A guide to adult social care services

This booklet is for adults who receive or who may start to receive social care and support services from Dorset Council.

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dorsetcouncil.gov.uk/adult-social-care
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Introduction

In this booklet:
when we say ‘you’, we mean someone who will receive social care
when we say ‘we’ or ‘us’ we mean Dorset Council
when we say ‘social care services’ or ‘services’ we mean things like personal care, day services, personal assistants and equipment which will help you to live at home in the way you choose.

This booklet is about adult social care services. It will tell you about:
the care and support process, including assessment and support planning
the eligibility criteria and paying for care services
services available in your community
the care and support services available from Dorset Council to keep you safe and independent in your own home

Throughout this booklet we will tell you about how you can find additional advice and information and this will include our website www.dorsetcouncil.gov.uk/adult-social-care

However if you do not have access to the internet or do not have anyone to access this for you, please talk to your social care worker who will do this on your behalf or contact Dorset Direct (the contact details can be found on page 16).

Advocacy

Advocacy is a way for people to tell others what they want when they might not be, or feel able to do so on their own.

An advocate gets to know your views and wishes and gives you support to tell others what these are.

Family and friends or health and social care staff can help you speak up, but it may be difficult if you have different ideas about what you want.
An independent advocate helps you to
- express your views and concerns
- access information and services
- explore choices and options
- defend and promote your rights and responsibilities

They speak for you, making sure they give your views and opinions.

If you need the support of an advocate, we have a duty to provide you with one throughout the process. Please speak to your social care worker about this.

**The care and support pathway**

This diagram shows you the process we will follow in helping you plan the care and support you need to remain safe and independent.

Dorset Council social care staff will work with you to assess your eligibility for care services and support by undertaking a supported assessment and financial assessment.

If you are eligible we will help you to write and agree your support plan, confirm what your personal budget will be and work out what your financial contribution is.

If you are not eligible for support from us, we will provide you with information and advice about services that are available and how to access them.

We will talk to you about how you want to manage and arrange your care.
Eligibility for adult social care services

We are not able to support everyone. We use guidelines set out in the Care Act 2014 to decide who is eligible for our help. These guidelines are designed to make sure that everyone has fair and equal access to care and support services.

Criteria

These three questions are used to work out whether you are eligible for care and support from the council:

1. Do your needs arise from an illness, a physical disability including frailty, or a mental illness?
2. Do these needs mean you are unable to achieve two or more of the tasks or 'outcomes' below?
3. As a result of this, is there likely to be a significant impact on your wellbeing?

You must meet all three of the criteria stated above to be eligible.

Outcomes

When considering your eligibility for care and support services, we look at 'outcomes'. This means we look at the impact of your physical or mental impairment on your daily life. We measure this by checking if you are unable to achieve two or more of the following tasks:

- eating and drinking properly
- having good personal hygiene
- managing toilet needs
- being appropriately dressed
- being safe at home
- keeping your home clean and tidy
- having personal relationships
- taking part in work, training, education or volunteering
- using services in the local community like public transport
- caring for your child
Assessing your needs (supported assessment)

We provide social care support to a range of people based on an assessment of abilities and needs.

The supported assessment looks at the kind of support you need to live your life as independently as possible. It helps us to understand things from your point of view and gives you the chance to tell us about any difficulties you may be having, and what help you think you need. We call this your supported assessment.

During the assessment we will ask you about different aspects of your life and what you would like to achieve. For example, you might want to be able to get washed and dressed at a time that suits you or be able to get out more.

To find out more about you we will ask you things such as:

• how you look after yourself
• what’s working well for you
• what you would like to change
• what you have difficulty doing
• the kind of support you have now
• your physical and emotional health
• your involvement in your community
• whether or not you have a carer
• what support you need

As part of the assessment your social care worker will ask about any care and support you get from others. This could include your family or friends who give you unpaid support. They will also have the chance to offer their ideas and opinions if you are happy for them to do so.

From your assessment we will work out if you are eligible for support from us, and how much money is needed to pay for the support.

If we cannot provide support we will give you advice and information about other organisations that might be able to help you.
Paying for care services

It is important to understand that most people will have to pay something towards the cost of their care. You may be eligible to receive financial support from the council if you have savings or capital of less than £23,250. If you have more than £23,250 you are likely to have to cover the full cost of your care. To check if you are eligible to receive any funding from the council for your care, we will need to undertake a financial assessment.

Financial assessment

The assessment will be based on whether you will be receiving care services in your own home, or if you will be in a residential care or nursing home. The financial assessment will be carried out by one of our assessment officers. This will normally be carried out over the telephone, although in certain circumstances it may be necessary to complete this during a visit to your home. This could be, for example, if you have difficulties using the telephone.

The assessment is made up of different sections, which are:

- capital
- income
- housing related expenses
- disability related expenditure

You will be sent ‘A guide to paying for care services’ booklet which will explain the process and what information you need to have available.

Once your supported assessment and financial assessment have been completed and if we agree that you are eligible for help, you will be provided with an estimated care budget. This will tell you how much we will contribute to your care and how much your own contribution will need to be.

Arranging your care

If you are eligible to receive social care and support services from us, we will help you to write and agree your support plan, confirm what your personal budget will be and work out what your financial contribution is. This is explained in the ‘Guide to your support and using your personal budget’ which will be given to you by your social care worker.
If you are not eligible for support from us we will provide you with information and advice about services that are available to you.

**Community support**

**Lunch clubs and meal deliveries**
There are a large number of lunch clubs in Dorset. For many people, these provide a social occasion as well as an important meal. In some cases, transport to the club can be provided. If not, there is a Community Transport Service in Dorset. Details of lunch clubs, other eating opportunities and transport can be found on [www.dorsetcouncil.gov.uk/adult-care-directory](http://www.dorsetcouncil.gov.uk/adult-care-directory) or by contacting us (see page 15 for contact details).

Meal delivery services can provide hot, frozen or chilled meals delivered to your door on the days you choose, on a temporary or permanent basis. Many of the meal providers are able to cater for special diets. Companies providing meal delivery services can be found on [www.dorsetcouncil.gov.uk/adult-care-directory](http://www.dorsetcouncil.gov.uk/adult-care-directory) or by contacting us (see page 15 for contact details).

**Befriending and Good Neighbour services**
Befriending and Good Neighbour services are a great way to combat loneliness and isolation for those who have difficulty in getting out and about.

Befrienders are volunteers who keep in regular contact and give you a link with the outside world. A befriender provides conversation and companionship over a long period of time, either through visits or a chat over the phone at a pre-arranged time. This can help to reduce feelings of loneliness and increase motivation and confidence.

Good Neighbour services are also provided by volunteers. As well as providing company and friendship, a Good Neighbour can offer practical help such as collecting a prescription or changing a light bulb.

A list of Befriending and Good Neighbour services can be found on [www.dorsetcouncil.gov.uk/adult-care-directory](http://www.dorsetcouncil.gov.uk/adult-care-directory) or by contacting us (see page 15 for contact details).
Activities and day centres
Some people, who are able to live independently and safely at home with some help and support, like to get out and socialise with other people who may be in a similar situation. There are a wide range of social activities where you can meet people, undertake hobbies or learn new skills.

Details of activities and day centres can be found on www.dorsetcouncil.gov.uk/adult-care-directory or by contacting us (see page 15 for contact details).

Volunteering
Volunteering can be a positive way to spend time and be involved in the local community. Research shows that the benefits of volunteering can include:

• a longer life – being a volunteer can extend your life expectancy, when compared with non-volunteers
• ability to cope with ill health – volunteering can help people come to terms with an illness and help take their mind off things
• improved family relationships – a study comparing older volunteers with older non-volunteers showed that the volunteers had better relationships with their family
• meeting new people – volunteering is a good way to meet people, this can be vital for older volunteers and people who might feel isolated
• improved self-esteem and sense of purpose – volunteering can bring back your self-esteem and motivate you, improved self-esteem can have an effect on other areas of your health and life

Find out about volunteering opportunities in your area by contacting the Volunteer Centre Dorset on 01305 269214 or email info@volunteeringdorset.org.uk

Getting out and about
Community transport
One of the problems people encounter in getting out and socialising is finding transport. Many people without their own transport, particularly the elderly, disabled or those in rural areas, find it difficult to use public transport. This can make essential journeys to the hospital, doctors, dentists, opticians, or chiropodists difficult. It can also create a sense of isolation.
Some clubs, societies and groups provide transport. In other cases, one of the many community transport schemes across the county can help. Transport can be provided by a bus or minibus or, in many cases, volunteers’ own cars.

These services need to be booked in advance and will pick you up from home. Some vehicles have been adapted to meet the needs of those with a disability. Charges for the services vary; some make a charge to cover costs, others ask for a voluntary contribution.

Details of many of the community transport services available across Dorset are on www.dorsetcouncil.gov.uk/adult-care-directory or by contacting us (see page 15 for contact details).

**Blue Badge**
The Blue Badge scheme allows people with mobility problems (drivers or passengers) to park on the street closer to their destination. It also applies to those registered blind and people with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand.

Applications can be made online www.dorsetcouncil.gov.uk/bb-apply-renew or by telephone **01305 224321** and cost £10.

**Disabled parking**
For information about disabled parking spaces and parking concessions in your local council car parks www.dorsetcouncil.gov.uk/travel-dorset/roads-and-driving/parking/disabled-parking-in-dorset
Other car parks such as supermarkets are not managed by the council, and you will have to check to see if any concessions are available for disabled parking.

**Disabled toilets**
If you need to access a disabled toilet, you will need a RADAR key. RADAR keys allow you to access disabled toilet facilities across the country. You can get a RADAR key for a small fee from some local tourist information offices, or online from www.disabilityrightsuk.org or telephone **0203 687 0790** Monday to Friday 10am to 1.30pm and 2.30pm to 4pm.
Safe and Independent Living (SAIL)

The SAIL scheme is a partnership of respected agencies in Dorset including local councils, police, fire, NHS and voluntary organisations. SAIL is a trusted signposting initiative. The aim is to provide help that enables people to remain living in their own homes for as long as they wish. It covers concerns such as advice on warmer homes, fire safety, memory loss and benefit entitlement as well as many other topics. All the advice is free but some of the services may be chargeable.

For further information and access to the online SAIL form, please contact:
Age UK Dorchester
Tel: 01305 269444
Email: sailadmin@ageukdorchester.org.uk
visit: www.ageuk.org.uk/dorchester/services/sail

Services to support you at home

Occupational Therapy

Occupational Therapists (OTs) offer help and advice to people who are unable to do everyday tasks due to physical illness, long-term disability, learning disability or issues associated with ageing. They will help you to be as independent as possible and to reduce obstacles within your environment. Services available include:

- free loan of equipment such as commodes, perching stools and items to raise the height of a chair or bed
- advice and equipment to help you transfer from a bed to a chair or to get in and out of the bath
- signposting to alternative equipment suppliers, benefits advice and other services
- training for carers
- minor adaptations to improve access to areas of your home, such as hand rails and ramps, up to £1000
- recommendations for major adaptations to improve access to areas of your home, such as stair lifts or wet rooms - advice and assistance can be given about funding
- assistance in your discharge from hospital
Equipment to help you
At some time in our lives, perhaps because of disability or just getting older, many of us find it more difficult to carry out everyday tasks. This might be getting out of your chair or struggling to get into the bath. Sometimes, just getting the lid off a jar or lifting a heavy kettle can be difficult. Not being able to clearly see buttons on controls or read instructions brings its own difficulties.

Many people don’t ask for help because they feel this means giving up their independence. In fact, the range of equipment that is available can mean that you do not have to rely on others and can stay independent for longer.

There are hundreds of aids that can help you to carry on living independently; from helping you with eating, dressing and bathing to help with getting around your home. There are also a range of sensors that can provide reassurance for you and your family.

Whatever you have difficulty with, there is almost certainly a solution for you and your social care worker or occupational therapist will be able to advise you.

Personal care in the home
If you find you do need longer term care, a care assistant can visit you at home to provide the support you need. This can make all the difference in maintaining your independence.

Everyone’s needs are different; some people may need help several times a day with a range of tasks. Others might only need help with one or two tasks less frequently. Some of the things you can get help with include:

• preparing meals and cooking
• personal care, like getting in and out of bed, washing, dressing and going to the toilet
• shopping, collecting medication and paying bills
• help with paperwork (bills, banking and letter writing)
• help with getting out and about to appointments or social activities
Assisted bin collection
If you are disabled or physically unable to move your bins and there is no one else who can help, we can collect them from a point on your property, such as your back door. This is called an assisted bin collection.

You can request an assisted collection on behalf of someone else if you have their permission. Apply online at www.dorsetcouncil.gov.uk/recyclefordorset/exceptions

Living with a long-term health condition
A long-term condition is usually an illness that cannot be cured but its symptoms and complications can normally be controlled with treatment. Examples are arthritis, asthma, diabetes, epilepsy and high blood pressure. Long-term conditions can have an effect on your life in many ways, for example, your role within the family, your job, your accommodation and your finances.

My Health My Way is a free support service provided by the NHS to help you develop the confidence, knowledge and skills to tackle symptoms such as immobility, breathlessness, anxiety or daily pain.

More information about the service and how to register can be found at www.myhealthdorset.org.uk or by speaking to an adviser on 0303 303 0153.

Residential care
Care homes may be an option if you can't manage at home and other housing options are not right for you. However they are not the right choice for everyone. You will get support and perhaps some companionship, but you are likely to give up some independence. There will be compromises about what you can do and when, compared to living in your own home.

Instead you may want to think about downsizing your home and moving somewhere easier to manage or move closer to family and local amenities. It is important to consider all care and support options before making a decision. If following your assessment residential care is your best option, your social care worker will help you to choose the right care home for you.
Looking after your personal information

We need to hold your personal information so that we can provide services for you.

When we ask you for personal information, we promise:

• to make sure you know why we need it
• to only ask for what we need, and not to collect too much or irrelevant information
• to protect it and make sure nobody has access to it who shouldn’t
• to only share it with other organisations when the law allows
• to make sure we don’t keep it longer than necessary
• not to make your personal information available for commercial use without your permission

In return, we ask you to:

• give us accurate information
• tell us as soon as possible if there are any changes, such as a new address

This will help us to keep your information reliable and up to date.

You can get more details on:

• how to find out what information we hold about you and how to ask us to correct any mistakes
• agreements we have with other organisations for sharing information
• circumstances where we can pass on your personal information without telling you, for example, to prevent and detect crime or to produce anonymised statistics
• our instructions to staff on how to collect, use and delete your personal information
• how we check the information we hold is accurate and up to date
• how to make a complaint
For more information, please contact:

Data Protection Officer, Records Management Unit, Colliton Park, Dorchester
DT1 1XJ
Telephone: 01305 225175
Email: data.protection@dorsetcouncil.gov.uk
Comments, compliments and complaints

Dorset Council staff are committed to providing quality services to our customers, their carers and families. We welcome any comments as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, please speak to your social care worker or contact Dorset Council on 01305 221061 and ask for a copy of our complaints leaflet.

You can write to us at: Complaints Team, Freepost, Business Reply Licence number RRYH-AGJZ-TRGG, Dorset Council, Colliton Park, Dorchester, Dorset DT1 1XJ

If you don’t want to talk directly with us, you can contact Healthwatch Dorset. Healthwatch Dorset is an independent organisation that represents the views and wishes of people who use adult social care services in Dorset. Visit www.healthwatchdorset.co.uk or telephone 0300 111 0102.

Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

Alternative formats

This publication can be made available in large print and on audio cassette/CD, Braille, easy to read or other languages. Please contact Dorset Direct: Telephone: 01305 221000, Email: dorsetdirect@dorsetcouncil.gov.uk

Contact us and further information

You can find further information about adult social care and support services provided by Dorset Council at: www.dorsetcouncil.gov.uk/adult-social-care email: adultaccess@dorsetcouncil.gov.uk or telephone: 01305 221016