

5. SOCIAL SERVICES

Social Services provide a wide range of services, with the emphasis on supporting people in their own homes, and on supporting their carers.

Social Services Help Desks

All Social Services locality offices have the Help Desk as the point of contact to their services. Trained advisers will tell you what is available through the Social Services Department and will also give you information about other care services in your area.

Social Services Locality Offices open Mon-Fri 9.00am-5.00pm

Social Services Help Desks open 9am-4.30pm.

Bognor: Tel: 01243 642400

Durban House, Durban Road, Bognor Regis, PO22 9RE

Chichester: Tel: 01243 752999

1a East Row, Chichester PO19 1PD

Out of Hours Helpline Tel: 01903 694422



Social Services

Social Services have responsibility for organising and providing a wide range of community care services. These services include:

- Advice and support from social workers, occupational therapists, and specialists on help for people with a visual impairment and/or hearing impairment; learning difficulties or serious mental health problems
- Help with personal aids and equipment for the home and advice on adaptations
- Home care
- Respite for carers
- Day care
- Residential and nursing home care (that is, not self-funded) in conjunction with the independent sector
- Supported hostels for people with special needs
- Support for carers of children with disabilities

Social Services publish a range of leaflets on their services, including leaflets on their charging policies for Home Care and Residential Care.

Social Services Assessments

Social Services Assessments are conducted in order to determine a person's need, and to decide what services can be provided. When you contact the Social Service Help Desk, an **initial assessment** is completed to find out if you meet the Social Service guidelines, or eligibility criteria, which they use to decide who is in most need. It is important, therefore, that when you first contact the Help Desk you do not minimise any difficulties you are experiencing, or feel embarrassed to describe your situation fully. Don't forget, in order to make their decision about the services they provide, Social Services will probably only have the information that **you** give them about yourself and the person you care for.

After the initial assessment, a **further assessment** may be carried out to look at your needs in more detail. This should be completed in a face-to-face interview

with a member of Social Services staff, and again, it is important to describe your difficulties as fully as possible.

Both the person you care for, and you as a carer, are entitled to ask for an assessment of your needs. The assessment of the person you care for will often be very important to you, as the services they receive may affect how well you are able to cope. The person you care for may want to involve you in their own assessment, and this can be helpful, particularly if they find it difficult to express their needs.



Carers Assessments

You are also entitled to ask for a **Carers Assessment** in your own right. In most cases, the most effective course of action could be to ask for an assessment of the person who you care for **and** a Carers Assessment at the same time. However, if the person you care for is refusing to have an assessment, you still have the right to ask for a Carers Assessment on its own. It will at least give you the opportunity for a confidential talk with Social Services.

A Carers Assessment is for two purposes. Firstly, it takes into account your needs when Social Services decide what services to provide for the person you care for. So, for example, a Carers Assessment could highlight your need for a regular break from caring, and therefore result in respite provision for the cared-for person. Or a Carers Assessment could show your difficulties with helping the cared-for person bath, and result in bathing aids being provided.

The second purpose of a Carers Assessment is to determine your own need for services. In April 2001 Social Services were given the power to provide services to carers in their own right, not just to the person they care for. There are few such services available as yet in West Sussex, but the types of services that develop in the future depends to some extent on what carers start asking for.

Finally, it is important to remember that if your situation or the person you care for becomes more difficult, then you should ask for a **Reassessment** of both your needs, so that Social Services can look again at the services they are able to provide.

Social Services publish leaflets on Assessments, for more information contact the Social Services Help Desk for copies. Telephone numbers are in *Chapter 1, Advice and information*.

Social Services – Emergencies

For emergency out-of-hours situations that require the attention of Social Services, whether or not you are already a client of Social Services, you should Telephone 01903 694422.

During office hours you should phone your local Social Services Help Desk, as outlined in this chapter or your usual contact at Home Care.

Day Care – Social Services

Day Care may be available from Social Services. There are a variety of centres, some of which are purpose-built day centres, and some are residential homes which also offer a day-care service. Some of them are listed below, but the Social Worker will discuss with you what service is appropriate as part of your assessment. There is a single charge covering both Home Care and Day Care services, which is based on the income of the person receiving services.

The Grange in Midhurst is a multi-purpose day centre.

Tel: 01730 816267

The Chestnuts in Bognor is a multi-purpose day service which is moving towards specialist care for those with a high dependency, and rehabilitation.

Tel: 01243 841708

The Judith Adams Centre in Chichester is a day centre for the elderly

Tel: 01243 536433

Marjorie Cobby in Selsey provides day care for the elderly, plus some provision for elderly confused, Tel: 01243 605334

Rother House in Midhurst provides day care for the elderly, plus some provision for elderly confused, Tel: 01730 812759

Direct Payments

A scheme whereby payments are made directly to a person with a long term illness or a disability so that they can pay for services they have been assessed as needed. Direct Payments mean that the person has more flexibility to choose who provides them with services and will allow them to make the arrangements themselves. A person does not have to accept Direct Payments. Alternatively, they can have a combination of Direct Payments and services provided by Social and Caring Services.

For information contact: The Direct Payments Team, Southfield House, North Suite, 2nd Floor, 11 Liverpool Gardens, Worthing, West Sussex, BN11 1RY.

Tel: 01903 219482, Fax: 01903 227811. Website: www.ilawestsussex.org

GP Attached Social Workers

Social Services have social workers, based in certain GP surgeries, who work to complement the services available at the surgeries. If you are a patient at one of these practices, you can ask to see the social worker, who can offer a broad range of advice and information.

Homecare - Social Services

Following an assessment, Home Care may be arranged to help with personal care including bathing. Help with getting up and going to bed is also available. Help with housework may be offered, if part of a Home Care Package. Access to Home care is via the Social Services Help Desks – phone numbers at the beginning of this chapter.

Hospital Discharge Scheme

This offers intensive Home Care support for a period of up to two weeks followed by a review after someone is discharged from hospital, thus allowing the client and carer to assess how they are coping.

Hospital Social Workers

There are agreed procedures between hospitals and Social Services to ensure that anyone who may require support services or equipment on leaving hospital is entitled to have their needs assessed and an appropriate care package arranged prior to discharge. Carers should be involved in this process. Social Workers based at Hospitals can offer assistance with non-medical problems or queries, and can advise the patient and carer on how to obtain more help in the home. If you are unsure about any aspect of how you will cope when the person being cared for comes home, do ask to see the Hospital social worker.

Main Desk Tel: 01243 788122 Ext. 5397

Help Desk Tel: 01243 788122 Ext. 5392

Hospital Discharge Tel: 01243 788122 Ext. 5399

Occupational Therapy

Occupational Therapists (OTs) provide assessment and advice on all aspects of managing a disability. They can arrange to visit you at home, talk through and assess what is needed and arrange, either directly via the disability equipment service team or following an assessment, for the provision of any necessary equipment for the home. An Occupational Therapist will also advise on adaptations to the home and sources of funding if these are required. Referral to an OT is via the Social Services Help Desk - phone numbers at the beginning of this chapter.

