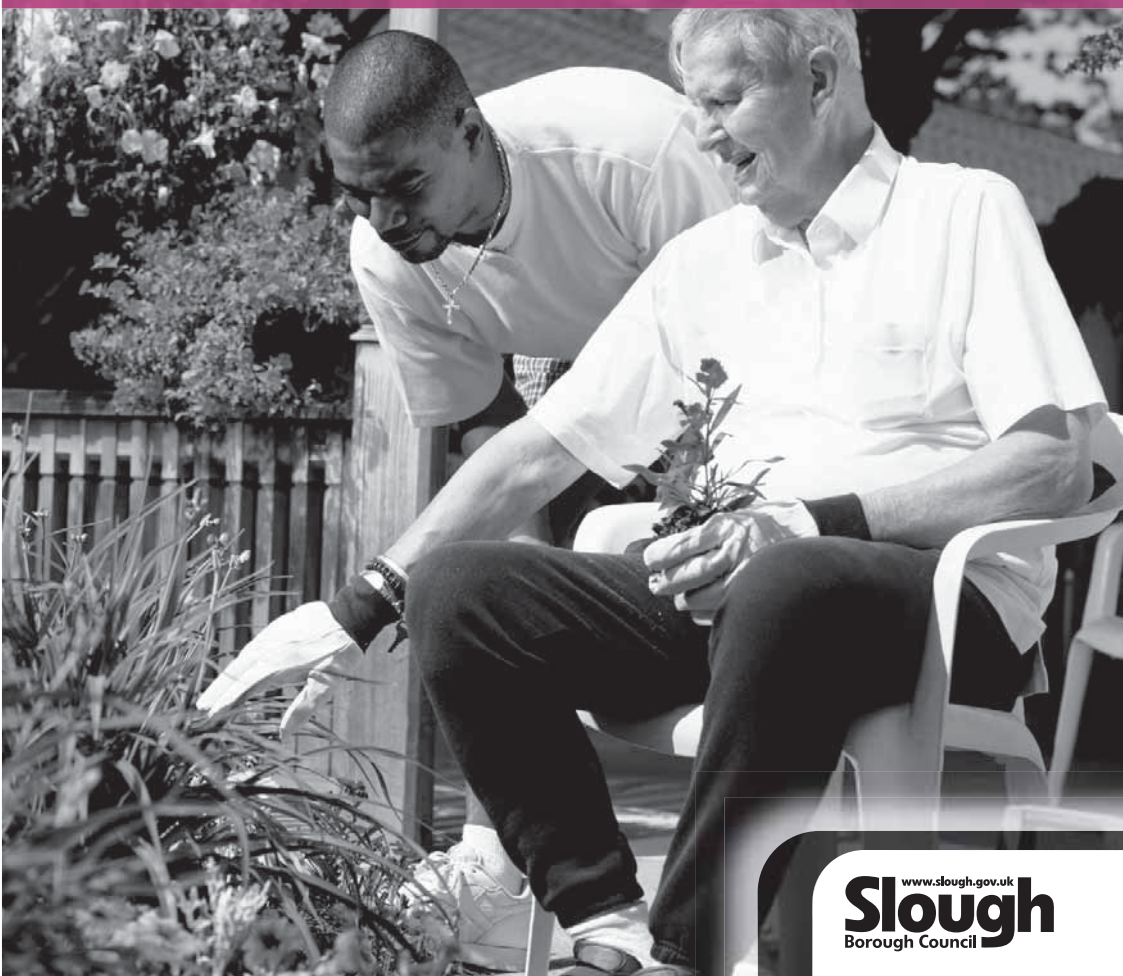


Helping people live in Slough as independently as possible

Community Care Services



How the Community Care Service can help you

We believe that everyone has a right to live as independently as possible. Our efforts are focused on working with our partners to help people gain and maintain independence. Older people and those with a disability are often among the most vulnerable in a community. We are here to provide support, care and protection for adults who can't manage without help so they can live meaningful and independent lives wherever possible.

Slough Borough Council has a commitment to providing quality community care services. We work very closely with our partners in the health service, other parts of the council and voluntary organisations to plan, commission and deliver prompt, effective social care services.

What we do

Like all councils we operate within a limited budget. This means that we have to target our support to those who need it most.

- **Older people** - we aim to support family carers and help vulnerable older people remain active and independent wherever possible through a network of support, including day care, home care and intermediate care. When staying at home is no longer an option, we can help find suitable residential or nursing homes and can sometimes contribute towards the costs involved.
- **People with learning disabilities** - a growing number of people with learning disabilities who have very complex needs require 24-hour care and with health staff we provide the specialist support they need and their carers. Others however, only need a little help to manage everyday life. Through our housing and support schemes, we help people develop the skills and confidence to enable them to achieve increasing levels of independence and, in some cases, prepare them to enter the world of work.

- **People with mental health problems** - Berkshire Healthcare Trust now provide these services in partnership with community care services and other voluntary groups. This trust is taking the lead responsibility for providing integrated health and care services. Our staff who specialise in mental health services are working with NHS colleagues to provide support to ensure the safety and security of this vulnerable group of people and their carers. Support such as help to manage everyday living, organising activities, employment and training to build self-confidence and encouraging people to become part of their local community and become more independent is provided. Day care and residential care can be provided and support can be accessed through the Crisis Service and the assertive outreach team.
- **People with physical and sensory disabilities** - we provide services from sign-posting information and advice to supporting people at work, and helping family carers. In particular, we aim to give people greater choice and personal control over their own care arrangements. This can be achieved through residential, day care and supported housing opportunities and an increased take up of direct payments.

- **Care and support for patients in and leaving hospital** - we have a team of social care staff in each of the main hospitals to help patients of all ages and their families. We also work with other voluntary groups such as Age Concern who provide a range of preventative services such as the handy person service and shopping service.

What can you expect from social services?

When you contact social services and ask for help, you will be asked a number of questions (often by telephone). The answers to these questions will help us to decide what we can do to help you. This is known as an assessment.

An assessment has one of two outcomes:

- We cannot help you by providing a service but we can give you information about where to find the help you need.
- We can provide you with a service or direct payment. We will then work with you to plan how we can help you. This plan is known as a care plan and you will be given a copy to keep. The care plan will also tell you when we will review the plan with you.

Identifying needs

Our well trained and experienced staff take time to talk things through, to establish what an individual's particular needs are and, where applicable, the needs of their carer too.

Each case is unique. We will always listen to peoples' wishes about the sort of help they would like to receive, but because our funds are limited, we have to focus our resources on supporting those most in need. We do this using a set of eligibility criteria to assess everyone who approaches us for help in a fair and consistent way.

Some people need help more urgently than others. Once we have gained a complete picture of the various factors involved, we establish if we can help and then set about finding the best all-round solution. We will always help those in urgent need first.

When we are not in a position to help directly, we always let you know about other sources of funding or assistance that may be useful. If your circumstances change please get in touch so that we can look again at your requirements and see if we can help.

An inclusive approach

Providing community care and support across the borough is a complex business - there are always more people seeking our help. This is why we have joined forces with a number of different organisations - including private and voluntary bodies - to ensure that we are able to deliver prompt, effective help where it is needed most.

Working with health (NHS) and the borough's housing department we have developed a charter 'Better Care Higher Standards' on the quality of service you can expect if you have difficulties associated with old age, long term illness or disability, or are a carer who supports someone in these circumstances. Please ask us for a copy.

Other examples of working alongside organisations include working with:

- Independent providers of residential and nursing homes
- Home care agencies, housing and voluntary organisations to help people manage daily living at home and to develop effective preventative services
- The housing department, housing associations and voluntary sector care providers to continue developing supported living schemes for people with learning disabilities
- Health professionals, to provide fully integrated support to people with learning disabilities and people with mental health problems through Berkshire Healthcare NHS Trust
- Employers and employees to discuss and improve attitudes on employing disabled people
- GP's and Slough Primary Care Trust
- Thames Valley Strategic Health Authority
- Heatherwood and Wexham Park Hospitals NHS Trust

Our standards for working with you

We have based our community care services on a set of values and principles which can be summarised as:

- We will be polite, honest and open with you
- We will help you remain or become as independent as possible
- We will listen carefully to your views
- We will listen to your carer's views
- We will work with you to assess, plan and deliver the service you need
- We will provide you with the information you need to make informed choices
- We will assist you to find someone to help you speak for yourself or represent you, should you need it
- We will ensure you have access to an interpreter when needed
- We will treat you fairly on the basis of your needs
- We will respect your privacy, dignity and confidentiality
- We will make information about you (that we have in our care) available to you (in line with Data Protection legal requirements and respect for confidentiality)

- We will assist you to voice your concerns and to make a complaint if you are unhappy about the service we are providing.

We will work in a way that:

- Puts the users of our services at the centre of all we do
- Recognises the diversity of our community and diverse needs of our communities
- Provides high quality integrated services in partnership with other organisations
- Supports people within their own communities
- Enables people to live as independently as possible
- Values and supports our staff

Other adult care leaflets include:

- A guide to who qualifies for adult community care services
- Financial information for people entering residential or nursing care
- Direct Payments - to buy the help you need
- Equipment to make life easier for disabled people
- Your right to help if you are disabled
- Better care higher standards
- Your right to see your records
- Community care - how to make a complaint

Other useful contacts

- **NHS Direct Helpline 0845 4647**
A 24 hour nurse-led, confidential helpline providing advice and information on:
 - What to do if you're feeling ill
 - Health concerns for you or your family
 - Local health services
 - Self-help and support organisations
- **'Pensioners' guide** - making the most of government help and advice'. Tel: 0845 606 5065 for a copy.
- **Slough Carers Support Service** Tel: 01628 668413
- **BdiN Berkshire Disability Information Network.**
Tel: 01344 755528. www.bdin.freeserve.co.uk
- **Age Concern Slough**, William Street Day Centre, Slough SL1 1XX. Tel: 01753 822890
- **Slough Council for Voluntary Service (SCVS)** provide a wide range of support and advice, 27 Church Street, Slough SL1 1PL. Tel: 01753 524176
- **Slough Mencap**, Hawker Hall, Common Road, Langley, Slough SL3 8TG. Tel: 01753 580801

How to contact us

You can contact the Community Care Services Department for advice and support, we are here to answer your calls from 9.00am to 5.00pm - Monday to Friday.

Please phone us on 01753 690400

You can email us at communitycare@slough.gov.uk or visit our website www.slough.gov.uk.

Emergency calls received on the above number outside normal hours will be passed to our special emergency social care service.

This leaflet can be made available on audio tape, in braille, large print and in other languages on request.

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690759. Alternatively please call Slough Translation and Interpreting Service on 01753 701157.

यदि आप इस दस्तावेज़ के अनुवाद की कॉपी प्राप्त करनी चाहते हैं तो कृपया अंग्रेज़ी बोलने वाले किसी व्यक्ति को कहें कि गैर 01753 690759 पर टेलीफोन करके विवरण दें। या 01753 701157 पर सलाह प्राप्त करने एण्ड इंटर्प्रिटेशन सर्विस को टेलीफोन करें।

Aby otrzymać kopię tego dokumentu przetłumaczoną na język polski należy poprosić osobę mówiącą po angielsku o zadzwonienie z takim żądaniem pod numer 01753 690759. Można również skontaktować się z serwisem tłumaczy 'Translation and Interpreting' w Slough, telefon 01753 701157.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਤਰਜਮੇ ਦੀ ਕਾਪੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਕਹੋ ਕਿ ਉਹ 01753 690759 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਬੋਲਣੀ ਕਰੇ। ਜਾਂ 01753 701157 'ਤੇ ਸਲਾਹ ਵਰਤਾਏ ਸੇਵਾ ਅਤੇ ਇੰਟਰਪ੍ਰਿਟੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

Haddii aad doonaysid koobi dukumentigan ah oo turjuman fadlan weydiiso qof Ingiriisiga ku hadla si aad u codsatid adigoo soo wacaya 01753 690759. Haddii kalese fadlan kasoo wac Slough Translation and Interpreting Service 01753 701157

اگر آپ کو اس ڈاکیومنٹ (دستاویز) کی ترجمہ شدہ کاپی اور کارہنوی، براہ کرم انگریزی بولنے والے کسی شخص سے کہیں کہ وہ 01753 690759 پر فون کر کے طلب کرے۔ یا 01753 701157 پر سلاہ
ترجمہ شدہ ایڈیشن اور پرنٹنگ سروس کو فون کریں۔

This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in larger print.

Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities needs and celebrate diversity.