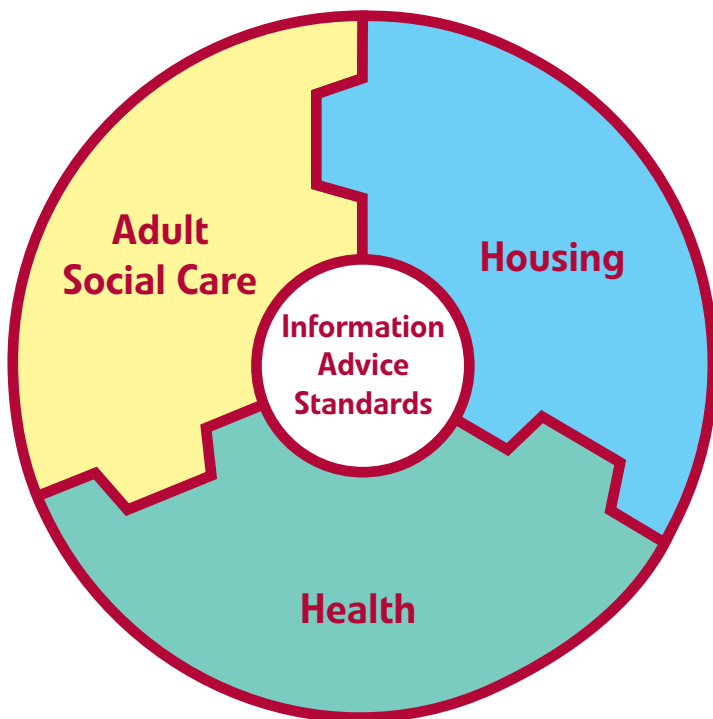


Better Care Higher Standards Charter 2008-2011

Information on Adult Social Care, Health and Housing
for those living in Slough



IN PARTNERSHIP WITH

www.slough.gov.uk
Slough
Borough Council

Berkshire East **NHS**
Primary Care Trust

Adult Social Care

Slough Borough Council's Adult Social Care department provides advice, help and support for people who wish to live independently, and for their family and friends who support them. This local charter is for you, if you are over 18, living in Slough and have a long term illness or disability or if you are a carer who supports someone who does.

The aim of this charter is to:

- Provide you with information about our services
- Provide you with information on how our services are provided
- Explain what standards you can expect from us.

Our Service Standards are based on the following:

- Being polite, honest and open with you
- Respecting your privacy, dignity and confidentiality
- Helping you remain or become independent
- Listening and working with you and your carer to provide the services you need
- Involving you in decisions and providing you with the information you need to make informed choices

- Assisting you to find someone to speak for you or represent you, should you need it and ensuring you have access to an interpreter when needed
- Treating you fairly on the basis of your need and not discriminating against you on the grounds of your age, gender, race, religion/belief, disability or sexual orientation
- Ensuring you feel able to complain about the standard of service you receive and assuring you that you will not be victimised because you complain.

If you are eligible for services, we will help you retain your independence by:

- Assessing for homecare services and personal assistance
- Assessing for meals at home
- Assessing for equipment and minor adaptations for your home
- Providing rehabilitation services to help you stay at home
- Assessing your needs if you go into hospital to ensure that you can return home more quickly
- Offering day service opportunities to you
- Providing supported living by referring you to the Supporting People Programme

- Arranging a Direct Payment for you, if you request it, this will enable you have more choice, control and independence in meeting your care needs.

We will:

- Begin your assessment within 48 hours of you contacting the Community Care Access Team
- Involve you and your carer fully
- Explain if you are eligible for services
- Offer advice and information about how to access private or voluntary support if you do not qualify for services
- Provide a 'single assessment process' to you if you are over 65 to ensure your care needs are assessed accurately without procedures being duplicated by different agencies
- Draw up a Care Plan of services for you
- Provide you with the services agreed in your Care Plan within 28 days of completing your assessment. If we are unable to do this, we will ensure that we keep you informed
- Inform you if there is a charge for the service and how much you will have to pay
- Review your needs at least once a year with your involvement

- Have your carers needs assessed and reviewed yearly if your carer wishes
- Make information we hold about you, available to you, in line with the Data Protection Act and Freedom of Information Act.

Safeguarding vulnerable adults

All people have a right to live a life that is free from violence and abuse. The experience of abuse and neglect has a significant impact on a person's health and wellbeing.

Safeguarding Adults relates to all those adults who "may be eligible for community care services" i.e. those whose independence and wellbeing would be at risk if they did not receive appropriate support and who may be at risk of abuse or neglect. This includes adults with physical, sensory and mental impairments and learning disabilities however those impairments have arisen, e.g. whether present from birth or due to advancing age, chronic illness or injury.

It is based on the chance that when an adult in this group is experiencing abuse or neglect this will have a significant impact on their independence, health and wellbeing.

Safeguarding adults work is about preventing abuse and neglect as well as promoting good practice for responding to concerns on a multi-agency basis.

If you or anyone you know is affected please contact us on 01753 690400 during office hours or the Emergency Duty Team at any other time on 01344 786535.

Further information about Safeguarding Adults is on our website: <http://www.slough.gov.uk/services/17654.aspx>

How to make a complaint

We want to provide quality services that, as far as possible, meet the needs of all the people who use them. We are always looking at ways of improving our services. Your views give us valuable information about them and how they are provided. If you have any compliments, comments, or complaints, we want to hear from you.

The contact details are:

Adult Social Care Complaints Manager
Town Hall, Bath Road, Slough SL1 3UQ

Phone: 01753 875770

The line is open from 9am to 5pm, Monday to Friday.

Fax: 01753 875848

Email: sscomplaints@slough.gov.uk

Contact Social Services

If you live in Slough and need information, advice or help for yourself or someone you are worried about, you can contact social services through our offices. Our staff will explain the range of support services that can be provided and where necessary, will direct you to other services better able to help you.

Adult Social Care

For enquiries on adult support, services for the elderly and physically disabled, residential and nursing care, home care, asylum etc.

Community Care

Town Hall, Bath Road, Slough SL1 3UQ

Email: community.care@slough.gov.uk

Tel: 01753 690400

Fax: 01753 690801

Minicom: 01753 875030

Opening hours: Monday to Friday 8am to 6pm for phone calls

Community Mental Health Team (CMHT)

The team supports people with serious or enduring mental health problems by providing a range of services which include approved social work service, community psychiatrist service, advice and information on mental health issues, occupational therapy, therapeutic groups etc.

Community Mental Health Team

New Horizons, Pursers Court, Slough SL2 5BX

Email: socialservices@slough.gov.uk

Telephone: 01753 690950

Fax: 01753 690949

Opening hours: Monday to Friday 9am to 5pm

Community Team for People with Learning Disabilities (CTPLD)

The team provides a range of services, which include community nursing, social work/care management, occupational therapy, behavioural support and clinical psychology.

Community Team for People with Learning Disabilities
Social Services, Town Hall, Bath Road, Slough SL1 3UQ

Email: socialservices@slough.gov.uk

Tel: 01753 690860

Fax: 01753 823121

Opening hours: Monday to Friday 9am to 5pm

Emergencies and out of hours support

Our emergency duty team deals with emergency situations outside of normal working hours and can be contacted through the social services emergency message desk on 01344 786543.

Carers support

A carer is someone who gives care and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. If you are a carer there is information, support and help available for you.

Slough Carers Support Service

Tel: 01628 668 413

Princess Royal Trust Carers Service (Berkshire)

Tel: 01628 777217 or www.carers.org

Carers UK: CarersLine

CarersLine is Carers UK's free advice line for carers

Tel: 0808 808 7777 or www.carersuk.org

More information

- Leaflets about our services -
<http://slough.gov.uk/services/963.aspx>
- Services for adults & older people -
<http://slough.gov.uk/info/2887.aspx>
- Mental Health Directory and leaflets
<http://slough.gov.uk/services/960.aspx>
- Complaints - <http://slough.gov.uk/services/957.aspx>

Housing Services

We can help with

- Housing Advice on a range of concerns including rent and mortgage arrears, finding somewhere to live and your legal rights in rented accommodation
- Applying for Council and Housing Association accommodation through the Council's Housing Register

- Advice and help to elderly or disabled residents in repairing or adapting their homes

The Slough Home Improvement Agency offers help to elderly, disabled or frail residents to remain independently in their own home. Advice can be obtained from MyCouncil or by contacting the service directly. Services include:

- Assisting clients with home improvement grant applications and on their behalf liaising with the various authorities, contractors and professionals involved and overseeing the work in progress.
- Providing a Handyman service for minor works
- Providing an advice service for minor works
- Providing personal support and counselling, financial and technical support and advice

How to contact us

MyCouncil, Landmark Place, High Street, Slough SL1 1JZ
(opposite Slough Library)

Tel: 01753 475111

More information

- Housing Register
<http://slough.gov.uk/services/979.aspx>

- Slough Home Improvement Agency
<http://slough.gov.uk/services/14841.aspx>
<http://slough.gov.uk/services/992.aspx>
- Making a complaint
<http://slough.gov.uk/services/10941.aspx>
- Directory of Housing Needs and Support Services
<http://slough.gov.uk/services/957.aspx>

Housing Related Support

Supporting People Service Standards

Slough Borough Council's Supporting People Service pays different organisations to provide housing support to help vulnerable people live independently in their own home. They ensure that the support providers give a good service by monitoring their performance. They also make sure to involve their users in important decisions about the service.

Housing related support includes:

- Advice and support in settling into a new home
- Developing skills to help running a home such as budgeting and paying the bills
- Help in making your home safe and secure
- Getting a community alarm installed

- Supported housing for older people, people with disabilities and vulnerable young people

Service standards:

These are the standards of the service that you can expect from the Supporting People Team.

- Respond to all requests efficiently, effectively, politely and helpfully
- Make prompt and accurate payments to service providers
- Provide quality advice and information to all our customers
- Ensure service users, providers and stakeholders are involved in decisions made about the Supporting People programme
- Raise awareness of Supporting People issues
- Ensure a fair, equitable and consistent approach to service reviews and contracting arrangements for service providers
- Monitor and keep under review the quality of Supporting People services

How will we achieve these standards?

- Respond to requests for service as quickly as possible and in ALL cases within 3-5 working days

- Refer all assessments for Fairer Charging as soon as possible and in all cases within 5 working days
- Ensure that all requests for service remain confidential unless you have previously agreed otherwise
- Keep you informed about what is happening with your enquiry
- Respond in writing within 10 working days of receiving written enquiries
- Identify ourselves when we visit you and fully explain the reason for our visit
- Provide a quarterly newsletter for service users
- Listen to what you have to say and encourage feedback where it helps us to improve our service
- Respond to all telephone enquiries promptly.

Service quality:

This means services that meet your needs to a set of standards that are fair, specific and measurable through monitoring and reviews. We expect all supporting people services to meet 9 specific quality standards.

1. Assessment of needs:

Your service provider should involve you in writing an individual assessment of your needs.

2. Support planning:

Your service provider should work with you to write a support plan which is individual to you and which is reviewed regularly.

3. Monitoring and review:

We will monitor the quality of your support provider and work with them to continuously improve.

4. Consultation and involvement:

Your service provider should consult and involve you in decisions that affect you.

5. Promoting independence, choice and control:

We will strive to ensure that your support plan will help you develop and move forward by measuring outcomes.

6. Health and safety:

Your service provider should take all reasonable steps to ensure your health and safety complies with all relevant laws and guidance.

7. Protection from abuse:

Your service provider should take all reasonable steps to protect you and other service users from all forms of abuse (including physical, psychological, emotional, financial and sexual abuse).

8. Fair access and diversity:

Your service should treat you fairly in accessing and receiving services regardless of your race, religion, age, gender or sexual orientation.

9. Complaints:

Your service should listen to your complaints, investigate them and give you a written response within a reasonable time.

Please ask for our leaflet *Supporting People Service - Your guide to making a complaint* or pick it up from MyCouncil, High Street Slough.

How to contact us

Supporting People Team
Slough Borough Council, Town Hall, Bath Road, Slough
SL1 3UQ

Tel: 01753 875904

Email: SPTeam@slough.gov.uk

More information

- Supporting People Programme - <http://slough.gov.uk/services/7615.aspx>
- Supporting People and Home Care Charges - <http://slough.gov.uk/services/10973.aspx>
- Making a complaint - <http://slough.gov.uk/services/10941.aspx>

Local Health Services

Primary care in East Berkshire

Primary care is an umbrella term for all the different health services you might normally use when you are first ill. Those services include GPs, school nurses, health visitors, opticians, pharmacists and district nurses. Berkshire East Primary Care Trust (BE PCT) are responsible for the primary care services you receive in Ascot, Bracknell, Maidenhead, Slough, Windsor and surrounding areas.

It is their job to:

- Improve the health of your local community
- Develop primary and community health services
- Plan and fund hospital services, and
- Provide a range of community health services.

Finding a doctor or dentist

To see a doctor (GP) or NHS dentist, you need to be registered with them. The easiest way to do this is to contact a practice local to you and ask to register with them. You may be asked for your postcode to see if you live within the area that they serve.

You can use www.nhs.uk to search for GPs and NHS dentists (as well as pharmacists, optometrists and hospitals) using your postcode.

If you don't have access to the internet you can find where your local NHS dentists are by calling the Patient Advice and Liaison Service (PALS) on 01753 635615.

Getting treatment when your surgery is closed

If you need to see your doctor or NHS dentist urgently when your surgery is closed, you can use the out-of-hours services which run from 6.30pm to 8am every day - including bank holidays and weekends. If you need urgent care from a GP, call: 0118 936 5390.

If you need urgent dental care, call 0118 936 5390. If you need emergency treatment for serious injury to your teeth or gums, or severe bleeding or infection, contact A&E at your local hospital.

Eye emergencies

If you have suffered an injury to your eye, or if you have pain, a burning sensation, or bleeding in your eye, or if your vision becomes affected in any way, you should seek immediate medical attention.

- You can be seen at the Prince Charles Eye Unit, King Edward VII Hospital, Windsor
- You can call the eye unit on: 01753 636359
- The eye unit is open Monday to Thursday 9am to 8pm, Friday 9am to 5pm and Saturday 9am to 1pm

When the unit is closed please go to your nearest Accident and Emergency (A&E) dept:

- Wexham Park Hospital, Slough
Tel: 01753 633000

NHS Walk-in Centre

To get medical advice without an appointment you can use an NHS Walk-in Centre. At the NHS Walk-in Centre you can see a nurse for advice and the treatment of minor illnesses, such as coughs, colds and infections as well as minor injuries like strains, sprains and cuts.

There is a NHS Walk-in Centre in Slough at Upton Hospital, Albert Street SL1 2BJ. It is open from 7am to 7pm Monday to Friday and 9am to 5pm at weekends. You can call the Walk-in Centre on: 01753 635505.

Patient Advice Liaison Service (PALS)

PALS can provide you with:

- Confidential advice and support when using the NHS
- Information on the NHS and health-related matters,
- Confidential assistance in resolving problems and concerns quickly
- Explanations of complaints procedures and how to get in touch with someone who can help

- Information on how you can get more involved in your own healthcare
- Details on transport services to local hospitals and other health sites

You can call PALS on: 01753 635615, Monday to Friday 9am to 5pm or email: pals.berkseast@berkshire.nhs.uk

Giving up smoking

Stopping smoking is the single most important thing you can do to improve your health. Free NHS help is available if you want to give up smoking.

Call: 0845 602 4218 or visit:
www.berkshire.nhs.uk/timetostop

Voluntary organisations

Slough Council for Voluntary Services

Tel: 01753 524176

Email: lallen@sloughcvcs.org.uk

Where you can go when you don't feel well

It is important to keep A&E free for those who really need it and to take care of everyday illnesses at home.

Self-help

Help yourself by keeping active, warm and eating well.
Have a well-stocked first aid kit at home.

Pharmacist

Your local pharmacist is a useful first point of contact. They can give you expert and confidential advice on everyday ailments like coughs, colds and stomach aches.

NHS Direct

A 24-hour advice and health information service run by qualified nurses. Tel. 0845 4647 or visit www.nhsdirect.nhs.uk

GP Surgery

If the previous options are not appropriate to your condition call your GP for an appointment. Find your local GP on the list in this leaflet. Appointments are often available on the day, and should always be available within 48 hours. Practices will offer appointments on the same day if the condition is urgent. If you have an urgent medical condition at night or at weekends, and it can't wait until your own surgery is open, call the GP out-of-hours service on: 0118 936 5390

Minor injuries unit (MIU)

MIUs are used for less serious injuries such as sprains, cuts and grazes. You do not need an appointment and may have less time to wait at the MIU than you would at an accident and emergency (A&E) department where more serious conditions take priority. Your local MIU is at Heatherwood Hospital in Ascot.

It is open from 8am to 10pm every day (including bank holidays). To make sure that the MIU is the best place to go, you can call Heatherwood Hospital on: 01344 877805.

A&E and 999

Only visit an A&E department or call 999 for serious life-threatening injuries such as severe bleeding, head injury, chest pain, breathing difficulties and deep wounds. If you are not sure where you can be treated, ring NHS Direct on 0845 4647 or visit www.nhs.uk

More Information

- Health and medical advice - <http://slough.gov.uk/services/3501.aspx>

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690758 Alternatively please call Slough Translation and Interpreting Service on 01753 701157.

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