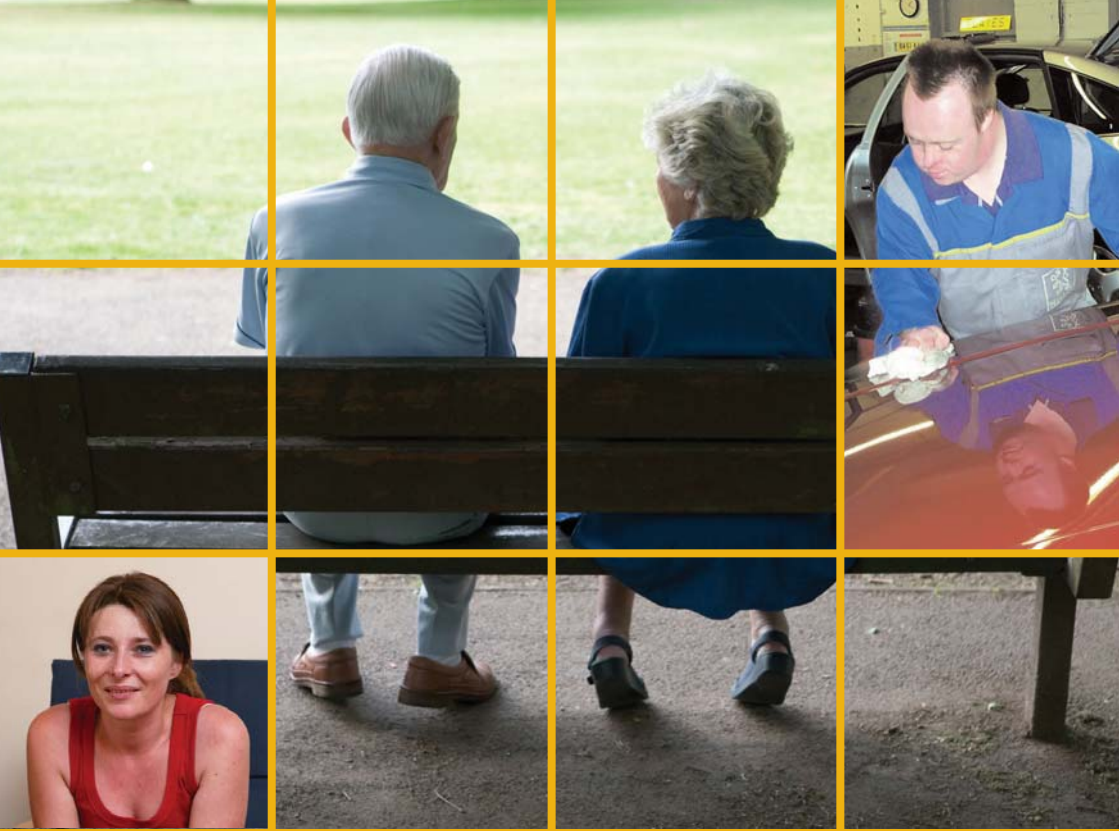


Health and Social Care Department



為成人提供的社會護理服務指南

بالغ افراد کیلئے سوشل کیئر سروسز کے متعلق رہنما کتابچہ

প্রাপ্ত বয়স্কদের জন্য 'সোশাল কেয়ার সার্ভিসেস'-এর একটি নির্দেশাবলী

دليل خدمات الرعاية الاجتماعية للبالغين

A Guide to Adult Social Care Services

Contents

Introduction	4
How can we help you?	6
Social Care Direct	7
I need an assessment. What happens next?	8
What are the Sector Practice Teams?	8
How long will I have to wait before getting an assessment?	9
What will the assessment be like?	9
How long does the assessment take?	10
What about self-assessments?	10
Will I have to pay for the assessment?	10
Will I have to pay for care services?	10
What about free personal care?	11
Planning your services: your personal care plan	11
What if it is not possible to meet my needs?	12
What if I disagree?	12
Appendix 1: Priorities and timescales	13
Appendix 2: Eligibility criteria	14

Introduction

In April 2006, the Health and Social Care Department changed the way it provides social care services for adults. These changes include:

- A single contact number, Social Care Direct, which receives all new requests for adult social care services
- New sector-based services, designed to meet your needs more quickly
- Social workers, occupational therapists and home-care staff working more closely with GP practices
- More social care services available to you at times that suit your needs.

This booklet explains some of these changes, which have been made to improve the quality of the services the department provides. The booklet also explains how you and your family can get the help you need.

Our commitment to you

When you contact us to ask us for help, we will:

- Listen to you
- Treat you with courtesy and respect
- Let you know what we can do, what we will do, when we will do it, and who will be helping you
- Offer the opportunity to discuss your concerns in private
- Include anyone you wish to bring with you

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- If we are unable to help, we will do our best to put you in touch with someone who can.

Our target is to:

- Respond to emergencies immediately
- Make contact with everyone who requires an assessment of their needs within a maximum of four weeks
- Complete your assessment within a month of first meeting with you
- Listen to any comments you have on our performance so that we can improve the way we work.

We would ask that you help us to help you by:

- Giving us clear and relevant information about yourself and your needs
- Letting us know if you cannot keep appointments
- Being aware that we have to use our limited resources efficiently
- Treating our staff with courtesy and respect.

If you are in hospital

This booklet is mainly intended for people who are living in their own homes. However, there are also social work teams working in all of the major hospitals in Edinburgh.

If you are in hospital or have recently spent time in hospital, the person who is responsible for your discharge will be able to explain how you can access social care services after you leave.

How can we help you?

At some time in their lives, many people may need some help to remain independent in the community. Such help may be required on a temporary basis or as a more permanent solution to long-standing difficulties.

The Health and Social Care Department provides a wide range of adult social care services, from simple requests for equipment to more complex support packages. These services include helping people in their own homes, residential care, day care, counselling, advocacy and a variety of other support schemes.

Services are provided to:

- older people
- people with physical disabilities and/or with sight or hearing impairments
- people with learning disabilities
- people with mental health difficulties
- people in need of drugs, alcohol or HIV/AIDS services
- carers.

The Health and Social Care Department helps people to lead lives which are as full and independent as possible. Priority is given to those who live alone and whose physical safety and well-being may be at risk. Support is also available for carers: the family or friends who are looking after someone at home.

Social Care Direct

If you think you or someone you know needs help, your first point of contact should be Social Care Direct.



Social Care Direct staff are fully trained to help you. Your enquiry will be listened to and dealt with as efficiently as possible. Depending on the nature of your query, Social Care Direct staff will give you details of the best place to get the help you need or pass on information about any difficulties you may be having to your local social work office for an **assessment of need**.

In the case of people who are unable to speak for themselves, consent will be sought from the responsible adult for that individual – this might be a relative or a friend. It might also be a professional who knows you well; for example, your GP, district nurse or housing officer. It will be helpful if the person contacting us can give us as much information as possible about why you may require our services.

You can contact Social Care Direct at:

Phone: 0131 200 2324

E-mail: socialcaredirect@edinburgh.gov.uk

The opening hours for Social Care Direct are:

08.30am – 5.00pm Monday to Thursday

08.30am – 3.40pm Friday

Outside of these hours and on public holidays, the **Emergency Social Work Service** can be contacted on **0800 731 6969**.

I need an assessment. What happens next?

An assessment is an opportunity for you to tell us about any difficulties you may be having in looking after yourself or in remaining independent in the community. We want to hear your views on how you are managing, what you can and cannot do and what help you feel you need.

The department also provides assessments for carers. A carer is a person who looks after family, partners or friends in need of help because they are ill, frail or have a disability.

If you need an assessment, Social Care Direct will pass on your details to a **Sector Practice Team**. These teams are based at social work offices around Edinburgh and the team in your area will have a link to your GP practice.

Senior staff at your local office will then consider the information they have about you and your needs before deciding how soon a meeting can be arranged with you to discuss your needs. This is necessary because we must prioritise our work to ensure that people with the most complex needs are seen most quickly.

What are the Sector Practice Teams?

In April 2006, the Health and Social Care Department changed the way it provides community care services for adults. There are now five Sector Practice teams, each of which deals with one of five localities in Edinburgh. These teams include social workers, occupational therapists and community care assistants. Each team has links with local GP practices and district nurses.

Our social work offices are now organised in this way to help us work more closely with the NHS. These new arrangements will avoid us asking you unnecessary questions or duplicating information.

How long will I have to wait before getting an assessment?

Details of our **eligibility criteria** and our **priorities and timescales** can be found at the end of this booklet. Urgent cases are dealt with most quickly and in cases of extreme need, 'first contact' is usually made within 24 hours.

What will the assessment be like?

A social worker, an occupational therapist or a community care assistant will contact you and arrange to meet with you at a place of your choice. This could be at your home, at our office, or somewhere else convenient to you.

Another person of your choice can also be present at the assessment. If you have a carer, we will listen carefully to their views. Your carer will also be asked if they would like their own assessment to assist them in their caring role.

During your assessment, you may be asked about your lifestyle, your hopes and concerns for the future, and how you manage certain daily living tasks.

The assessment may take more than one visit to complete. Once completed, the assessment will be written down as a record both for you and us. You will be asked to sign your assessment to show that you agree that the record is an accurate one. If you do not agree with us, we will make sure that your views are written down alongside ours.

You will also be asked to sign a consent form if you agree to your assessment information being shared with other agencies. This will allow us to share the details we have gathered with other people who may be involved in helping you; for example, your GP or district nurse. You will be given a copy of the assessment.

How long does the assessment take?

In urgent cases, action will be taken immediately. In non-urgent cases, we aim to complete the assessment within a maximum of four weeks.

What about self-assessments?

In certain circumstances, it may be possible for you to do the assessment yourself. The department is currently developing this service for some service users and carers.

Will I have to pay for the assessment?

No. The Health and Social Care Department provides assessments free of charge.

Will I have to pay for care services?

Possibly. Depending on the result of your assessment, the City of Edinburgh Council may provide support services for you or pay an outside agency to provide them. Outside agencies include private nursing care homes, voluntary organisations and private sector care agencies. You may be required to make a financial contribution towards the cost of these services.

In order to work out your entitlements, we will need to ask you some questions about your finances, your savings and your income. We call this a financial assessment.

Any charges we make will be based upon your ability to pay.

We will also check to see if there are any additional welfare benefits you might be entitled to claim to help meet the costs of the services you need.

We will discuss any charges with you before your services start.

What about free personal care?

Since July 2002, the Scottish Executive has provided funding to finance free personal care for people living at home and people in care homes. If you are aged over 65, you may qualify for some level of free personal care. The following are examples of essential personal care services:

- help with dressing or getting in/out of bed
- help with eating
- help with medication
- help with personal hygiene issues, such as continence management.

Further information about free personal care is available on request.

Details can also be found on the Scottish Executive website at <http://www.scotland.gov.uk/Topics/Health/care/17655/FAQs>.

Planning your services: your personal care plan

When we have finished your assessment and agreed with you the help you need, we will look for the best way of getting the services that are right for you. The services we agree upon will be written down as a timetable, so that you will know:

- what services to expect
- where the services will come from

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- when you will be visited
 - what the care provider will do.

This timetable is known as your **care plan**. You will be given a copy of this document.

The support you need will be unique to your circumstances. The level of support agreed in your care plan can change, however, as your circumstances change. The help we provide will be subject to a regular review.

If your needs or your circumstances change, you should contact us so that we can look again at how we might help you.

What if it is not possible to meet my needs?

Demands for our services are very high. Because of this, we have to work within eligibility criteria (see page 14), which are designed to ensure that our services meet the needs of those in greatest need or those at risk. If we cannot meet your needs we will discuss with you other ways in which your needs could be met.

What if I disagree?

We hope that by talking to the person who assessed your needs, you will reach an agreement about the way ahead. If not, you can take up the matter with their manager.

If you are not satisfied with the service you receive, the department has a formal complaints procedure. In the first instance, you should contact the Clients Services and Complaints Officer, tel: 0131 553 8395.

Appendix 1

Priorities and timescales for adult social care assessments

These are the things we take into consideration when making a decision about how quickly we can visit you to assess your needs. The time periods are from the day you, or someone on your behalf, tells us about your need for an assessment. We aim to visit you as quickly as possible.

Priority	Urgent	A	B
Criteria	Where there is an actual and immediate threat to the safety and survival of an individual, and / or those around them.	When there are risk factors, including: <ul style="list-style-type: none">• A sudden or significant change in circumstances• Extreme stress upon carers• A significant difficulty in managing essential personal tasks.	Where there is a chronic condition or circumstance and some degree of risk in undertaking personal care tasks. When carers are in need of support.
Timescale	Action will be taken immediately	Within two weeks	Within four weeks

These priorities and timescales are for people living in the community. There are separate standards for those who are discharged from hospital.

Appendix 2

Eligibility criteria for adult social care services in Edinburgh

The Health and Social Care Department tries to be flexible when deciding if someone is eligible for community care services. However, resources are limited and we cannot help everyone who approaches us. In order to ensure that the decisions we make are fair, we use eligibility criteria, taking account of each person's individual circumstances.

The eligibility criteria for adult social care services in Edinburgh are based on the Government's eligibility framework entitled Fair Access to Care Services. This document helps to identify how serious a person's risk of losing their **independence** is if their needs are not addressed. The framework takes account of a person's:

- personal safety
- ability to carry out personal care or domestic tasks
- risk to maintaining existent relationships, such as family.

There are four bands which describe the seriousness of the risk to independence. These are:

- Critical
- Substantial
- Moderate
- Low.

CRITICAL:

risk is present now or may occur within one week

- Life could be threatened
- Significant health problems have developed and / or are likely to develop
- Serious forms of abuse or neglect have occurred or are likely to occur
- There is, or could be, an extensive loss of choice and control over vital aspects of the immediate environment
- There is, or could be, an inability to carry out essential personal care, domestic, family or other daily routines
- Vital social support systems and relationships are, or could be, at great risk
- Individuals cannot undertake, or will be unlikely to be able to undertake, vital family or social roles and responsibilities which are important to them and others
- Critical risk to the carer's ability to sustain any of the essential / critical aspects of their caring role.

SUBSTANTIAL:

risk is present now or may occur in the next three months

- There is, or could be, some substantial loss of choice and control over the immediate environment
- Involvement in some substantial aspect of work, education or learning is, or could be, at risk of not being sustained, causing substantial risks to independence
- There is, or could be, an inability to carry out some personal care , domestic, or other daily routines causing substantial risk to independence

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- Individuals cannot undertake, or will be unlikely to be able to undertake, some substantial family and social roles and responsibilities that are important to them and others
 - Substantial risk to a carer's ability to sustain some key aspects of their caring role
 - Substantial health problems have developed or are likely to develop
 - Involvement in work, education, or learning is, or could be, at great risk of not being sustained, causing a major loss of independence.

MODERATE:

risk is present now or likely to arise in next six months

- Several aspects of work, education or learning are, or could be, at risk of not being sustained, causing a degree of risk to independence
- There is, or could be, some inability to carry out several daily routines, causing a level of risk to independence
- Several social support systems and relationships are, or could be, at risk
- Individuals cannot undertake, or would be unlikely to be able to undertake, several family and social roles and responsibilities, leading to a level of risk to independence
- Moderate risk to the carer's ability to sustain some aspects of their caring role.

LOW:**risk is present now or likely to occur in the next twelve months**

- There is, or could be, some inability to carry out one or two personal care or daily routines
- One or two social support systems and relationships are, or could be, at risk of not being sustained
- Individuals cannot undertake, or will be unlikely to be able to undertake, one or two family or social roles and responsibilities
- Low risk of the carer's ability to sustain some aspects of their caring role.

The Health and Social Care Department can help those people who have needs within the **Critical** or **Substantial** bands. If needs are assessed as Moderate or Low, we will not be able to provide or arrange direct services, but will provide advice and information to assist people to find help elsewhere.



You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number 06656. ITS can also give information on community language translations.

這份指南說明為成人提供的社會護理服務。欲查詢本文件的中文翻譯信息，請致電 **0131 242 8181** 與傳譯及翻譯服務部聯絡，並說出參考編號 **06656**。

یہ بالغ افراد کیلئے سوشل کئیر سروسز کے متعلق رہنما کتابچہ ہے۔ اپنی کیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے متعلق معلومات کیلئے برائے مہربانی انٹرنیشنل اینڈ ٹرانسلیشن سروس (ITS) کو 0131 242 8181 پر ٹیلیفون کریں اور ریفرنس نمبر 06656 کا حوالہ دیں۔

এটা হল প্রাপ্ত বয়স্কদের জন্য 'সোশাল কেয়ার সারভিসেস'-এর একটি নির্দেশাবলী। আপনার সম্প্রদায়ের ভাষায় এই ডকুমেন্ট অনুবাদ করার ব্যাপারে তথ্য পেতে হলে ইন্টারপ্রেটেশান গ্র্যান্ড ট্রান্সলেশান সারভিস (আই.টি.এস.) -এর সাথে 0131 242 8181 নম্বরে ফোন করে রেফারেন্স নম্বর 06656 উল্লেখ করুন।

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HEALTH AND SOCIAL CARE