

Care and support for adults with care needs in Southwark



Maintaining your independence

Many people need help with maintaining their independence. Only a few people need or qualify for support from Adult Social Care, however other resources are available in your local and wider community that can help with your care and support needs. Listed below are some of the services that you can contact directly.

Southwark Disablement Association

(for adults with physical disabilities)

☎ 020 7358 7744

🌐 www.sdail.org/

Southwark Wellbeing Hub

(for adults with a mental illness)

☎ 020 3751 9684

🌐 www.together-uk.org/southwark-wellbeing-hub

Lewisham and Southwark Age UK

(for older people)

☎ 020 7701 9700

🌐 www.ageuk.org.uk/lewishamandsouthwark

Southwark Information and Advice Team

(for adults with special educational needs and disabilities)

☎ 020 7525 3104

🌐 www.localoffer.southwark.gov.uk

More information is available at
www.southwark.gov.uk/social-care-and-support/adult-social-care/support-and-activities

If you are unwell, frail or have a disability our occupational therapy service may be able to provide practical support (for example, support with cooking). However, there is a waiting list for this service so if you want your needs met faster it may be better for you to make your own arrangements. You can find information on services that may be able to help below.

■ **Equipment & gadgets.** Equipment such as telecare, memory aids, bath boards and grab handles can help if you have a disability or you are unwell. Equipment and gadgets can be purchased from a range of organisations/shops, including **Careline 365** (0800 101 3333, www.careline.co.uk) and **Living Made Easy** (0300 999 0004, www.livingmadeeasy.org.uk).

■ **Help with hearing and sight loss.** If you are affected by sight loss you may find it useful to use equipment such as talking/vibrating watches and clocks, voice recognition software and reading machines. The **Royal National Institute for Blind People** (0303 123 9999, www.rnib.org.uk) offers equipment, accessories and technology to help with sight loss. They also provide expert advice and practical tips for everyday life.

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If you are affected by hearing loss you might find it useful to use equipment such as telephones specially adapted for use with hearing aids, alarm clocks and vibrating wrist watches. Contact **Action on Hearing Loss** (0808 808 0123, www.actiononhearingloss.org.uk) for information and advice.

■ **Help with walking.** If you think a walking stick, walking frame or other walking equipment would help you with moving around more safely you can contact the **Southwark Community Rehabilitation and Falls Service** (020 3049 8960) for advice or visit www.guysandstthomas.nhs.uk/our-services/community-rehabilitation-pathway/referrals.aspx

■ **Eating well.** Having meals delivered to your home or heating up frozen ready meals can help you eat well if you are no longer able to cook for yourself. Always make sure you are maintaining a healthy and balanced diet.

■ **Help at home (homecare).** Homecare (also known as domiciliary care) is when a care worker comes to your home to help you with day-to-day tasks such as washing and dressing. You can make your own homecare arrangements, particularly if you only require help with housework. We advise that you choose a professional registered and inspected by the Care Quality Commission (03000 616161, www.cqc.org.uk).

More information is available at www.southwark.gov.uk/social-care-and-support/adult-social-care/living-independently

Support from the council

If you are entitled to receive care and support from the council you will probably need to pay for some of the cost of providing the services. We will complete a financial assessment with you to find out if you need to make a contribution, and if so how much. **If you do not provide information to allow us to complete the financial assessment in a timely manner you will need to pay the full cost of your care.**

■ **How we decide who we can support.** A worker will assess your needs to see whether you are eligible to receive care and support from the council. In order to receive support from us you must meet the criteria set out in the Care Act 2014. You can find more information about the eligibility criteria by visiting www.gov.uk/government/publications/care-act-statutory-guidance

If you are not happy with the outcome of the assessment you can discuss this with the worker. If you are still unhappy following this discussion you can ask to speak to their team manager. If you are still unhappy you are entitled to make a formal complaint. Remember, you can access services in the community without having a needs assessment from the council. See the 'Maintaining your independence' section for more information.

■ **Care and Support Plan.** We will develop a Care and Support Plan with you if we assess that you have eligible needs. Your Care and Support Plan will include:

- the help you need (your eligible needs and any other needs we agree to meet)
- the strengths you have which can be built on to help you maintain a good quality of life
- the goals you want to achieve, for example to strengthen relationships with your family and friends so you don't become isolated.

If you need support we can arrange for you to be supported by an Independent Advocate, we will base this decision on whether you will experience substantial difficulty being involved in the process and whether you have access to an appropriate individual (a suitable family member or friend).

■ **Care Package or Direct Payment.** We will provide you with information and advice and also direct you to community services that can assist with your care and support needs. If the information, advice and community services do not meet your care and support needs we will either put a care package in place for you or provide you with a direct payment so that you can purchase your own support. The person who carried out your assessment will be able to explain these options.