

# **Working with You**



**...taking care to make a difference**

# **Large Print or other format/medium are available on request**

**please telephone**



**01545 574000**



**or Email**

**contact-socservs@ceredigion.gov.uk**

## **Porth Gofal Office Hours:**

**Monday – Thursday: 8.45 a.m. – 5.00 p.m.**

**Friday: 8.45 a.m. – 4.30 p.m.**

You can find information about services provided by  
Ceredigion County Council on our website at:

**[www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)**

Reviewed December 2019

# Working with You

## Services to Adults & Children

Ceredigion Social Care aims to work with you to ensure you get the right care, service and support that you, or someone you know, needs.

We always try to provide a service where someone has an urgent need for help or support and we are always careful never to compromise the quality of the care we provide.

We provide services for:

- Children and families in need
- Disabled Children
- Youth Offenders
- Children who are Looked After
- Care Leavers
- Young people who are at risk of committing criminal offences or who are involved with the criminal justice system.
  
- Adoption
- Family Placement Service (Foster Care)
- Older People
- Older People with Mental Health problems
- People with Physical or Sensory impairment
- People with Mental Health problems
- Carers
- People with Learning Difficulties
- People affected by HIV/AIDS
- People with a terminal illness

- People being Discharged from Hospital
- People who need Housing related support
- People affected by substance misuse

## **We will:**

- Listen to what you say about your situation and circumstances
- Clarify what you see as the problem and what you would like to see as the solution
- Share with you the range of possibilities available to help you be more independent
- Tell you as promptly as possible what we think we can achieve to make you more independent and how we can work together
- Come back to discuss matters with you where more information is needed
- Prepare a Care Plan to reflect what we discussed in your Assessment and giving details of outcomes and change we expect to see as a result of the services we agreed to provide
- Undertake a Review of your Care Plan and discuss with you if you are happy with the services and if the outcomes agreed have been met
- Inform you whether there is a charge for the service/s and how this is calculated
- Respond to any complaints you may have
- Give relevant advice and information of where other help or support can be sought from, particularly if we cannot help you

## **You Will Be Asked To:**

- Provide basic details about yourself, or the person on whose behalf you are ringing-  
e.g. Name, Date of Birth, Address, Telephone Number, GP, Next of Kin, Ethnic Origin, Religion etc.
- Tell us everything that is relevant to your/the person's circumstances
- Answer any questions which we may need to ask, in order to be clear about how we can help
- Complete and sign any forms which are relevant to the services that will be provided
- Where there is a charge, pay for services, depending on your financial circumstances

## **Together we should:**

- Aim to share information
- Be open and honest
- Discuss problems and issues as/when they arise
- Agree that we may not see eye to eye on some matters

When the demand for services is very high, we may not always be able to provide the level of services that people expect, and in less urgent cases, we are not always able to respond as quickly as people would wish.

## **Your rights**

If you have contact with Social Care at any time in your life, and for whatever reason, you can expect to be treated with dignity and respect.

You can also expect:

**As a child:**

- To be protected from harm
- To receive care from staff and advice and help when you want it
- To have a say in all decisions about welfare and your future

**As an adult:**

- To have your view, beliefs and choices taken into account in all decisions made about your welfare
- Confidentiality in your dealings with us

**As a parent:**

- To maintain responsibility for decisions made about your child
- To have full information about any action being taken that affects your child

**As a carer:**

- Services that respond sensitively to your needs
- To be involved in the development of services
- To be provided with advice and support
- Information about local and national resources

**As a Foster Carer:**

- Information, support and advice whenever you need it
- To have your views taken into account
- To be involved in plans for the children or young people in your care

**As a Voluntary or private organisation:**

- Respect as a fellow professional
- Up to date information about our policies and activities
- Negotiated contracts

**And finally:**

Our staff are important to us – please treat them as you would like them to treat you.

**You have the right to have access to any information that we hold about you and, where appropriate, to have it corrected or deleted.**

**Consent**

**For Adults 18 years and over:**

If you are ringing up on behalf of someone else, it is very important that they are aware of this, and that you get their full permission before you ring. You will be asked to confirm this when you contact us. The only exception to this would be if, in doing so, it could place the adult in further danger.

**For Children under the age of 18:**

If you are ringing up on behalf of someone else, it is very important that you have the consent from the child/ren's parent/s. The only exception to this would be if, by doing so, you could place the child/ren in further danger.

**Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.**

## **Advocacy Service**

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

## **Ceredigion Independent Professional Advocacy (CIPA)**

can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



**0800 206 1387**

**Advocacy West Wales** provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



**01437 762935**



[www.advocacywestwales.org.uk](http://www.advocacywestwales.org.uk)



[admin@advocacywestwales.org.uk](mailto:admin@advocacywestwales.org.uk)



**TGP Cymru** provides help to children and young people to make sure that they have their rights respected and have their voices heard. They can provide information, advocacy, representation, advice and support.



**0808 1682599**



**01545 571865**



**midandwestwales@tgpcymru.org.uk**

## **Information Sharing and Confidentiality**

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

## **Emergencies**

If you need urgent help outside the opening times of the Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



**0300 4563554**

## **Representations/Complaints/Comments**

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Care has a complaints procedure.

If you think we have done something well, you can also tell us.

For Social Care ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



**01545 574000**

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name: .....

Address: .....

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Tel. No: ..... Date: .....

Leaflet received from:

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My compliment or complaint:

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(Please continue on a separate page if you need to)



Send this page to:

The Complaints and FOI Team  
Canolfan Rheidol  
Rhodfa Padarn,  
Llanbadarn Fawr,  
Aberystwyth  
SY23 3UE

**Thank you for your comments**