

CARE SERVICES FOR ADULTS

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<p>2. Contact Us</p>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"> <p>Adult Social Work Team, Livingston Social Work Centre, Cheviot House, Owen Square, Livingston, EH54 6PW ☎ 01506 777777</p> </td> <td style="width: 50%;"> <p>Adult Social Work Team, Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH ☎ 01506 775666</p> </td> </tr> </table>	<p>Adult Social Work Team, Livingston Social Work Centre, Cheviot House, Owen Square, Livingston, EH54 6PW ☎ 01506 777777</p>	<p>Adult Social Work Team, Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH ☎ 01506 775666</p>
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<p>3. Do you need help to read this?</p>	<p>We can provide this information in different ways such as:</p> <ul style="list-style-type: none"> • Braille • British Sign Language (for deaf people) • Tape (for people who cannot see or read) • Other languages such as Urdu or Chinese • Large print <p>If you need help to read this please contact us.</p> <div style="border: 1px solid black; background-color: #e0f7fa; padding: 5px; margin-top: 10px;"> <p>UK information about getting products that help people to remain independent is available in:</p> <p>Shqip Albanian اَرَبِيَّةٌ رَعْل Arabic বাংলা Bengali 中文 Chinese کِس رَاف Farsi Français French ગુજરાતી Gujarati Soomali Somali Español Spanish Português Portuguese Türkçe Turkish وَد رَا Urdu</p> </div>		
<p>4. Who do we support?</p>	<p>If you are between 16 and 65 years, live in West Lothian and have a disability or need help for a different reason, we may be able to provide advice and practical support. We can help people who have a:</p> <ul style="list-style-type: none"> ◆ Learning disability ◆ Mental health problem ◆ Physical disability ◆ Caring responsibility for someone else ◆ Long term or terminal illness ◆ Brain or head injury ◆ Hearing impairment or are deaf ◆ HIV or Aids ◆ Problem with alcohol or drugs ◆ Visual impairment or are blind 		

5. Who can get a service?

The services are provided for anyone living in West Lothian who meets the guidelines and who can benefit. You can have a free assessment no matter what your financial situation is. An assessment is a way of finding out about you and your needs and wishes, by asking some questions.

We use guidelines to make sure that:

- ◆ People in the greatest need and most at risk are given priority for services
- ◆ Everyone who asks for services is dealt with fairly
- ◆ Everyone understands what decisions we make and why we have made them

These are some of the questions we will ask before making decisions about your support needs:

- ◆ Are you at risk of admission to care or hospital unless something is done to help?
- ◆ Are you unable to look after yourself (such as washing, dressing and making meals) and is there no one else who can help you?
- ◆ Are you or your carer terminally ill or have an illness where the future is uncertain or variable – e.g. MS?
- ◆ Are you or your carer suffering from too much stress?
- ◆ Are you a patient in hospital and is an assessment needed as part of the plan for you moving out?

If you feel that you fit the conditions please contact us and we will be able to let you know if you need an assessment. Following assessment you may be eligible to receive a service.

6. What services do we provide?

Your assessment will find out if you have needs which can be met through a service such as:

- ◆ Advice and information
- ◆ Aids and/or adaptations to your home
- ◆ Help claiming benefits and welfare rights
- ◆ Day support and day care
- ◆ Employment or work experience
- ◆ Support at home
- ◆ Housing with care or sheltered housing
- ◆ Independent advocacy
- ◆ Direct payments to purchase your own services
- ◆ Meals on wheels
- ◆ Residential care or nursing home
- ◆ Respite care and short breaks

Other services may be available – please ask.

Wherever possible we will offer services to enable you to live in your own home. For some people this may not be possible but, whatever your circumstances, we can provide a range of support services designed to give you as much choice and independence as possible.

7. Who provides the services?

West Lothian Council provides most assessment services and some of the care and support. We also have partnerships and contracts with selected voluntary and independent agencies with specialist knowledge, facilities and experience, such as the RNIB and East of Scotland Deaf Society who provide services on our behalf.

<p>8. When do the services operate?</p>	<p>The offices are open from 8.30am to 5.00pm, Monday to Thursday and 8.30am to 4.00pm on Friday. Services are arranged at the time when they are needed, 24 hours a day, 365 days a year.</p>
<p>9. Where is the service located?</p>	<p>The services are based at a number of locations. We can visit you at your home but you may prefer to visit one of our local offices below:</p> <ul style="list-style-type: none"> ◆ Livingston Social Work Centre is based in Cheviot House which is a few minutes walk from the Almondvale Shopping Centre and is close to the Bus Station. ☎ 01506 777777 ◆ Strathbrock Partnership Centre is in Broxburn close to main bus routes. ☎ 01506 775666
<p>10. Your care plan</p>	<p>If you are eligible for Community Care services the social worker will agree with you the help we can provide. This is written down on a form called a Care Plan. The plan will describe:</p> <ul style="list-style-type: none"> ◆ What help you will get ◆ Who will provide it ◆ When it will be provided (i.e. what days of the week and times of day if appropriate) ◆ How it will be provided ◆ What needs it is supposed to meet ◆ Who is responsible for the Care Plan (the Care Manager)
<p>11. How much will it cost?</p>	<p>We provide free assessment, advice and information.</p> <p>You may be asked to pay for some other services. The scale of charges depends on your income and any savings that you have. You will always be told about the charges in advance and have a choice whether to accept or decline any services that we offer.</p> <p>Many people do not claim all the benefits they are entitled to. You may wish to have a free benefits check to make sure that you are not missing out.</p>
<p>12. How to obtain the service</p>	<p>Contact us right away – by phone, letter, fax or email.</p> <p>There is an appointments system in place for both the offices, at Strathbrock (mornings) and Livingston (afternoons).</p>
<p>13. How to cancel the service (for holidays etc.)</p>	<p>If you no longer wish to continue receiving the service, you are going away on holiday or you wish to return an item of equipment, please let us know right away.</p> <p>We aim to recycle over 50% of all equipment and you can help us to save money and protect the environment by returning equipment that you don't use any more.</p>
<p>14. Your health and safety – protection for vulnerable adults</p>	<p>If you have any concerns about your, or other people's, health, safety or risk, please discuss these with your social worker or contact us.</p> <ul style="list-style-type: none"> ◆ All our staff have a full Police check before they are appointed ◆ Employees work under a strict code of professional practice and receive regular supervision ◆ Our staff are trained to protect vulnerable adults and our guidelines are available for inspection on request.

15. Our Mission Statement

We aim to support adults and older people who have a permanent physical, mental or learning disability, are frail or unable to cope by:

- ◆ Carrying out an assessment of need
- ◆ Ongoing co-ordination and care management of appropriate services in order to meet that need such as day support and day care, employment and work experience, independent advocacy, personal care, respite care and short breaks for carers.
- ◆ Ensuring that customers income is maximised
- ◆ Monitoring and reviewing the service provided to ensure that all involved are happy with the service provided
- ◆ Providing a service of equal quality to all with no discrimination on the grounds of race, religious beliefs, disability, language, gender, age or sexual orientation
- ◆ Respecting privacy, dignity, choice and independence

16. Standards of service

We will do the following:

- ◆ Make sure there are no barriers to receiving the service, such as language. We will accept referrals to the service by people who need the service, or on their behalf with consent by a relative, carer or other agency. We can be contacted in person, by phone, in writing or by e-mail.
- ◆ Make a decision about the priority of the situation within 24 hours and inform the customer and referrer of this decision in writing within 3 working days.
- ◆ Carry out an assessment of need within 12 weeks of receiving a referral or 5 working days if the situation has been defined as high priority. In emergencies a duty worker will be available during working hours Monday to Friday. The emergency duty team are available outwith working hours.
- ◆ Carry out this assessment of need in the individual's own home, permanent residence or day centre placement.
- ◆ Notify in writing or by phone who will be visiting and give a mutually acceptable appointment.
- ◆ Always show identification
- ◆ Make sure that the assessment process including how and where information will be stored is explained fully to the customer and their representatives and that they understand this process
- ◆ Provide a written record of the assessment within 7 days of the assessment, which will include particular areas that have been assessed and any advice provided. This is an ongoing process and we want to make sure that everyone involved is happy with what is written before it is signed by the individual or someone on their behalf
- ◆ Welcome relatives, carers or any individual who may be involved throughout the assessment. We will make sure that is carers are involved they always get an opportunity for an assessment of their own needs to be carried out. This can be done without the person they are caring for being there. A different assessor can be identified if they wish.
- ◆ Once needs have been identified by the assessment process information will be given about the type of services available to meet that need or other choices that may be considered. For example, provision of care at home to assist with dressing. This service will be made available as soon as possible.
- ◆ Make sure that if the needs identified during the assessment cannot be met, for example due to lack of availability of care staff or respite beds, that this information is collated and managed centrally and reviewed monthly.
- ◆ In order to give the customer choice and control of the provision of some services they may be offered Direct Payments allowing them to purchase services independently.

<p>16. Standards of service – cont'd</p>	<ul style="list-style-type: none"> ◆ Make sure that the charges for the services provided are explained to the individual and their carer before it begins. The scale of charging depends on income and any savings the individual has and they have a choice whether to go ahead with this or not. ◆ Always respect confidentiality but with permission from the individual we will share information with other agencies and services such as Housing and Health to ensure all relevant services and benefits are accessible. ◆ In some circumstances a risk to the individual or others may be identified which the customer is not aware of or does not agree with. This may lead to our involvement without the individual's consent. Our staff are fully trained in adult protection and our guidelines for conduct are available on request. ◆ Review and monitor new Care Home placements after 3 months to ensure that it continues to meet the needs of the customer. We will fully involve the customer and anyone involved in his or her care in this review process. A written copy of this review will be provided. Thereafter all parties will be contacted annually and offered a formal review if necessary. ◆ Review and monitor new Care At Home services at 6 weeks. We will confirm this in writing and include details of how to contact us if there are any concerns or if needs change. ◆ Acknowledge any complaint or suggestion within 5 days. ◆ We will measure our performance against these standards and publicise the results. For some standards we will measure by asking customers, partners and stakeholders how they think we perform by sending them a questionnaire. The views of our customers are important to us as they help influence future service developments.
<p>17. Your personal information</p>	<p>We will ask you to tell us all about your situation and personal needs. We will keep your information private. However, you may be asked to agree to your details being shared with other agencies, for example the NHS, if this may help you.</p> <p>You do not have to agree to share information if you do not want to and this will not affect the service you are offered.</p> <p>In very exceptional circumstances, and only in order to protect you or others from serious harm, your information may be shared with other authorised agencies without your consent.</p>
<p>18. Emergency contact numbers</p>	<p>In the event of an out of hours, social care emergency:</p> <ul style="list-style-type: none"> ◆ Telephone 01506 777401 or 777402 ◆ Fax 01506 777403 ◆ Minicom (textphone) 01506 777404
<p>18. Suggestions and complaints</p>	<p>Please let us know how we can improve the service. Please talk in the first instance to a member of our staff.</p> <p>If you want to make a written suggestion or complaint about any social work service you can address it as follows:</p> <p>Head of Social Policy Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH ☎ 01506 775547</p> <p>You can contact the Care Commission at any time - ☎ 0845 60 30890</p>

<p>19. Other useful services</p>	<p>West Lothian Council – all enquiries ☎ 01506 775000</p> <p>Social Policy information</p> <p>Children & Families services</p> <p>Older People services</p> <p>Criminal Justice services</p> <p>Housing</p> <p>Education</p> <p>Find A Helpline</p> <p>The Care Commission ☎ 0845 60 30890</p> <p>Citizens Advice Bureau ☎ 01506 432977</p> <p>Samaritans ☎ 0131 221 9999</p> <p>NHS West Lothian Healthcare Division ☎ 01506 523000</p> <p>NHS Scotland ☎ 0845 4242424</p> <p>Jobcentre Plus ☎ 01506 772600</p> <p>Work, Pensions and Benefits information ☎ 0800 882200</p>
<p>19. Further information</p>	<p>A range of helpful information, printed leaflets and fact sheets is provided in the Social Care section of the West Lothian Council website. You can also ask for information at your local Social Work office, Council Information office, Health Centre or Library.</p> <ul style="list-style-type: none"> ◆ Disabled Parking/Blue Badge application information
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