

Adult Social Care – May 2011

This guide contains important information about Blackpool Council Adult Social Care and Housing. It outlines the services we provide or arrange; the support that we offer; how you can give us your views; and how to contact us. If you do not understand anything in this leaflet, or need further advice, please contact Social Services Direct - see 'How to contact us'.

We focus our services on helping you to remain independent and to do as much as you possibly can to manage yourself.

What services do we provide?

Older Adults

We help vulnerable older adults (and relatives and friends who care for them) by providing services such as day care, home care and rehabilitation. If an older adult cannot remain in their home we can help to find suitable residential or nursing homes and can sometimes contribute towards the cost. Ask for a copy of our factsheets on Community Care - see 'More Information'.

People with a learning disability

We help people with a learning disability to manage their daily lives. This includes services such as support at a resource centre and 24 hour care.

People with mental health problems

We provide people with mental health problems with an assessment of their needs and appropriate help, such as support with services at home and residential services.

People with physical and sensory disabilities

We arrange services for people with physical and sensory disabilities. This includes people who have a disability because of a medical condition, for example Multiple Sclerosis, an injury following an accident or who have hearing or sight loss.



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Care and support for people leaving hospital

We help hospital patients and their families by arranging services to help them leave hospital. This prevents longer than necessary stays in hospital.

How we decide who we can help?

Older adults and people with a disability are amongst some of the most vulnerable people in the community.

Adult Social Care and Housing listens to people's wishes about the help they would like to receive. However, we have to make sure our services go to those most in need and we use a set of guidelines (known as 'eligibility criteria') to make sure that everyone who approaches us for help is assessed for services in a fair way. See our leaflet 'Getting care - do you qualify for adult social care?'

Our staff will talk to you and any family or friends who look after you to find out what your needs are. Once we have gained a full picture we will find the best services to match your needs. As some people will need help more urgently than others, we will need to give them priority.

If we are not able to provide services, we will let you know if anyone else is able to assist or advise you. If your situation changes, please get back in touch with us.

Direct Payments

If you would prefer to arrange your own services (rather than Adult Services providing them) you can ask for a Direct Payment.

This is money which is paid to you to provide for the care you or your carer needs. You can choose who will provide the care and when it is provided.

If you choose a Direct Payment, you will get support from the Direct Payments Team and a support group.

To arrange a Direct Payment please contact your social worker (if you have one) or the Direct Payments Team - see 'How to contact us'.

Working with others to provide services

As well as providing services directly, Adult Social Care and Housing work alongside private and voluntary organisations. For example, we work with:

- home care agencies and voluntary groups who help people to remain at home
- Housing Associations and voluntary care providers who offer supported living for people with a learning disability
- family doctors and other health services
- Citizens' Advice Bureaux who offer independent advice about legal rights
- employers (and staff) who employ people with a disability.

Feedback

Adult Social Care and Housing aim 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 get compliments, but if you are unhappy with any service you receive you have the right to complain.

Most complaints can be sorted out by the member of staff who is dealing with you, but if you are uncomfortable about talking to them, or they are unable to help, please contact:

Customer Relations Team
Progress House
Clifton Road
Blackpool FY4 4US.
tel: (01253) 477700
email: social.services@blackpool.gov.uk.

You can also ask for a copy of our leaflet 'Comments, Compliments and Complaints'.

How to contact us

If you want to find out more about Adult Social Care and Housing please contact Social Services Direct.

Monday - Thursday 9am - 5pm

Friday 9am - 4.30pm

tel: (01253) 477592

email: social.servicesdirect@blackpool.gov.uk

fax: (01253) 477827

The team will be able to answer many enquiries at once.

However, if you have a complex enquiry we may need to visit you at home to assess your needs.

In an emergency outside of office hours please telephone (01253) 477678.

Direct Payments Team

Direct Payments Team, Progress House,
Clifton Road, Blackpool FY4 4US

Tel: (01253) 476869

Other Useful Contacts

Citizens Advice Bureau

6-10 Whitegate Drive, Blackpool

Tel: (01253) 308400

Council for Voluntary Service

96 Abingdon Street, Blackpool FY1 1PP

Tel: (01253) 624505

Disability Information and Support

Independent Living Centre

256 Whitegate Drive, Blackpool FY3 9LJ

tel: (01253) 472202/03

NHS Direct

A 24 hour nurse-led, confidential helpline. They will tell

you how to treat yourself at home, or direct you to a more appropriate service. Tel: 0845 4647

More information

For further copies of this leaflet or any of the ones listed below, please telephone Social Services Direct on (01253) 477592.

- *Getting Care - do you qualify for*
- *Adult social care?*
- *Direct Payments - be in control of your care*
- *Better Care - Higher Standards*
- *Comments, compliments and complaints*
- *Paying for residential and care homes*

To ensure our services are accessible to all, documents prepared by Blackpool Council are available in large print, Braille, on audio-cassette or 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 477477.