

A guide to adult care and support

This booklet provides you with practical information and advice about the support we can provide to help you or a family member or friend to live as independently as possible.



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About this booklet

This booklet provides you with practical information and advice about the support we can provide to help you or a family member or friend to live as independently as possible. It explains:

- what we mean by care and support and what help is available
- the different types of care and support to choose from
- how we determine if you are eligible for support from the Council
- where to get further information and advice to understand your options.



What is adult care and support?

There may come a time when you can't do things for yourself anymore. This may happen suddenly because you become ill or have an accident, or it may happen slowly as you get older.

There are many different options available if you need some support and help, but how do you know which kind of support is right for you?

Care and support can include a piece of useful equipment, practical help with daily tasks, adaptations to your home or help with getting out and about in the community.

When you first contact us, we will ask you about your circumstances, or those of the person you are concerned about. This will help us understand more about your situation and help you understand the options better.

Our vision is to deliver the best for residents who use our services and support them to be as independent and well as possible. We want to support people to live the best life they can and only access the necessary support from Adult Social Services. We will do this by looking at our residents as individuals, identifying what strengths, gifts and talents you have. We will have positive conversations about what you can do for yourself and your ambitions, rather than focussing on what is not going so well in your life. We will work in partnership with residents, their families and communities to find solutions that are right for them.



Staying healthy and independent

We will always aim to support you to stay in your own home, living independently, for as long as possible. Supporting you to do more for yourself, can help to improve your quality of life and may help reduce the cost of your care and support.

There are a range of services available to all residents whether or not you qualify for support from the Council such as:

- **Simple equipment and small adaptations** to your home up to the value of £1000 free of charge that can help you with daily living, such as getting dressed or using the toilet.
- **Emergency alarms, or Telecare**, are 24-hour monitoring systems that can help you stay safe in your own home. You wear a pendant with a button that you press to call for help.
- **Hot or frozen meals** can be delivered directly to your home.
- With the right advice and support, using **technology and the internet** can

greatly enhance your life in many ways and keep you more connected with family and friends.

- **Benefits checks and financial advice** can help you make the most of your money and plan for the future.
- **Local community groups** can offer further information and advice and run a range of activities for all ages and interests.
- **Voluntary sector including neighbourhood groups** may be able to offer practical help around the home or help you with shopping or gardening.
- **Local libraries** offer something for everyone, whether you just want to access the internet or want to join a reading group.
- **Parks and sports and leisure centres** are a great place to keep active and socialise.

Someone to help you decide and speak on your behalf

Sometimes it helps to have someone else who can speak on your behalf and represent your views and interests. You may feel that you need support to help you to speak for yourself, especially in formal situations, or when you don't feel very confident about something.

Someone who speaks on your behalf or who supports you to speak for yourself in this way is often called an 'advocate'. Advocacy doesn't always have to be provided by paid professionals. Often people take a friend or family member with them to important meetings to give moral support, and to speak up on their behalf if required.

If you don't have someone to support you in this way, we can arrange for an independent advocate to ensure that you are involved in all decisions about your care and support.

Keeping safe

Everyone should be able to live freely without fear, to make the choices they wish and to be treated with respect. If you think you or someone you know is at risk, it is important to get help. People can often feel too scared and anxious to come forward, but help is available. You can report your concerns by contacting our Adult Social Services. They can offer advice and support to victims of abuse, and provide information on any future action they may wish to take against their abusers. They will also support the victim if they are not able

to make decisions on their own and put measures in place to protect them.

If someone is in immediate danger, always make sure they are safe first. If emergency help is needed, dial 999.

Spotting scams

Fraud is when a person lies to you or tricks you to gain an advantage, such as taking your money or learning private information about you. This is often referred to as a 'scam' and can be done using technology such as over the phone or email, or in person either on the street or your own doorstep.

Fraudsters will often target those who seem vulnerable so to avoid being scammed make sure you never send money to, share your banking details with, or open website links from somebody you do not trust or know. Remember not to open the door to a stranger if you are not expecting an unknown visitor.

If you are scammed, or have been, don't feel embarrassed. Report any scams you spot, including ones you have not fallen for, to **Action Fraud**.

Phone: 0300 123 2040

Website: www.actionfraud.police.uk



Support for people with hearing or/and sight impairment

If you have sight loss or hearing problems getting out and about or managing simple daily tasks at home can be challenging. There is a range of equipment specifically designed for sensory impairment which can enable you to enjoy a book or a film for example, and help you to stay independent. We may be able to help with:

- Registration for sensory impairment.
- An assessment to identify your needs and specialist services that may be able to help.
- Specialist equipment for an assessed need or an opportunity to try the equipment.
- Help with mobility training and daily living skills.
- Information on local services and organisations that can help people with sensory impairments.

Helping you after a loss of independence

If your needs change in a way that means you're suddenly unable to cope, or you need help for the first time after a period of being unwell or an accident, you may be able to get some support to get you back on your feet.

Short-term rehabilitation support may last a few days up to a few weeks and can help if you:

- Would like to regain the confidence and skills to live an independent life.
- Need support to remain in your own home.
- Have been in hospital or a care home and are now returning home.

If you are eligible for short-term support, the Response and Rehabilitation team will visit you at home to discuss your situation; what help you need and what you want to be able to get back to doing. If you have been in hospital, they will work with you and your family to plan for your discharge back home.

As you become more independent, the support you receive will be adjusted over time. Usually, this means that your support will reduce gradually until you are back to being as independent as possible. However, if you still need ongoing care and support after your short-term rehabilitation support, you will most likely have to contribute towards the cost.

Understanding your needs

Looking after someone

If you look after someone who needs support because of an illness or disability and cannot manage without help, you could be considered a Carer. Many people are or have been a carer at some point in their lives even though they may have other responsibilities or need support themselves.

Being a carer can be emotionally and physically challenging. It is important that you look after yourself to make sure you stay healthy and well. There are a range of services and support available for carers. Richmond Carers Centre can provide advice and information about the options available.

If you would like to talk to us about how caring responsibilities affect your life and find out what additional support, you are entitled to you can ask for a carer's assessment. As part of your carer's

assessment, we will consider whether or not you meet the conditions set out in the Care Act, all of which must be met for a carer's needs to be eligible for support from the Council.

Assessing your needs

Anyone has the right to ask us for an assessment regardless of their financial situation. An assessment is simply a conversation that will help us understand what help and support you might need to cope with life on a day to day basis and live independently in your own home. It is also an opportunity to get information and advice about local services and to consider how to prevent your needs from getting worse.

The assessment usually involves a chat over the phone, followed by a visit in your own home and we're very happy for you to have a friend, relative or carer with you. If you are in hospital, we will try and talk to you before you are discharged to discuss what help you might need in the home whilst you are recovering.

At the end of the assessment process we will tell you if you are eligible for care and support. If you are eligible for help from the Council, we will use the information you have given us during the assessment to work out roughly how much it will cost to support your needs. We will also let you know if we can help to pay for this support. If we can help to pay, we will

agree an amount of money that is sufficient to meet your assessed care and support needs. We call this a **Personal Budget**.

We will then work with you to find out what things you want to change in your life and the things you want to stay the same. You will also need to tell us how you will spend your Personal Budget to help make these things happen. We call this a **Care and Support Plan**. Your plan can help you think through what services may be available to meet your needs and how to make these services best work for you and your circumstances.





How we decide if you're eligible

All Councils across England must apply the national minimum threshold for eligibility for care and support as set out in the Care Act 2014. As part of your assessment, we will consider whether or not you meet the three conditions set out in the Act, all of which must be met for a person's needs to be eligible for care and support from the Council:

- **Condition 1: Your needs are due to a physical or mental impairment or illness**, including physical, mental, sensory, learning or cognitive disabilities or illnesses, brain injuries or substance misuse.
- **Condition 2: As a result, you are unable to achieve two or more of the outcomes specified in the Act**, such as being able to prepare your own meals, getting around your home safely, washing yourself or maintain good relationships with family and friends.

- **Condition 3: As a consequence of being unable to achieve these outcomes, there is, or there is likely to be, a significant impact on your wellbeing.**

We always recommend you approach the Council for an assessment, no matter what your circumstances or financial situation. Having an assessment is free of charge and it can help you and others understand your needs better and will help you think through the options.

Even if you're not eligible for support from the Council, we will always give you information and advice tailored to your circumstances and let you know if there are any other services which may be able to help you.

Deciding how much choice and control you want

If you are eligible for help from the Council, you will then be able to decide how you want to spend your Personal Budget and how much control you want to take over your care and support. It's important that you feel comfortable with how your support is managed.

There are a number of different options to choose from:

- You can ask the Council to manage your Personal Budget and organise your support for you.
- You can ask the Council to give your personal budget to you in the form of a Direct Payment.
- You can ask the Council to give your Personal Budget to someone you trust or an organisation such as a Direct Payment support service.
- You can ask for a mixture of the above.

Whichever method you choose, we will work with you to develop a care and support plan which shows how your Personal Budget will be used to meet your needs. You can create the plan yourself, with family and friends, or with help from the Council or another organisation.

What is a Direct Payment?

A Direct Payment is a monetary payment to help you live independently in your own home. You can use the money to buy and arrange the care and support you need. Receiving a Direct Payment does not affect any other benefits you may already get.

A Direct Payment can give you greater flexibility over the kind of support you choose and who you pay to provide this support. What you use your Direct Payment for will depend on your individual circumstances and the needs identified during your assessment. The money should help you look after yourself and manage everyday tasks to stay independent for longer and make sure you can continue getting out and about and accessing work or learning opportunities.

If you choose to have a Direct Payment you will need to sign a **Direct Payment Agreement** - a contract between the Council and you, it outlines your responsibilities for spending the public money you are given.

Choosing the right care and support for you

Things to consider

Before you start looking for a solution, it's a good idea to think about what is important to you and the things you most enjoy in your life. You may have particular interests or activities that you want to keep up, or you may simply want to spend time with your family or friends.

Thinking through what you need help with, and choosing your care and support can be very difficult. It's a good idea to have someone to help you make these decisions, like a family member or friend. If you don't have someone to support you, you may be able to get help from a local voluntary organisation. If you are having trouble understanding all the options, you may

need someone who is trained in supporting people in this way and who can speak on your behalf. If there is no one appropriate to support you, we will put you in touch with an organisation that can provide you with an independent advocate.

Staying in your own home

Most people want to stay living in their own homes for as long as possible. Your own home is often the best place because you may have family and friends who live with you or nearby and you will be in a familiar environment. If it starts to become too difficult for you to move around your home, there are a range of services available to help make your home safer for you live in.

You may want to consider finding someone to come and help you with daily tasks. Having someone to help you at home will mean you can stay living independently for longer.

The help you get at home can come in many forms. There are benefits to each of these, but the best option for you will depend on your individual circumstances and the particular things you want from the service. You could get help from a:

- Family member or friend,
- Care and support worker employed by a care provider; this is also called home care or home support,
- Personal assistant,
- Local voluntary organisation.

Simple Equipment and Aids

If it starts to become too difficult for you to move around your own home, there are a range of options available to help make your home safer for you live in. We will always aim to support you to stay in your own home and live independently for as long as possible. Supporting you to do more for yourself, can help to improve your quality of life and may help reduce the cost of your care and support.

If you have problems bathing, washing, dressing, or getting around your home, there's a range of specially designed equipment to help you stay living independently. This could be a bath board and grab handles around the bath area to help you get in and out of the bath safely, or a chair raiser that can take the strain out of sitting down or getting up from your chair.





Changes to your home

Sometimes it may be necessary to make changes to your home to make it easier to move around in and continue to live there safely and independently. Changes to the structure of your home, such as fitting a stair lift, installing a bed hoist or fitting an access ramp may help. These are called major adaptations and can make a big difference to your quality of life and help you maintain your independence.

Adult Social Services will be able to provide further advice and information and arrange most small pieces of equipment. If you are likely to need an adaptation to your home, one of our Occupational Therapists will carry out an assessment.

What if I can't stay in my own home?

Sometimes it may not be possible to adapt your house in such a way that you can continue using it freely and you may decide that it's better to move house. For example, you may want to move to a smaller house like a bungalow or a retirement flat, or you may consider moving to a care home.

If you are thinking about moving, it's worth considering whether it is best to stay in the area you are in now, or if it would be easier for you to be nearer to shops or closer to family or friends.

If you are thinking of moving to another area outside of the borough, you or someone on your behalf, like a family member or carer, should contact the local Council in the area you are moving to



and tell them about your plans. They will be able to give you more information and advice about local services to help you make a decision about your move.

They will then get in touch with the Council where you are currently living to make sure that you're genuinely looking to move. The sooner you let the Council know about your plans; the sooner we can start looking into your situation and make arrangements.

If you are finding it difficult to live at home but wish to remain independent, supported housing, such as **extra care housing** or **supported living accommodation**, may be able to support you in doing so. Supported housing options provide the additional support you may need to continue living independently such as help with meal preparation, personal care or other essential daily tasks. The support you receive will depend on your individual needs.

Depending on your care and support needs, an alternative option is a **shared lives scheme**. This scheme is primarily for adults with dementia, learning disabilities, or mental health issues. You are matched with an approved Carer and placed in their home with them.

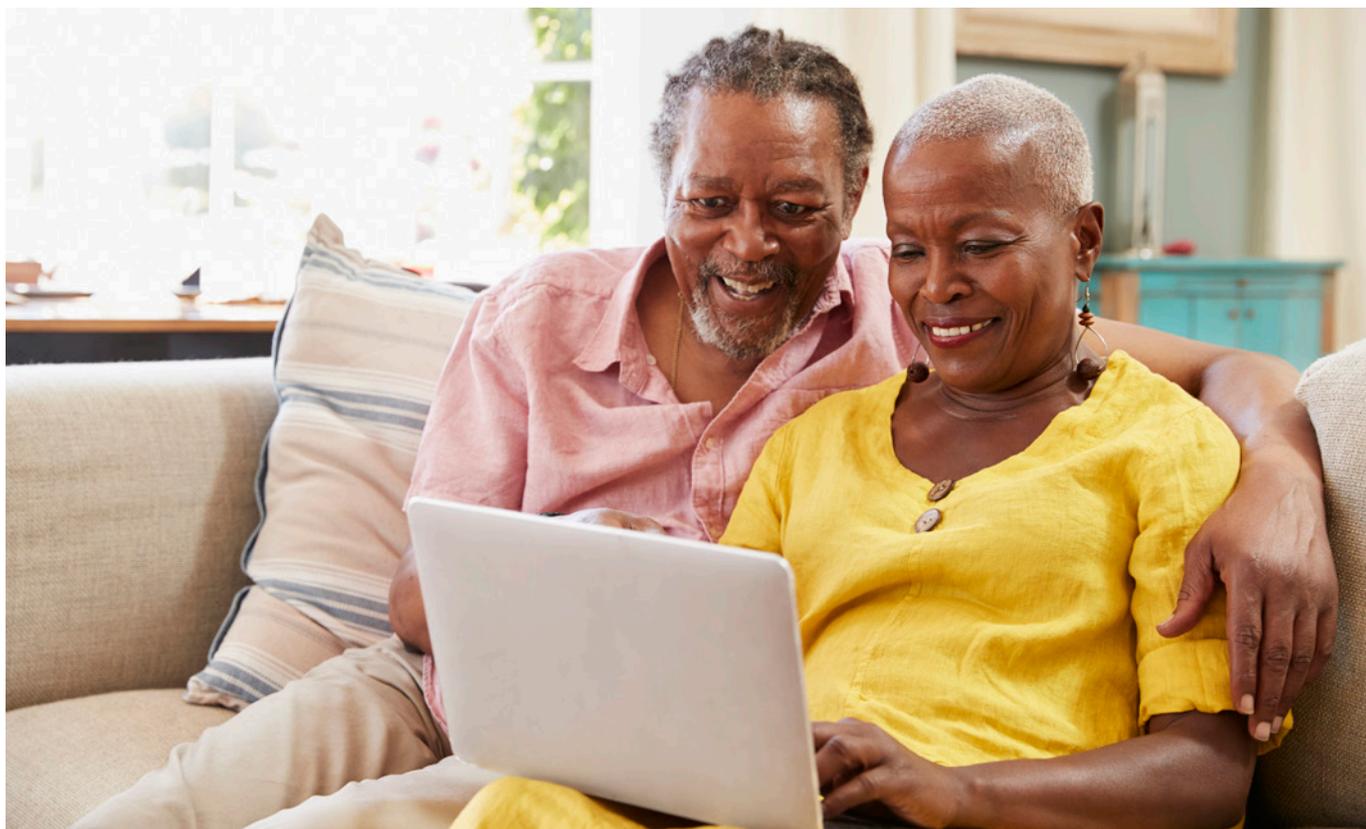
If you require less support but would benefit from an easier-to-manage home, moving into **sheltered accommodation** is another housing option.

If you feel you are no longer able to live in your own home other alternatives can be considered such as moving into a **care home**. A care home employs staff to provide the care and support you need. If you have more serious health needs, a **nursing home** may be more suitable for you, where you can get more specialist nursing support.

Once you have decided on the best option for you, you can use our **CarePlace directory** to search for care providers who can help you at home or find a care home which suits you. Care providers have to be registered with the **Care Quality Commission (CQC)**. CQC monitors, inspects and regulates these services to make sure they meet fundamental standards of quality and safety.

CarePlace Website:

www.careplace.org.uk.



Reviewing your care and support

We will arrange to review your care and support plan from time to time to find out how everything is working and to make sure it still meets your needs. When this happens will depend on your individual circumstances, but we will always review your needs once a year.

If we identify during your review that your needs or circumstances have changed, we will reassess your needs and agree whether we need to make any changes to the services you receive. This may result in your Personal Budget going up or down depending on the outcome of your reassessment. We will also try and find ways to help you be more independent wherever possible. This may include helping

you to regain your confidence if you have become less independent or making new connections in the community.

If anything changes in the meantime, for example if your condition worsens or you have a fall, it's a good idea to contact the Council as soon as possible so that we can make any adjustments to your plan and see if we can help you to regain your independence.

How much will it cost?

Most people have to pay something towards the cost of their care and support. What you pay will depend on your individual circumstances and the kind of care and support you need, who provides it and how often you need help. If you are making your own arrangements, you should always ask your care provider to tell you the costs upfront.

Before we arrange your care and support for you, we will look at your income and savings. This is called a **Financial Assessment**. This will help us decide if we can help you pay for your care and work out how much, if anything, you will have to pay towards the costs. If you have savings over £23,250 you will have to pay for the cost of your care in full.

You can choose not to share your financial details with us. This will mean that you have to pay the full cost of your care and support. We can still help arrange your care and support for you but if you have been assessed as being able to pay the full cost of your care, then there is a weekly arrangement fee to cover the Council's costs.



How we work out how much you pay

If you don't have savings over £23,250, we will add up your income and savings to work out how much you can afford to pay towards the cost of your care. We will ignore some types of income, such as wages and the mobility component of Disability Living Allowance.

We will then take off a set allowance for your home expenses such as heat and light. We will also allow for some expenses you have told us about such as Council Tax, rent and Telecare.

Whatever your financial circumstances, you won't have to pay for:

- Information, advice and signposting to other services.
- Preventative and universal services, such as minor equipment up to £1000.
- Up to six weeks short-term support to help you regain your skills and independence.
- Assessment or reassessment of needs.
- Financial assessment.
- Care and support plan, where the person has been assessed as eligible.
- Annual review of needs, where services have been arranged.
- Deprivation of Liberty Assessments.
- Keeping Safe / Safeguarding.



What if I'm unhappy with the outcome of my assessment?

If you're unhappy with the process, your assessment, care and support plan or personal budget we want to hear about it as soon as possible. We recommend that you speak to your allocated social worker in the first instance. If you can't come to an agreement, you can let us know in writing what you are unhappy about and why you think the process has been unfair or inaccurate.

Once we have heard from you, we will look at your concerns and may contact you to discuss the issue. We will always respond to you in writing. If you are still not satisfied, you can use our complaints procedure.

What if I'm unhappy about the service I receive?

If you are unhappy about a home care, short term rehabilitation, meal service or respite service that you are receiving and it is causing you worry or distress, you can contact our Quality Assurance and Contract Monitoring Team to discuss through your concerns. The team will register your concern and help you to resolve your problem.

Tel: 020 8831 6446

Email: qualityassurance@richmond.gov.uk

Where can I get more information and advice?

Richmond Council Adult Social Services

Richmond Council Adult Social Services can provide information, support and guidance to adults with care and support needs, and those who look after them. Contact us Monday to Friday from 9am to 5pm.

Tel: 020 8891 7971

SMS Phone: 07903 738043

Email: adultsocialservices@richmond.gov.uk

Web: www.richmondcareandsupport.org.uk

If you are making your own arrangements, you can look for providers in your area on our CarePlace directory once you have decided on the best option for you. You will be able to find contact details there and each listing will show you the latest CQC rating so you can be sure the provider is adhering to national standards at www.careplace.org.uk.

Emergencies outside office hours

The Adults Emergency Duty Team is available Monday to Friday from 5pm to 8am, and 24 hours at weekends and on Bank Holidays.

Tel: 020 8744 2442

Minicom: 18001 020 8744 9414

Richmond Council Financial Assessments Team

If you have any queries or would like more specific advice about paying for care and support and the financial assessment process, the Financial Assessments Team can help:

Tel: 020 8831 6400

Email: Charginghelpline@richmond.gov.uk

Independent Financial Advice

If you are starting to plan how to pay for long-term care and support for yourself, or for a family member or friend, it's important to get independent financial advice.

The Society of Later Life Advisers (SOLLA) helps people to find Independent Financial Advisers who specialise in financial planning for later life. All advisers on the database have to prove that they meet appropriate criteria and have the right qualifications before they are accredited by SOLLA.

Web: www.societyoflaterlifeadvisers.co.uk





Voluntary organisations

The Community Independent Living Service (CILS)

CILS is a borough wide network of local support, information and advice and signposting services. They can help you to live as independently as possible within the community.

For Barnes, Mortlake, East Sheen, Twickenham, and Whitton:

Tel: 020 8973 1877

Email: hello@golocal.org.uk

Website: www.golocal.org.uk

For Teddington, The Hamptons, Richmond, Kew, Ham and Petersham:

Tel: 020 8831 6464

Email: advice@commpartnership.co.uk

Web: www.commpartnership.co.uk

FiSH Neighbourhood Care

Area: Barnes, Mortlake & East Sheen

FiSH provides voluntary assistance and support, combating loneliness and helping FiSH members to maintain their independence.

Tel: 020 8876 3336

Email: info@fishhelp.org.uk

Web: www.fishhelp.org.uk

Hampton & Hampton Hill Voluntary Care

Area: Hampton and Hampton Hill

Hampton & Hampton Hill Voluntary Care provides help and support to local people suffering social isolation through infirmity, mobility problems or any other reason.

Tel: 020 8979 9662

Email: ceo@greenwoodcommunity.org.uk

Web: www.greenwoodcentre.co.uk

Ham & Petersham SOS

Area: Ham and Petersham

Ham & Petersham SOS provide support for elderly and disabled residents including a befriending and weekly shopping bus service.

Tel: 020 8948 1090

Email: enquiries@
hamandpetershamsos.co.uk

Web: www.hamandpetershamsos.co.uk

HANDS Care Group

Area: Twickenham & St Margarets

HANDS provide voluntary practical support in non-specialist fields to those in need, especially the elderly, frail, isolated and housebound.

Tel: 020 8891 3346

Email: handscaregroup@
handscaregroup.org.uk

Web: www.handscaregroup.org.uk

Kew Neighbourhood Association

Area: Kew

Kew Neighbourhood Association ensures Kew's residents who need a helping hand are connected with volunteers who drive, shop, befriend and carry out light gardening.

Tel: 020 8948 8054

Email: mail@kna.org.uk

Web: www.kna.org.uk

Richmond Good Neighbours

Area: Richmond

Richmond Good Neighbours provides services to the elderly, the disabled, the housebound and others living in the old civil parish of Richmond.

Tel: 020 3538 4060

Email: organiser@
richmondgoodneighbours.org.uk

Web: www.richmondgoodneighbours.
org.uk

Richmond Mind

Mind offer a number of services and activities to support those affected by mental health issues in Richmond and to live fulfilling and productive lives within their community. Their website has useful resources and information.

Tel: 020 8948 7652

Email: info@rbmind.org

Web: www.rbmind.org

Ruils

Ruils is a local charity that supports older adults and people with disabilities to live independently and be part of a community. They offer information, advice and a befriending service. Ruils also provides a payroll service for people who have a direct payment.

Tel: 020 8831 6083

Email: info@ruils.co.uk

Web: www.ruils.co.uk

Teddington & Hampton Wick Voluntary Care Group

Area: Teddington & Hampton Wick

Assistance for the elderly, the disabled and others who need a helping hand.

Tel: 020 8943 3112

Email: tedd_hwvcg@btinternet.com

Web: www.tedcare.org.uk

Carers Hub Service

Richmond Carers Centre manages the Carers Hub Service and offers free and confidential information, advice and support, training, opportunities to have a break and a range of other services to any carer caring and/ or living in the Richmond borough.

Tel: 020 8867 2380

Email: info@richmondcarers.org

Web: www.richmondcarers.org

Care Home Selection

Care Home Selection provides free independent support to enable people to stay in their own home by arranging and managing all types of care packages. They can also help to find you a care home.

Tel: 0800 0087193

Email: enquiries@carehomeselection.co.uk

Web: www.carehomeselection.co.uk

Cambridge House Advocacy

Cambridge House provides free independent and confidential advocacy support to help you make the right choices and decisions. A trained and qualified advocate will work with you and provide the support you need to ensure that your views and wishes are expressed and taken into consideration. The advocate can also speak to other people and professionals on your behalf.

Email: Richmond@ch1889.org

Website: www.ch1889.org

Healthwatch Richmond

Healthwatch Richmond is the consumer champion for health and social care in Richmond upon Thames. It gives the children, young people and adults a strong voice to influence how local health and social care services are designed and run, and has the power to hold providers of these services to account.

Tel: 0208 099 5335

Email: info@healthwatchrichmond.co.uk

Web: www.healthwatchrichmond.co.uk

Whitton Network

Area: Whitton & Heathfield

Whitton Network provide help and advice to the elderly, disabled, and all others in need, through services such as befriending and transport for medical and leisure activities.

Tel: 020 8755 1336

Email: whittonnetwork@btconnect.com

Web: www.whittonnetwork.org

How to contact Richmond Adult Social Services, Monday to Friday 9am to 5pm.

Telephone: **(020) 8891 7971**

SMS Phone: **07903 738043**

Email: **adultsocialservices@richmond.gov.uk**

Website: **www.richmondcareandsupport.org.uk**

Write to us at:

London Borough of Richmond Upon Thames Council

Adult Social Services

Civic Centre

44 York Street

Twickenham TW1 3BZ

For information on local services please visit CarePlace www.careplace.org.uk



If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call:
020 8891 7971.

For information on our Privacy Notice please visit
www.richmond.gov.uk/data_protection