

Kent County Council

Your guide

To accessing adult social care services



January 2018

www.kent.gov.uk/careandsupport



Welcome

Sometimes we all need a little extra support. It may be to get back on your feet after an operation or illness, things may be getting more difficult to do around the home or you may need support in caring for someone. Social care comes in all shapes and forms and it is provided by many organisations.

This pamphlet aims to answer common questions you may have and let you know where you can get more support if you need it.

Part 1 **What we do** **3**

Includes information on:

- Who we support
- What we can offer support with
- Eligibility for services
- Is there a charge?
- What you can expect from us
- Comments, complaints and compliments.

Part 2 **Useful information** **8**

Includes details on where you can get:

- A wheelchair
- Simple home adaptations
- Benefits
- Breaks for carers.

Contact details **12**

What we do

Kent County Council (KCC) has a responsibility to support people with specific needs to live independent and fulfilled lives safely in their local community. We do this by providing information, advice and guidance as well as support and services.

We offer support to the following groups of people who are over 18:

- People with physical disabilities
- People with sensory disabilities
- People with learning disabilities
- Older people
- People with mental health problems
- People with autistic spectrum conditions
- People who provide care and support to friends or family, and
- people supported by Children's Social Services who are approaching 18 years old and may require support from Adult Social Care.

Making contact

You might come into contact with adult social care because:

- You are finding everyday activities difficult to manage due to age, disability or ill health
- You are in hospital and have been assessed as needing adult social care to support your recovery at home
- You are moving on from children's social care and your care manager is arranging your support
- Your doctor has referred you.

Once you have been referred or contacted us yourself, and you agree, we can complete a needs assessment. Once the assessment is completed we will work out if you are eligible for support from us. We do this by using guidelines and rules set by the Government. These rules are called 'eligibility criteria' (explained overleaf).

Eligibility

We assess you against national guidelines set by the Government to check that you are eligible for support from us.

If you are not eligible for support we will tell you why and about other organisations that can support you.

Carer's assessment

If you provide care and support to an adult friend or family member you may be able to get more help to carry on caring and to look after your own well-being.

How to contact us

If you would like to have your needs assessed you can contact us in the following ways:



03000 41 61 61



Text relay service: 18001 03000 41 61 61



www.kent.gov.uk/careandsupport



social.services@kent.gov.uk

If we are able to provide support to you we will discuss the options available. These may include:

- information and advice
- equipment to help you stay safe at home; such as grab rails and bathing equipment
- short term intensive support in your home called 'enablement'
- activities during the day
- support for carers
- short breaks (called 'respite') for you or someone who cares for you.

If we cannot support you, we will provide advice and information about organisations that may be able to assist you.

Is there a charge?

Charges are made for some of our services, but not all. If you want to receive a service from us that we charge for you must have a financial assessment.

There is no charge for an assessment, information and advice.

A financial assessment:

- is an assessment of your ability to pay for the cost of your support
- confirms what contribution we will make towards the cost of your support
- is an opportunity to make sure you are receiving all the benefits you are entitled to.

What about residential and nursing care?

There are a variety of different options to consider including; sheltered and extra care housing schemes, residential, nursing and dementia care homes. You can find more information and search for homes at:



www.kent.gov.uk/careandsupport

What about NHS care?

There is no charge for NHS continuing health care. This is a package of care that is arranged and funded solely by the NHS for individuals who are not in hospital but have complex ongoing healthcare needs. This is normally arranged when you leave hospital or by a health professional.

To be eligible for NHS continuing healthcare you must be over 18 and have a certain level of care needs. You must have a 'primary health need', which means that your main or primary need for care must relate to your mental or physical health.



www.nhs.uk - search 'continuing health care' or ask a health professional.

Support for carers

The support that carers give has a huge impact on the lives of people that they care for. We value the role of carers, and understand that caring is part of life for many people. However without support the role of carers can be demanding and it can take its toll.

There are many organisations and groups that can give support to carers. See our online directory for more information (details page 10).

You can ask for a carer's assessment which will look at your needs and if you are eligible to get support from social care.

Support for young people

The transition from childhood to adulthood can be a difficult time for some young people. This can be particularly so for some disabled young people who may be in contact with different services. We aim to make the process as smooth as possible when you move from children's to adult's social care services.

Support for people with learning disabilities

Our integrated teams provide support for people to live as independently as possible. Services include; supported accommodation, independent living skills, day activities and short breaks for respite.

Support for people with sensory impairments

If you are over 18 and your first language is British Sign Language, contact us to talk about your needs (details page 12).

If you are over 65 years old and your first language is not British Sign Language, please contact Hi Kent to talk about your needs. Hi Kent is a registered charity which offers lip reading courses, hearing aid after care clinics, and resource centres for deaf or hearing impaired people based all around Kent (details page 9).

Sight impaired people who require information, assessment and rehabilitation services should contact Kent Association for the Blind (details page 10).

What you should expect from us

When you first contact us we will:

- Take full details of the issues you are contacting us about
- Decide with you whether an assessment is appropriate
- Point you in the right direction if another service is better placed to meet your needs.

Whenever you contact us we will:

- Always listen to what you say
- Be polite, honest and understanding
- Give you our name and details
- Let you know what will happen as a result of the contact with us
- If agreed, follow up the contact in writing.

Once you have a care and support plan;

- You will receive support for your needs from a service
- We will work with you to maximise your independence
- We will review your care and support at least once a year
- If you wish, you and your carers can attend these reviews. You will get a copy of the notes
- If needed we may share information with other agencies we work closely with such as health and the voluntary sector, with your permission.

Comments, compliments and complaints

We want to hear about your experiences of our services. Complaints and compliments can help us improve the services we provide to all customers.

We will investigate all the complaints we receive and respond as quickly as possible. You can make a complaint about our services whether you use them or not and will not be disadvantaged in any way by making a complaint or comment.

You can also complain if you have been affected by our actions or decisions.


 Complaints Team 03000 410 410

 Text relay 18001 03000 410 410.

Useful information

Age UK


The country's largest charity dedicated to helping everyone make the most of later life. They provide a range of services across the county.

 www.ageuk.org.uk

Advocacy

An advocate is someone who will help make sure your rights are respected and you have real control over the big decisions in your life. If you need help finding an advocate contact:


 www.kentadvocacy.org.uk

 0300 3435 714

Blue Badge

Parking permits for people in Kent with severe mobility problems.


 www.kent.gov.uk/bluebadge

 03000 41 62 62

Bus passes

Disabled person's bus pass, older person's bus pass and companion passes.

 www.kent.gov.uk/buspasses

 03000 41 83 83


Carer's Allowance

This is a payment to help you look after someone with substantial caring needs.

 www.gov.uk/carers-allowance


Changing Places

These are accessible toilets with changing facilities and hoist. You can find them in most Gateways.

 www.changing-places.org

Citizens Advice Bureau

Providing free, independent, confidential and impartial advice to everyone on their rights and responsibilities.


 www.citizensadvice.org.uk

Community Transport

Kent Karrier is a dial-a-ride service. It will take you from your home to set locations, such as the nearest town centre or supermarket.

All services are operated with wheelchair accessible vehicles and experienced drivers will give you all the help you need.

You can apply online or phone.



 03000 413567

 www.kent.gov.uk/travelaroundkent

Dementia support


In Kent there are local organisations that offer support, advice and guidance if you have dementia or if you care for someone who has dementia.


There is a 24-hour dementia helpline offering emotional support for people with dementia and their carers in Kent and Medway.


 0800 500 3014
 www.alz-dem.org

Disability Benefit Helpline

Get advice or information about a claim you've already made for Disability Living Allowance, Personal Independence Payment and Attendance Allowance.

Attendance Allowance
 0345 605 6055

Disability Living Allowance
 0345 712 3456

Personal Independence Payment
 0345 8503322

 www.gov.uk/disability-benefits-helpline



Gateways

Gateways offer public and voluntary services in town centre and high street locations. For a full list go to:

 www.kent.gov.uk/gateways



Independent Age

A charity offering advice such as help at home, moving into a care home, adaptations, telecare, care assessments, paying for care, befriending, benefits and more.

 www.independentage.org
 0800 3196789



Healthwatch Kent

If you need help navigating the health and social care system call for free information. Healthwatch can help you understand what services are available to you. You can also contact them to share your experience of any Kent health or social care service. They will use your experience to help improve the service for others

 Freephone 0808 801 0102
 www.healthwatchkent.co.uk

Hi Kent

Local registered charity for deaf and hard of hearing people. They offer: after-care clinics for hearing aid users, lip-reading classes, BSL training and provide statutory assessments for people over 65 on behalf of KCC.

 www.hikent.org.uk
 01622 691 151


Kent Carer's Emergency Card

In an emergency situation such as a carer being taken ill while out, the card identifies them as a carer. By calling the telephone number on the card a pre-arranged emergency plan can be put into action.

 www.kentcarersemergencycard.org.uk

Kent Young Carers

This is a project to support all young carers aged 5-18 across Kent with information, advice, signposting, social activities and individual support.

 www.kentyoungcarers.org.uk

Kent Association for the Blind


Support for sight impaired people.

 www.kab.org.uk

Lasting Power of Attorney/ Deputyship

Contact the Office of the Public Guardian. The Office protects people in England and Wales who may not have mental capacity to make certain decisions for themselves, such as about their health or finance.

 www.publicguardian.gov.uk

 0300 456 0300


Meals on wheels

There are many private providers who deliver meals direct to your home for heating and eating. Many areas have lunch clubs, contact your local Age UK. More information is available on our website.

 www.kent.gov.uk/careandsupport


National Key Scheme

You can purchase a Radar Key. This opens designated disabled facilities and toilets for which you need a key. For more information:

 www.disabilityrightsuk.org


Online care directory

You can search online for care homes, support services (home helps) and much more to help with health and wellbeing.

 kent.gov.uk/careandsupport

Residential and supported accommodation


There is an online directory of accommodation and support services in Kent available at:


 kent.gov.uk/careandsupport

Simple home adaptations

There are a wide range of small adaptations such as grab rails and simple gadgets can be bought on the high street.


Major adaptations such as a stair lifts can be funded through a Disabled Facilities Grant (provided by your local district, borough or city council) and are means tested. If you are eligible for adult social care KCC can provide small adaptations. There are also 'falls clinics' which can provide advice on staying safe in your home.

 kent.gov.uk/careandsupport

 03000 41 61 61

Short breaks from caring

This can be for a few hours, overnight, a weekend or longer. The person you care for will be looked after in a supportive, safe environment and perhaps enjoy new activities while you take some time for yourself.

 kent.gov.uk/careandsupport

Wheelchairs

You can purchase them privately or you may be eligible for one provided by the NHS. Your GP, hospital consultant or adult social care department can refer you to the nearest NHS wheelchair centre for an assessment.


Did you know your pharmacy may offer:

- flu vaccinations
- medicine usage review
- quit smoking support
- health checks
- repeat prescriptions
- home delivery.

Other KCC information

Or you can request the following publications:

- Your guide to adult social care in Kent
- Your guide to charging for support in the home and the community
- Your guide to charging for residential care
- Have your say, comments, complaints and compliments
- What we do for people with a learning disability
- Easy read guide to making a complaint.

 socialservicesleaflets@kent.gov.uk for more copies of this pamphlet or any of the above.

Your notes:

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How to get in touch with us




If you would like more information on any of the topics covered in this pamphlet, or you would like to have your needs assessed or report abuse, you can contact us in the following ways:

-  03000 41 61 61
-  Out of hours service: 03000 41 91 91
-  Text relay service: 18001 03000 41 61 61

A text relay service is available for deaf, hard of hearing and speech impaired customers and is available 24 hours a day, 7 days a week.

-  www.kent.gov.uk/careandsupport
-  social.services@kent.gov.uk

This pamphlet is available in alternative formats and can be explained in a range of languages.

-  03000 421553
-  18001 03000 421553
-  alternativeformats@kent.gov.uk

**For more copies of this pamphlet email:
socialservicesleaflets@kent.gov.uk**