

## Getting Care – do you qualify for Adult Social Care? (May 2011)

Social Services can help adults over 18 years of age to live safely and independently at home, either on their own or with family and friends. We work with family doctors, other health services and private and voluntary agencies to provide help and support. We will do all we can to help, including providing short-term help for you to stay independent, or to give you time to help you arrange your own services.

This fact sheet tells you how we decide who we can help. We understand that you have individual needs and will consider these when making what are sometimes difficult decisions about the services we can provide.

### How do we decide who can get help?

Because we must make sure that we help the people who are most in need we may not be able to provide services for everyone. However, we will treat you the same regardless of your age, gender, race, disability or where you live in Blackpool.

We will first decide, based on what you tell us, if you need an assessment. If you need an assessment we will meet with you, and if you wish anyone who regularly cares for you, to talk about any difficulties you may have and how we can help. Finally, we will compare your needs with our guidelines about who we can help (called 'eligibility guidelines.')

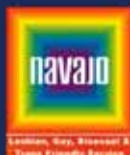
We will help you if we think that you are 'at risk or in danger' and there is nobody else who is willing or able to help you.

You may be **in danger** if now or in the near future you have significant health problems, have been treated badly or neglected, cannot carry out personal care or household duties, or you cannot carry out your family responsibilities.

You may be **at risk** if now or in the near future you are treated badly, cannot carry out most of your personal care or household duties, or you cannot carry out most of your family responsibilities.



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If we decide we can help you we will talk to you about the services which will best meet your needs. We will draw up a 'Care Plan' to describe the support you will get, when you will get it and who will provide it. You will be sent a copy of your Care Plan.

You will not have to pay for an assessment or for any information we give you, but there may be a charge for services we provide.

If you are not sure if you should receive a service, or for a more detailed policy document about our 'eligibility guidelines' please contact Social Services Direct – see 'How to Contact Us.'

## **Would you like more control over the help you get?**

If we decide you can get help from us we can either arrange your services, or you can manage your own services. A Direct Payment is money which we pay to you for the care you, or your carer needs. You can choose who provides your care and when it is provided.

You will get support from our Direct Payments Team, who also run a users support group. See our leaflet 'Direct Payments.'

To enquire about a Direct Payment please talk to your social worker or telephone Social Services Direct – see 'How to contact us'.

## **Looking again at the services we provide**

We will review your 'Care Plan' with you regularly, to make sure it meets your needs. If your needs change you will be assessed again and your services changed, or in some cases you will no longer be able to receive services.

## **What happens if you do not qualify for services?**

If you do not meet our guidelines, we will try to give you advice and information, including details of other organisations that may be able to help.

## **Comments, compliments and complaints**

Blackpool Adult Services aims to provide a high quality service. To support us in delivering this aim we would like you to tell us what you think of our services. We are always interested in your comments and happy to receive compliments, but if you are unhappy with the services you receive you have the right to complain.

Most complaints can be sorted out by the staff you know, but if you are uncomfortable about talking to them or they are unable to help, please contact the Customer Relations Manager, Progress House, Clifton Road, Blackpool FY4 4US. Tel: 477700, or e-mail [social.services@blackpool.gov.uk](mailto:social.services@blackpool.gov.uk).

A leaflet "Comments, Compliments and Complaints" is available from the above address.

## **How to contact us**

If you want to find out more about Adult Services in Blackpool contact Social Services Direct. They will be able to answer many routine enquiries immediately. They are open from 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

Tel: (01253) 477592

Fax: (01253) 477827

Email: [social.servicesdirect@blackpool.gov.uk](mailto:social.servicesdirect@blackpool.gov.uk)

In an emergency out of office hours, telephone (01253) 477600.

We also produce the following leaflet.

"Adult Services."

*To ensure our services are accessible to all, documents prepared by Blackpool Council are available in large print, Braille, on audio-cassette or on computer disc upon request. We can also provide help for British Sign Language users and provide information in other languages. Please ask for details or telephone 477117.*