

If you would like this information in large print, Braille, audio tape or in a community language, please contact Lambeth Adults' and Community Services on **020 7926 5555** or on Type talk: **18002 020 7926 5555**.

Spanish

Si desea esta información en otro idioma, rogamos nos llame al **020 7926 5555**

Portuguese

Se desejar esta informação noutra idioma é favor telefonar para **020 7926 5555**

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au **020 7926 5555**

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন **020 7926 5555**

Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre **020 7926 5555**

Yoruba

Tí ẹ ba ẹ̀moràn yí, ní èdè Òmíràn, ẹ̀jẹ̀, ẹ̀kàn wà l'ágogo **020 7926 5555**

How can adult social services help?

An introduction to Community Care Services

“Community Care means that flexible and responsive care is available where and when its needed the most.”



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**Lambeth Adults' and
Community Services –
Call or click to get in touch**

Telephone 020 7926 5555
Type talk: 18002 020 7926 5555.
www.lambeth.gov.uk



What is Community Care

Community Care is about providing the support and services needed to enable people with particular needs to live as independent as possible.

Community Care aims to make sure that:

- People are able to carry on living in their own homes, whenever possible; or
- People can be considered for a move into alternative sheltered or residential accommodation which meets their particular needs, whenever staying at home becomes too difficult.

Community Care means that flexible and responsive care is available where and when it is most needed.

Who can get Community Care services?

Community Care is available to anyone aged 18 or over who needs advice, support or care because of their particular needs.

People who may be able to get Community Care services include:

- older people
- people with a physical disability
- people with sight or hearing disabilities
- people with learning disabilities
- people with mental-ill health
- people with or affected by HIV/AIDS
- people who misuse drugs or alcohol
- people with chronic or severe health problems
- people with a terminal illness
- carers.

Who provides Community Care services?

Adult social services are responsible for assessing your needs and arranging services. However, adult social services does not provide all the services.

Community Care services are provided by a wide variety of people and organisations. This might include:

- individuals, including family, friends or neighbours
- Lambeth Council services, including adult social services and housing
- health services, including GPs, district nurses, physiotherapists and community psychiatric nurses
- voluntary groups, such as Age Concern, MENCAP and other local support groups
- private organisations, for example those who run residential care homes or home care services.

By working together, all these people and organisations aim to ensure that people and their carers get the care and support they need.

What kind of help is available?

There is a wide variety of services available to meet different people's essential care needs.

Services are available, if you are assessed as needing them:

- in your home
- outside your home
- to support carers.

Services in your home can include:

- advice, information and some support with personal family problems
- help with personal care, such as dressing, washing and going to bed
- help with essential domestic tasks such as laundry, shopping cooking
- referrals to a bathing service
- making homes suitable for people with disabilities by installing items as a ramp, grab rails or downstairs toilet and shower
- providing equipment such as a walking frame, a hoist or a flashing light door bell
- meals for people who are unable to prepare their own
- help with applications for specially adapted accommodation or housing
- help with transport by providing travel permits and blue badges
- rehabilitation therapies to help with relearning skills.

Services outside your home can include:

- attending a day centre or referral to a day hospital
- attending a training centre or community education project
- care in a residential or nursing home, for a short stay or longer term
- help and advice to access benefits.

Services to support carers can include:

- respite care for the person being looked after, to give the carer a break
- carers' groups to give information and mutual support
- assessments in your own right to consider what other needs you may have
- referrals for a sitting service, day or night.

There are also other services available to meet the needs of the individual people. We are committed to meeting the needs of Lambeth's diverse communities. We aim to provide services in a way that takes account of your views and which are appropriate to your cultural and ethnic background.



By working together with our partners and other organisations, we aim to ensure that people and their carers get the care and support they need

How to ask for Community Care services?

You contact adult social services by writing, telephoning or calling in person. Addresses and telephone numbers are on pages 10 and 11 of this leaflet.

If you prefer, you can ask someone else, such as a friend, relative, or your GP, to contact adult social services for you. If you are in hospital, speak to a nurse or a social worker.

If you are looking for straightforward information, adult social services will be able to provide it quickly and easily. If you need more help, we will ask you for further information about your situation and may then decide to carry out a Community Care assessment.

What is a Community Care assessment?

A community care assessment is an opportunity for you to tell us about your circumstances and discuss your care needs. The aim is to reach an agreement about what help can be provided.

During a community care assessment, a social worker will ask how you are managing to take care of yourself and what help you feel you may need. If necessary, staff such as health workers may also be involved in your assessment.

Resources are limited and we must ensure that we arrange help and care for the people who most need it. When deciding whether you are eligible for services, we will consider:

- the problems and difficulties that you face
- the risks to your health or independence.

We can give you more information on Lambeth's eligibility criteria.

Knowing your views and wishes is very important. You play an essential part in the community care assessment. Carers are entitled to a separate assessment of needs in their own right.

What happens next?

After we have assessed your needs, we will aim to be clear with you about what services we will arrange.

Once it has been decided that we will be arranging care for you, we will make out a list of the services that we are going to arrange. We will write these arrangements in a care plan and give you a copy.

Some people may choose to organise their own services following the Community care assessment. We will be able to give you more information about this.

There will be regular reviews of your care plan.

If you feel your situation has changed, you can request a reassessment, whether you have a care plan or not.

Is there a charge for services?

It depends on which services we arrange:

- some of our services are free
- some of our services have a set charge
- some of our services have a sliding scale of charges, depending on your income.

There is **never** a charge for a Community Care assessment.

We will always give you information about any charges so that you know how much the services will cost before you receive them.

What about direct payments?

Direct payments are a way for you to arrange and purchase your own services. Adult social services provides the funding, which is not considered as income if you are assessed for welfare benefits.

If you are interested in finding out more about direct payments, please talk to your social worker. We will discuss your application with you and then together we will assess whether you are willing and able to manage a direct payment and what services you can arrange using the direct payment.

Standards for services

Lambeth adult social services has standards for services. Standards are a way of letting you know what you can expect from services and a way for us to improve the services we offer.

- we will begin the assessment process within 48 hours of you contacting us
- we will complete the assessment process within 28 working days
- any agreed services will start within 28 days of the assessment being completed
- if you need equipment, we will deliver and install it within seven days following an assessment by an occupational therapist
- we will aim to review your service within six weeks, and at minimum we will carry out an annual review.

If you would like more information about service standards, please speak to the social workers.

Comments, compliments and complaints

We welcome ideas and comments on all aspects of Lambeth adult social services. If you want to tell us about excellent services or have suggestions about how services can be improved, please let us know.

If someone has a complaint about services, we normally ask that people talk to the member of staff involved.

This is often the best way to get a problem sorted out.

However, if this doesn't solve the problem, or if people feel that they cannot talk to the member of staff about it, they can speak to the manager of the service. If there is still a problem, we can deal with it through our formal complaints procedure.

A leaflet 'It's your right to complain', is available from any of our offices.

Complaints are dealt with by:

The Complaints Officer
Lambeth Adults' and
Community Services
Phoenix House
10 Wandsworth Road
SW8 2LL
Tel: 020 7926 4840

Useful organisations

There are many local voluntary organisations which work with adult social services to provide Community Care services.

Many voluntary organisations can also provide independent advice and support.

For details of voluntary organisations in Lambeth, contact:

Lambeth Voluntary Action Council
95 Acre Lane
London SW2 5TU
Tel: 020 7737 1419



We welcome ideas and comments on all aspects of Lambeth adult social services, if you have a suggestion about how services can be improved, please let us know.

Adult social services addresses

For further information on services, contact Lambeth Adults' and Community Services.

Please phone 020 7926 5555 for any of the services listed below.

Disability and older people's service

Phoenix House
10 Wandsworth Road
London SW8 2LL

Provides services for disabled and older people, including people with HIV/AIDS, people with sensory disabilities, and occupational therapy services.

Adult Learning Disabilities Service

Phoenix House
10 Wandsworth Road
London SW8 2LL

Provides services for adults with learning disabilities

Substance Misuse Service

Phoenix House
10 Wandsworth Road
London SW8 2LL

Provides services for adults who misuse drugs or alcohol

North Lambeth Mental Health Team

190 Kennington Lane
London SE11

Provides services for adults with mental ill-health in the Waterloo, Vauxhall, Oval and Stockwell areas.

South-East Lambeth

Mental Health Team
David Pitt House
24/28 Norwood High Street

West Norwood

London SE27 9NR

Provides services for adults with mental ill-health in the Upper Tulse Hill, Thurlow Park, Knight's Hill, West Norwood and Gypsy Hill areas.

South-West Lambeth

Mental Health Team
380 Streatham High Road
Streatham

London SW16 6XX

Provides services for adults with mental ill-health in the Streatham, Thornton and St. Leonards areas.

Emergency Out-of-Hours Service

Tel: 020 7926 1000