

Welcome to Adult Social Care in Cumbria



Choice

Control



Flexibility

About this booklet

The Adult Social Care service is part of Cumbria County Council's Adult and Cultural Services Directorate.

This booklet is for people who are new to Adult Social Care. It tells you how we work and what you can expect from us. It also tells you about your rights as a service user.

In this booklet:

- when we say 'you', we mean someone receiving social care; and
- when we say 'we' or 'us' we mean Adult Social Care.

This booklet includes important information you need to know and it would be helpful if you are able to read through it. You should also keep it somewhere safe as it includes information you may need to refer to in the future.



What does Adult Social Care do?

We work with adults (aged 18 and over) and their carers to arrange social care and support services to help them to:

- be as independent as possible;
- have choice and control over their lives;
- lead healthier, safer, active and fulfilling lives;
- have the same opportunities as everyone else; and
- play a full role in their communities.

There is a wide range of social care and support services available through Adult Social Care. These include personal care, day services, meals services, care in residential and nursing homes, respite for carers, extra care housing, Telecare, occupational therapy aids and equipment.

However, using self directed support, people can access an even wider range of care and support including employing their own personal assistants.



Please note:

We arrange services and fund social care and support services for people assessed as needing these. We do not provide cash benefits which are provided by the Department for Work and Pensions.

How do we work?

The first thing we will do is carry out an assessment of your needs with you. We will normally contact you by phone first and depending on your needs, we may then arrange an appointment with you to visit you either at home or somewhere of your choice. If you are in hospital, we may visit you on the ward.

We provide services in partnership with Cumbria Partnership NHS Foundation Trust, DeafVision and Carers Organisations. In some cases, your assessment may be started by someone from these organisations rather than Adult Social Care.

Your assessment is important as it does three things:

- 1 It helps us decide if you are eligible for help. We aren't able to help everyone so we use assessments and guidelines (called eligibility criteria) to decide who is eligible for help from us. Please ask us if you would like to know more about this.
- 2 It enables us, working with you, to identify what your needs are. Your needs are the things you need help with.
- 3 It gives you an indication of how much money could be made available to arrange services to meet the needs we've identified with you.

If you are eligible for help, we will talk to you about self directed support with personal budgets. This is a way of giving you more choice and control over the services you receive. We have a quick guide, a more detailed booklet and a DVD available about this.

Please ask us if you would like to know more.

If you aren't eligible, we may still be able to tell you about other sources of help.

You can ask someone to be with you at your assessment. This could be a relative or friend or, if you prefer, someone else who could help you tell us your views.

If you have a carer, someone like a relative or friend who helps you, they may wish to be involved in your assessment too or even have an assessment in their own right as a carer.

Information about you

As part of our work with you, we will ask you for information about yourself. This will help us make sure we take account of all your needs, and also ensure we are treating everyone fairly and equally.

We will ask you for information about:

- your gender – male, female or transgender;
- your age;
- your disability;
- your ethnic origin or race, for example White British, Black Caribbean, Asian/Indian or Chinese;
- your religion or beliefs; and
- your sexual orientation, for example heterosexual, lesbian or gay.

We need this information to make sure our services meet everyone's needs. Collecting this information will help us deliver services that reflect the make up of the local population, and will help us to take action where there are gaps. We hope that you support us in this.

Collecting information about service users' ethnic origin showed us that people from black and minority ethnic groups weren't taking up our services. This suggested our services may not always be appropriate for people from such groups. We responded to this by offering direct payments which offer more flexibility in the way services are arranged. This has proved popular with people from black and minority ethnic groups and take up of services has increased.



together
we can

Data protection and your information

Information we hold about you will be held securely on computer and in a written file. We need to keep personal information about you in our records so we can carry out our duties and arrange support for you.

We may need to share information about you with others such as the health service and people who will provide services to you. We will usually only do this with your consent. However, there are some circumstances where we are required by law to share information about you without your consent. These include instances where we need to act to safeguard the welfare of an adult or child.

You have the right to ask to see information we hold about you. If you would like to do this, please let us know. Alternatively, you can make a request in writing to:

Data Controller
Adult Social Care Headquarters
Cumbria County Council
15 Portland Square
Carlisle
Cumbria CA1 1QQ



Communication needs

Some people have communication needs that we should take account of:

- If you need us to use an interpreter or equipment to help us communicate with you, please let us know and we will arrange this.
- If you would like information from us in another language or in a format like large print, Braille or audio, please let us know.

Between April 2009 and March 2010, we responded to 75 requests from people with communication needs.

This included:

- Arranging interpreters for people using British Sign Language and other languages.
- Producing information in audio and Braille and translated into other languages.

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Financial contribution to the cost of your services

We will carry out an assessment of your finances as soon as possible after your assessment of need. This will help us decide if you will be asked to make a contribution towards the cost of your care and support services. We will tell you about any financial contribution before you incur this.

How to contact us

We will tell you who to contact if you have any queries. We have staff based in Adult Social Care offices, hospitals and community mental health teams.

If you are unsure who to speak to, please contact your local Adult Social Care office:

Adult Social Care offices:

Barrow-in-Furness	01229 407894
Carlisle	01228 227000
Kendal	01539 713377
Penrith	01768 812242
Whitehaven	01946 506352
Workington	01900 706325



Help in an emergency

If you have an emergency during office hours, contact us on the number we give you or get in touch with your local Adult Social Care office. Offices are open 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

If you have an emergency when our offices are closed, ring our **Out of Hours Service** on **01228 526690**. They cover the whole of Cumbria and work overnight, at weekends and bank holidays.

Compliments, concerns, comments and complaints

We welcome all feedback about our services. If you have a compliment, concern, comment or complaint about our services, or a decision or action we have taken, then please let us know about it. We will try to use the feedback you provide as a way of improving our service to you and to others.

Compliments

If you think we are providing a really good service then please let us know that we have got things right. Our staff really appreciate being told when a service is being provided to the high standard they are trying to achieve.

Comments and Concerns

We will respond to any concern you raise or to any comment or suggestion you make. You don't have to make a complaint in order to get things changed.

Complaints

If you do want to make a complaint then Adult Social Care has a complaints procedure. When we receive a complaint we will usually try to speak or meet with you to find out a bit more about your complaint and how you think we can deal with it. We will put things right if we can, within a timescale agreeable to you. If we cannot resolve your complaint we will always provide you with an full and open explanation for any of our decisions or actions you are unhappy with. You can make a complaint in whatever way you choose to any member of staff.

To give your feedback please contact:

Complaints Team
Adult Social Care
Cumbria County Council
Civic Centre
Carlisle
Cumbria CA3 8QG

Telephone: **01228 227140**

Email: **socialcare.complaints@cumbriacc.gov.uk**

Safeguarding adults

While most people receive the care and support they need, some people are subjected to some kind of abuse or neglect.

Cumbria County Council has a policy of zero tolerance towards this and has safeguarding adults procedures to protect people who may be at risk of being hurt or harmed by others. These apply to adults aged 18 and over who need help from health and social care services.

There are many types of abuse and neglect which may be deliberate or done through ignorance. The people responsible tend to be known to the victim: family, friends, carers or paid or voluntary members of staff.

If you think you or someone you know is being abused or neglected, please tell someone. You can contact Adult Social Care through your local office (see telephone numbers earlier in this booklet) or Cumbria Police on 0845 33 00 247. While it is helpful if you tell us who you are, you can report concerns anonymously if you prefer.



If you need this document in another language or another format such as large print, Braille or audio please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **01228 606060** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 **01228 606060**

**Jeigu norétumète gauti šią informaciją savo kalba,
skambinkite telefonu 01228 606060**

**W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 606060**

**Se quiser aceder a esta informação na sua língua,
telefone para o 01228 606060**

**Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 606060 numaralı telefonu arayınız**

We would like to thank the service users who allowed us to include their photos in this booklet. If you would like to find out more about their experiences, see our website:
cumbria.gov.uk/adultsocialcare/sds

June 2010