



Care and support for adults with care needs in Southwark





Staying independent



A lot of people need support to stay independent.



But only a few people can get support from Adult Social Care.



If you need support, you can contact these local services directly.



Southwark Disablement Association



Southwark Disablement Association support adults with physical disabilities.



Call: 020 7358 7744



Website: www.sdail.org



Southwark Wellbeing Hub



Southwark Wellbeing Hub offers support for adults with a mental illness



Call: 020 3751 9684



Website:
www.together-uk.org/southwark-wellbeing-hub



Lewisham and Southwark Age UK



Lewisham and Southwark Age UK provide support for older people



Call: 020 7701 9700



Website: www.ageuk.org.uk/lewishamandsouthwark



Southwark Information and Advice Team



The team provide information and advice for adults with special educational needs and disabilities.



Call: 020 7525 3104



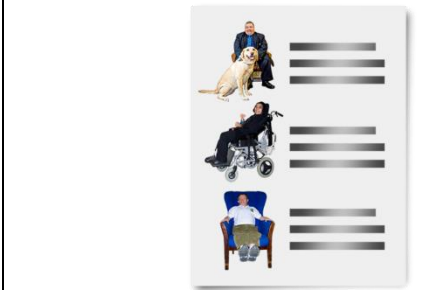
Website: www.localoffer.southwark.gov.uk



For more information visit www.southwark.gov.uk and search for 'support and activities.'



If you are not well, weak or disabled, our **occupational therapy service** can provide practical support such as cooking.



But there is a waiting list for this service.



If you want to set up your own support, contact the services on **Pages 12 to 16**.



Equipment and gadgets



If you have a disability or you are not well, this type of equipment could help:



- telecare



- memory aids



- bath boards



- grab handles.



We have listed some organisations and shops that sell equipment and gadgets on **Pages 10 to 14.**



Careline

Careline 365



Call: 0800 101 3333



Website: www.careline.co.uk



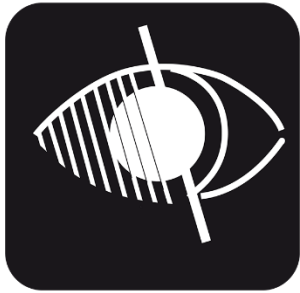
Living Made Easy



Call: 0300 999 0004



Website: www.livingmadeeasy.org.uk



Support for people living with sight loss



If you are living with sight loss, this type of equipment could be useful:

- watches and clocks that speak the time or vibrate



- voice recognition software



- reading machines.

R N I B

See differently

The Royal National Institute for Blind People



The **RNIB** support people with sight loss by providing:

- equipment and technology
- expert advice



- practical ideas for daily living.



Call: 0303 123 9999



Website: www.rnib.org.uk



Support for people living with hearing loss



If you are living with hearing loss this type of equipment could be useful:

- telephones that link to hearing aids



- alarm clocks that vibrate



- wrist watches that vibrate.



A national charity since 1911

Action on Hearing Loss



Call: **0808 808 0123**



Website: www.actiononhearingloss.org.uk



Supporting you to walk



If a walking stick, walking frame or other equipment could help you to get around more safely, you could contact this service:



Southwark Community Rehabilitation and Falls Service



Call: 020 3049 8960



Go to www.guysandstthomas.nhs.uk and search for 'Southwark Rehab.'



Eating well



If you are **not** cooking for yourself any longer to make sure you eat a healthy diet you could:



- get meals delivered to your home



- heat up frozen ready meals



Support at home or homecare

Homecare means a care worker visits you at home to support you with daily tasks such as dressing and washing.



It is easy to buy your own **homecare**, especially if you only need support to do housework.



If you buy your own **homecare**, make sure you choose a care company that is registered and inspected by the **Care Quality Commission**

Call: 03000 616161



Go to: cqc.org.uk



For more information visit www.southwark.gov.uk and search for 'living independently.'





Support from the council



If you get care and support from Southwark Council, you will probably pay something towards the cost of the service.



We will carry out a **financial assessment** to find out how much you should pay.



If you do not give us the information we need, you may have to pay the full cost of your care.



Who can get support?



If you need support, a worker carries out a **care assessment** to find out if you can get care and support from Southwark Council.



To get care and support, you must meet the rules of the **Care Act 2014**.



To find out more about these rules, go to www.gov.uk and search for '**care act guidance**.'



If you are not happy with the result of your **care assessment**, talk to your worker.



If you are still unhappy with the result, you should talk to your worker's team manager.



If you are still unhappy, you can make a complaint to Southwark Council.



For more information go to www.southwark.gov.uk and search for 'complaints'



In this booklet, we tell you about local services you can use without having a **care assessment**.



Care and Support Plan



We will write a **Care and Support Plan** with you after your **care assessment**,



if we find that you need support, as described in the **Care Act**.



Your **Care and Support Plan** includes:



- the support you need



- other support you need that we agree to meet



- ways we can make you stronger so that you have a better quality of life



- things that you would like to do.

For example, you may want support to see your family and friends more, so that you are not lonely.



We will arrange support from an **Independent Advocate** if:



- it is difficult for you to take part in the **care assessment**



- you **do not** have a family member or friend who could speak up for you.



Do you need a care package or a Direct Payment?



We will give you information and advice about local services.



If there are not any local services that meet your care and support needs, we will:



- put a care package in place for you



- give you a **direct payment** so that you can buy your own support.



We will explain these choices to you when we carry out your **care assessment**.