

Social Care Services for Adults

How to get the help you need



Supporting people to live independent and safe

☎ 01286 682888 • ✉ cao@gwynedd.gov.uk

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We can prepare this document in another language or format according to your needs. Contact the Customer Care and Information Unit on **01286 679549** or **gcdc@gwynedd.gov.uk**

Introduction

Adult Social Services have prepared this booklet to let you know about the social care available in Gwynedd. You can find out what services are available, who is eligible to receive those services and how to obtain further information.

Anyone is welcome to contact the Adult Social Services to ask for information and advice. We can also offer an assessment to any person aged 18 or over and their carers if it appears that they need support.

The Adults Services Vision is to support and maintain people's independence. We will do this through supporting people to live in their homes as long as possible when the person wants this and when appropriate.

The Service provides or arranges services for people with a physical or sensory impairment, people with learning disabilities and people with mental health conditions, as well as individuals who have been ill or have had an accident. Various services and levels of assistance are available dependent on the individual's needs and circumstances. Some people will receive help over a short period whilst others will need ongoing care. We can also respite support to carers.

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What should I do if I feel that I need help?

If you have an illness or impairment which creates problems with daily life you should contact the Service. We will then make an assessment of your needs.



Put simply, an assessment means that a member of staff will talk with you, your family and carers about your needs. The assessment will show if you are eligible to receive support and the kind of help that you need. Sometimes we will need to ask other professional workers what they think you need. However we would not do this without your permission.

You will be fully involved in your assessment and decisions about how your care is provided. We we will explain everything to you and will work with you to create a Care Plan that enables you to live your life the way you choose. We will respect your privacy and your relationship with your family or carers and any information about you will be kept confidential as long as there is no risk to you or someone else. We will also consider your family or carer's needs and assess them separately if necessary.

The assessment will usually take place at your home, or in the hospital if you are there.

How long will I have to wait for an assessment?

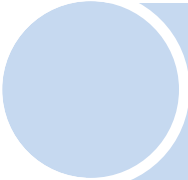
This depends on your situation:

- In a case of extreme urgency, emergency or serious risk of harm, we will aim to commence the assessment within 24 hours. If you are eligible, we will arrange for the services to meet your needs at the time.
- Otherwise we will arrange the time of the assessment with you.

Will I be eligible to receive assistance?

Adult Social Services must ensure that resources are used fairly and that those people who need the services the most receive them. To help us to do this, we have guidelines called eligibility criteria to identify if people are eligible to receive services or not.

After your assessment we will compare your needs with the



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eligibility criteria. This will show us how serious the risk is to your independence and safety, if you do not receive a service. Your situation will fit into one of four bands, according to the criteria:

1. Critical
2. Substantial
3. Moderate
4. Low

Social Services have decided to provide direct services to address the needs of those whose level of risk is in the Critical and Substantial bands only. However we recognise that people who's situation is within the Moderate and Low bands also have needs. The Council will address their responsibility to support the people in these categories by providing money and support to organisations within the third sector e.g. Age Cymru to develop suitable services and activities. If your assessment shows you come within the Moderate and Low bands we will let you know what other help is available in Gwynedd.

This is a short explanation of the meaning of the Critical and Substantial categories:

Critical

You will fit into the Critical category if one or more of the following has happened, or seems about to happen:

- your life is threatened, especially if living alone;
- major physical or mental health problems;
- little or no choice and control over vital aspects of your immediate surroundings;
- abuse or neglect;
- unable to carry out vital personal care or domestic routines;
- unable to be involved in or sustain vital work, education or learning;
- unable to maintain vital social support systems and relationships;
- unable to carry out vital family and other social roles and responsibilities

Substantial

You will fit into the Substantial category if one or more of the following has happened, or is about to happen:



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- significant physical or mental health problems;
- significant loss of choice and control over aspects of your immediate surroundings;
- unable to carry out the majority of personal care, domestic or other routines;
- unable to be involved in or sustain many aspects of work, education or learning;
- unable to maintain the majority of social support systems and relationships are or could be at risk
- unable to carry out some significant family and social roles and responsibilities.

What will happen if I am eligible?

If the assessment shows that you are eligible to receive services, Adult Social Services will provide or arrange those services if you decide to go ahead. It is also possible for you to arrange services yourself through a Direct Payment process.

If you feel that you need more services than we can provide, we will inform you of independent or private agencies which may be able to help you. Remember that you will have to pay for any services which are provided in this way.



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How to get the help you need

If you are not eligible to receive services at present, remember you can apply again if your circumstances change. If you are uncertain you can ask us for further advice.



Will I have to pay for services?

The following services are free:

- Information and advice
- Any equipment that we loan to you (the weekly fee for the basic Telecare package is an exception to this);
- Care in the Community Assessments

It is possible that you will have to pay for other services but the amount will depend on your personal financial situation (that is, it will be means tested). We will look in confidence at your income, savings and living costs in order to find out how much you should pay. We will explain how the decision regarding the charging level has been made, answer your questions and review

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the charges if the need arises. The maximum charge you will have to pay for any combination of services has been set by the Welsh Assembly Government at £50 per week (residential and nursing care is an exception to this).



What services are available?

The sort of service that you will receive will depend on the assessment but we will, as a first step, consider what Telecare equipment will best address your needs. These are the kind of services we offer at present:

Information and advice

You will need relevant, timely and good quality information if you are to make the right decisions. It is also important that you have assistance to understand the information. We can give you information on the phone, electronically, or on printed leaflets or we can refer you to another service that can help you.



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Equipment and Adaptations

The purpose of these services is to assist people to live as independently as possible in their own homes. Depending on the assessment we can offer:

- Information and advice;
- Small equipment;
- Telecare equipment (see further details below)
- Small adaptations to the home, such as a rail or stair rails;
- Bigger adaptations such as a stair lifts or ramps;
- Information about rehousing.

Telecare Equipment

Telecare's purpose is to support people to live safely and in their own homes for a longer period, independently and with dignity. This is done by installing special telecare equipment in your home together with sensors which are devised to monitor and manage risks. When the sensors sense a problem a message is sent directly through a lifeline to the monitoring station which is open 24 hours a day, 7 days a week; and a member of staff will ensure help according to the need. Simply, telecare offers the reassurance that help is nearby if needed. The basic telecare package includes a Lifeline a Trigger Button and Smoke Detector but there is a wide



range of equipment which can offer the certainty that help is at hand.

Support at Home

We encourage people to do as much as possible for themselves. There is a specialist service, called Enablement, which supports people to reclaim their independence, support quality of life and gain confidence after a period of illness or an accident.

Services take place in your own home or at the home of the person caring for you.

If Enablement is not suitable for you there are other services available:

- Personal care, such as help to get up from bed, going to the toilet, bathing, dressing or food preparation;
- Help to learn or relearn how to do things for yourself following an accident or illness;
- A shopping service, pension collection, clothes washing and cleaning service may be provided if the assessment shows these as a priority. These often support a carer who provides significant additional care.

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- For those with the most need, the services are available 24 hours a day, seven days of the week.

Day Services

Ways of providing socialising opportunities, activities and friendship. Sometimes, depending on need, a meal and some care will also be included.



Meals

If needed we can arrange for a frozen meal to be brought to your home to ensure that you eat at least one cooked meal a day. The menu available is nutritious and planned to ensure it is healthy. It is possible to provide for people with specific dietary needs. You will be responsible for paying for these meals.

Help and support for carers

Social Services recognises and values the contribution of carers such as family members, friends and partners when caring for vulnerable adults in the community. We try to ensure that we meet the needs of carers as well as the cared for person, in order for them to continue to lead their own lives and maintain their

own health so that they can continue to care if they choose. Please refer to our other booklet, ***Useful information for carers.***

Services for people with physical or sensory impairment or learning disabilities

There are a variety of specialist services e.g.

- Help with day to day tasks
- Advice and guidance on specialist equipment and adaptations
- Assistance with personal care
- Assisted tenancies or property that has been adapted, which allow disabled people to live in their own homes, with staff offering support as required.
- Short or long term placements for those who need more intensive support than that which can be provided at home.
- Blue Badges which give additional parking rights to people with serious walking difficulties.
- Advice, guidance or support to go out and about within the community.

Extra Care Housing

The Council is working towards developing self sufficient flats for older people with care and support provided as required. There are also opportunities to socialise if people so wish. It supports people to live independently as long as possible and maybe avoid the need to go to a care home or hospital, or can allow early discharge from hospital.

Residential or Nursing Care

There are various care homes within Gwynedd where a number of people live together, with professional staff there 24 hours. Some are Council run and others are run by businesses or not for profit organisations.

Some people stay at a care home for a short period following illness or surgery or to give respite to their carer. Other people move there to live permanently because they cannot continue to live independently at home.

There is a cost for the service user in a care home but you can ask for a financial assessment to determine whether it is possible for you to get help with payments.

The Care and Social Services Inspectorate Wales (CSSIW) is responsible for reviewing the homes. Their reports and other information is available to all.



Help for people with mental health conditions

Mental health issues are common. If you feel that you need assistance, you should contact your GP so that they can refer you to the appropriate treatment.

Depending on your needs there are various services available:

- Local organisations which offer support to ensure that you receive the care needed.
- Schemes to support you to work or train.
- More specialist care that Social Services and the National Health Service (NHS) in Gwynedd offer jointly. These include:
- support, such as talking therapies (counselling or psychotherapy);

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- medication to assist with anxiety or depression
- more specialist care to deal with more serious mental health problems such as schizophrenia.



Assistance for people with alcohol or drug problems

Information, advice, assistance and treatment are available for drug and alcohol users, their families and carers. Services are provided jointly by Gwynedd Council and the NHS through the Drug Community Team and the Alcohol Community Team. These teams provide assistance to families, friends and those in need of information as well as users themselves.

What if I choose to arrange my own care?

The Direct Payments Scheme can provide additional choice and enable you to manage your own life. You will receive the money to arrange support to live more independently in a way which suits you rather than having services arranged by Social Services. It gives the opportunity for you to:



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- Manage the money you receive for support;
- Choose how to spend the money for your support;
- Make choices about your life, eg, who provides your care.

If you are interested in arranging your own service we will help you to decide whether this is right for you and how much support you may need to manage. Remember that only people who are eligible to receive social care can take advantage of the Direct Payment scheme.

How can I contact Adult Social Services?

The **Advice and Assessment Team** is the first point of contact for any general enquiries, to make referrals and to ask for an assessment. The service is available from 9 am to 5 pm, Monday to Friday. The contact details are:

Phone: 01286 682888
Minicom: 01286 682875
Fax: 01286 685618
Email: cao@gwynedd.gov.uk

If there is an **emergency** out of normal office hours you can contact the Out of Hours Team on **01248 353551**.

How do I voice my opinion?

Social Services welcome your views, whether they are compliments, complaints, comments or suggestions because they allow us to improve our services. If you are unhappy with any aspect of your social care services, we want to know as soon as possible in order to try to resolve the situation. A delay can make it difficult to identify what exactly has gone wrong.



You can contact the Customer Care and Information Unit with a complaint, compliment or comment on how to improve the service on:

Post: Customer Care & Information Unit
Housing and Social Services Department
Gwynedd Council
Shirehall Street
Caernarfon LL55 1SH

Phone: 01286 679 549

E-mail: gccg@gwynedd.gov.uk

Useful contact details

Citizen's Advice Bureau (CAB)

CAB provides free, independent and impartial advice as well as information on a wide variety of topics. They can help you solve your problems. Here are the details of the centres in Gwynedd:

CAB Bangor a De Ynys Môn
Yr Hen Efail,
Sackville Road,
Bangor, LL 57 1LE

Canolfan Cyngori Caernarfon
12/14 Pen-Y-Graig
Caernarfon
LL55 2AL

Canolfan Cyngori Pwllheli
12 Penlan Street
Pwllheli
LL53 5DH.

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How to get the help you need

Dolgellau CAB
Fire Station Building
Doldir
Dolgellau
LL401HA.

Communities First Barmouth,
Station Road,
Barmouth,
LL42 1LU

Lifelong Learning Centre,
Maenofferen,
Blaenau Ffestniog

Phone: 0845 450 3064
www.cabgwynedd.org

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Carers Outreach

A wide range of Information and support for those who are caring for someone.

Uned 6
Mentec
Bangor
Gwynedd
LL57 2UP

Phone: 01248 370797
www.cynnalgofalwyr.co.uk

Care and Social Services Inspectorate Wales (CSSIW)

Responsible for regulating, inspecting and reviewing social care services.

CSSIW North Wales Region,
Government Buildings,
Sarn Mynach,
Llandudno Junction. LL31 9RZ

Phone: 0300 062 5609
cssiw@wales.gsi.gov.uk

Age Concern Gwynedd and Anglesey

Provides advice, information and support to older people and their carers.

Tŷ Seiont
St Helen's Road
Caernarfon
LL55 2YD

Phone: 01286 677711

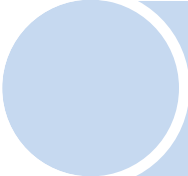
E-mail: info@ageconcerngwynedd.co.uk

www.ageconcerngwynedd.com.co.uk

Mind

Mind helps people to take control over their mental health. They provide information and advice, training programmes, grants and services through a network of local Mind associations.

3rd Floor, Quebec House
Castlebridge
Cowbridge Road East
Cardiff
CF11 9AB



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Phone: 029 2039 5123
Email: contactwales@mind.org.uk

Mencap

Mencap provides support and advice so that people with a learning disability can live as independently as they want.

31 Lambourne Crescent
Cardiff Business Park
Llanishen
Cardiff. CF14 5GF

Phone: 0808 808 1111
Email: helpline.wales@mencap.org.uk
www.mencap.org.uk

Scope

Scope offers impartial and expert information, as well as advice and support to disabled people and their families

Phone: 0808 800 33 33
e-mail: response@scope.org.uk
www.scope.org.uk

Alzheimer's Society

The Alzheimer's Society provides information, support and advice on Alzheimer's disease or about any other form of dementia.

North Wales Area Office
6a Llys Onnen
Parc Menai
Bangor LL57 4DF

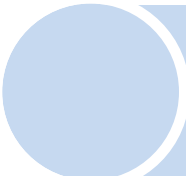
Phone: 01248 671137
e-mail: nwa@alzheimers.org.uk
www.alzheimers.org.uk

CAIS

A range of services and support to people affected by drugs and alcohol.

DAWN Centre
35-37 Princes Drive
Colwyn Bay, Conwy, LL29 8PD

Phone: 0845 06 121 12
www.cais.org.uk



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How to get the help you need

Direct.gov

A website provided by the UK government. Easy access to the public services you use as well as information and advice about the services and life issues.

www.direct.gov.uk



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