

Ceredigion County Council **Social Care**

Services to Adults



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CYMRU
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WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

...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

and/or

Hywel Dda University Health Board website:

www.pdt-tr.wales.nhs.uk

Services to Adults

Ceredigion Adult and Mental Health Services

Ceredigion Social Services provides a wide variety of services to adults 18 years and over.

We aim to make sure that we treat everyone honestly, fairly and with dignity so that the best social care is provided for the people living in Ceredigion.

We can help:

- Older People
- Older People with Mental Health problems
- People with a Physical Disability
- People with a Learning Disability
- People with Mental Health problems
- People who have a Visual and/or Hearing Loss
- People who misuse Drugs or Alcohol
- People affected by HIV/AIDS
- People with Long Term Illness
- People being Discharged from Hospital
- People who need Housing Related Support
- Informal Carers

We provide information and advice about support services that are available from a wide range of sources.

We have an online information directory for individuals who may have care and support needs. www.dewis.wales. This site provides information across Ceredigion as well as the rest of Wales.

Everyone has the right to ask us for help and we will endeavour to assist, either by meeting your needs ourselves or by directing you to someone else who can, this could be the 3rd sector.

We aim to help people maintain or reduce the risk to their independence where possible. Services include:

- Enablement Services - (enabling service users to maintain or increase their independence in daily activities)
- Domiciliary Care - (previously known as Home Care)
- Meals at Home Service
- Day Centre/Day Care
- Aids, Equipment and Adaptations
- Help to regain the skills you need to look after yourself
- Social Activities
- Respite/Short term Care
- Advice and Support
- Help with Tenancy related problems
- Direct Payments

When independent living is not possible, Residential or Nursing Care may be provided.

Commonly Asked Questions

1. How do I contact the Department for a service I need?

You, or someone calling on your behalf (friend, family member, carer, etc.), with your permission, will need to telephone our Porth Gofal on:



01545 574000

The Porth Gofal Officer will take detailed information from you. Details will include your name, address, telephone number, date of birth, GP, Ethnic Origin, Religion, what your health issues are and what activities you are finding difficult, (full details described in the 'How to Access Our Services' Information Leaflet).

If you need to access our Mental Health Services please discuss with your GP who can make a referral.

If you contact the Department on behalf of someone else, it is very important that they are aware of this, and that you get their full permission before you telephone us. Porth Gofal will ask you to confirm this.

2. What will happen next?

Once the information has been taken, and if it appears likely that you would benefit from an assessment, your request will be passed to the relevant Team for an assessment, to determine your eligibility for Departmental Services which are based on the Risk to Independence (full details described in the 'Eligibility Criteria' booklet).

If, however, you are found not to be eligible for any of our services, we may be able to provide you with information about voluntary sector groups that may be able to help you.

3. When will I be seen?

Because there is a very high demand for our services we are not always able to see everyone immediately following the Initial Contact

However, it is important for us to ensure that we see the people with the greatest need first. Depending on resources, and the demand for services, we will try to arrange an assessment of your needs as quickly as possible.

4. What if things get worse for me while I am waiting to be seen?

If you feel your condition/needs change, or you forgot to tell us something during the Initial Contact, please telephone

Porth Gofal to update them on:



01545 574000

For Mental Health Services you can ring Porth Gofal or speak to your GP again.

5. Who will be working with me?

Depending on what support you require, you will be allocated a worker. This could be a Social Worker, a Specialist Worker, Social Work Assistant, Occupational Therapist or a Community Psychiatric Nurse. This person will then contact you to arrange a convenient time and place to visit you, to carry out an Assessment of your needs (full details described in the 'Preparing for an Assessment' booklet).

Following the assessment, you and your allocated worker will then draw up a Care Plan of how your eligible needs will be met. You will be given a copy of this. It will have all the information you need about the service/s that will be provided and the outcomes we expect to see as a result of the service provided.

If you disagree or have any concerns with the outcome reached regarding the level of your priority for a service, then you have the right to appeal (full details described in the 'Appeals Procedure' booklet).

Included in your Care Plan will be a date for a Review of your services. This could be three, six or twelve months following the start of your care. If, however, you feel your needs have changed before your review date, you can ask for a reassessment of your needs (full details described in the 'Review Procedure' booklet).

6. Will I be charged for the service I need?

Some services have a charge, but these charges will depend on your financial circumstances. Your allocated worker will discuss this with you when they visit you at home.

7. Are You a Carer?

If you provide, or intend to provide, unpaid care for another person on a regular basis, even if they don't live with you, you are known as a Carer.

You can request a 'Carer's Assessment' by telephoning Porth Gofal on:



01545 574000

(You will be asked similar information as stated in Question 1. of this leaflet). (See information booklet 'Carers Rights in the Assessment Process').

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



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:

My compliment or complaint:

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



Send this page to:

Porth Gofal
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
SY23 3UE

Thank you for your comments