

## **Services for Older people & Adults with a Physical Disability**

Social Services helps people like you to live as independently as possible, doing all we can to help you to go on managing at home. Together we reach decisions about how best to meet your needs.

Often help is given by carers, such as relatives, friends and neighbours, or it may come from voluntary organisations. Sometimes, Social Services organises help - for example, with everyday tasks like washing, dressing, making meals or doing the shopping. This is after a Community Care Assessment and (perhaps) a Carer's Assessment.

Some people receive payments from Social Services (called Direct Payments) so that they can organise their own care.

### **What sort of help is available from Social Services?**

Your Community Care Assessment will show which things you need help with. If you need an assessment, we will give you our leaflet explaining what happens.

We try to support people and their carers by tailoring services to fit people's needs wherever possible.

Some examples of services we can arrange are:

- Help with personal care
- Meals
- Support for carers
- A place at a day centre
- Adaptations in your home
- Respite breaks away from home to give both carer and service user a rest
- If necessary, more permanent residential or nursing home care

### **Who do they help?**

Like everybody else, Social Services has limited resources. We have to make sure that we treat everyone fairly and that those who are most in need get the greatest help. This means that we have to use what we have in the best way possible. Your assessment will show whether you are eligible for help and we will explain this to you.

**How do I ask for help?**

Ask at your Doctor's surgery, or at any Social Services office listed on the back of this leaflet. You can do this yourself, or someone else may do it for you. Most people telephone us, but you may prefer to write, or call in.

**What will happen next?**

The person you speak to will ask about your situation and how you think we can help.

Sometimes a single conversation is enough and we can offer advice. However, if you are having difficulty managing everyday activities, you may need a more detailed assessment (called a Community Care Assessment).

**Will I have to pay?**

There may be a charge for some of the services we provide. We will tell you about this when we talk with you about the help you need. How much you pay will depend on your income, benefits and savings and will be worked out following a financial assessment.

**How do I pay a compliment, make a comment or complain?**

Compliments are always welcome, whether about a service or an individual member of staff and we are always pleased to receive helpful comments so that we can improve our services.

We know that, although we always try to offer a good service, sometimes things go wrong and you have a right to complain if you are not happy with any part of it. We have a leaflet which tells you how to do this. Please ask for a copy if you have not already been given one.

### **How to contact Social Services:**

- A social worker is part of the Primary Care Team at every G. P. surgery in Herefordshire. Ask the surgery to put you in touch.
- Alternatively, phone one of our central contact numbers:
  - For Older and Disabled People's Services in Leominster, Bromyard and Kington contact 01432 383349  
The Old Priory, Church St., Leominster HR6 8DA
  - For Older and Disabled People's Services for the rest of Herefordshire contact 01432 261627  
County Offices, Bath St., Hereford HR1 2HQ
  - For Mental Health Services phone 01432 266384
  - For Learning Disability Services contact 01432 373200

### **Emergencies**

If you need urgent help outside office hours you should contact the Emergency Duty Team on 01905 358116

**You will find details of other useful contacts in "Better Care, Higher Standards". If you have not been given a copy, please ask.**

This information can be made available in other languages and formats, such as audio tape, large print or Braille. Please ask your social worker or at any Social Services office.