with you that the help provided meets your needs

Help and advice is given free of charge and is available to everyone. We can also provide information on other agencies that may be able to offer help and assistance.

3. What is an Assessment?

An assessment is when a worker from health or social care finds out about a person's circumstances and the difficulties they are facing. This is done by talking to them and, with their agreement, to other people who know about them, such as family, friends or their doctor. The aim is to work out ways in which people can be as independent and safe as possible. How quickly someone is assessed depends on the urgency of their situation. We cannot arrange services unless an assessment has taken place. You will receive a written copy of your assessment.

4. How is an Assessment Carried Out?

An assessment involves talking to you (and your carers where appropriate) to find out about different aspects of your life, for example:

- ▶ How well you are able to get about – indoors and outdoors?
- ▶ What are your cooking arrangements?
- ▶ How are you looking after yourself?
- ▶ What are your present living arrangements?
- ▶ How much support do you receive from your family, friends and neighbours?
- ▶ How much help do you need to remain as independent as possible?

Once we know more about you and your circumstances we can identify what help you may need to remain as independent and safe as possible.

5. What Help could I get?

Services that may be offered include:

- ▶ Aids, equipment and adaptations
- ▶ Meals on Wheels
- ▶ Home Care
- ▶ Respite Care
- ▶ Day Care
- ▶ Residential or nursing care
- ▶ Carers you employ yourself with payments provided by the County Council

Following your assessment, the support you receive will be decided in line with the Council's Fair Access to Care.

6. Hospital Discharge

If you are in hospital please ask your Nurse to refer you to the Hospital based Joint Discharge Team.

7. Eligibility For Services

Demand for services is always great and as the Council has limited financial resources a way has to be found of making sure that services are provided to people who are in the greatest need and which is fair to everyone.

8. Will I be Charged?

Some services such as Home Care may be subject to a charge, but these charges will depend on your financial circumstances and ability to pay a contribution. You will be advised whether you will have to pay a charge before the service is arranged.

9. Care Planning/ Management

After an assessment has been carried out, the person carrying out the assessment should write a care plan. This describes the services which are to be provided, who is to provide them and when they will be provided. You or your carer(s) will receive a copy of the care plan together with the name of the person responsible for ensuring that the care plan is carried out.

Included in your care plan will be a date for review. This may be three, six or twelve months following the start of your care. If however you think your needs have changed before your review date you can ask for a re-assessment of your needs.

10. Information Sharing and Confidentiality

Any information that you give us will always be treated with the strictest confidence. If we need to share information with other agencies who may be involved in looking after you, we will always get your permission before doing so.

11. Tell us what you think

It's important that we know how our care services are performing. What's working well, what's working badly and how improvements could be made. It would be helpful if you complete and return any customer surveys that we send out. Information from these surveys will help us to improve services to meet your needs. Further details of how to tell us what you think of the care you receive can be found in our Compliments, Suggestions and Complaints leaflet.

12. Other Related Leaflets

The Community Care Service is developing a series of leaflets on the services we provide.

Leaflets include:

- ▶ Adult Protection
- ▶ Aids and Equipment
- ▶ Assessments – What are They
- ▶ Care Management and Planning
- ▶ Carers Handbook
- ▶ Carers Information Pack
- ▶ Charging Appeals Procedure
- ▶ Charging for Services
- ▶ Piper Lifeline
- ▶ Role of the Occupational Therapist
- ▶ Day Care
- ▶ Fair Access to Care Services
- ▶ Hearing Impairment
- ▶ Home Care
- ▶ Information on Mental Health Services
- ▶ Information on services for people with Learning Disabilities
- ▶ Luncheon Clubs
- ▶ Meals on Wheels
- ▶ The Shapes Store
- ▶ Visual Impairment

Contact Telephone Numbers/Address

For further information and copies of leaflets listed.
Please contact:

Telephone 01437 764551

or write to:

Social Care and Housing,
Pembrokeshire County Council, County Hall,
Haverfordwest, Pembrokeshire, SA61 1TP

Customer Service Centres at:

North Wing, County Hall, Haverfordwest

Town Hall, Milford Haven

Town Hall, Fishguard and

Argyle Street, Pembroke Dock

are open Monday to Friday 9am – 5pm

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in larger print, audio tape or an
alternative language, please contact
Pembrokeshire County Council on
(01437) 776613**