

Helping you stay independent at home

Support for adults
from the Adult
Social Care
and Health
Department



- Are you struggling to cope with daily tasks at home?
- Have you recently had an accident or illness?
- Are you worried about coping in your own home?

We can offer you practical support to help you regain skills and confidence to keep you independent in your own home.

There are three steps to getting this support:

- assessment
- re-ablement
- on-going support (if necessary).

Assessment

We will carry out a community care assessment to see if we can offer you help.

We have to follow Government guidelines called 'Fair Access to Care Services' (FACS) to decide who we can support.

"I now have a purpose and look forward to getting up each day knowing I'll be as independent as I can be."



You can find out more about community care assessments and FACS in our leaflet 'How to get social care services – a guide to assessments' or by looking on our website www.nottinghamshire.gov.uk/assessmentsadults

Re-ablement

Re-ablement is about regaining skills and confidence to help you live as independently as possible. For example, this might be getting dressed, getting about your home or making a drink.

This re-ablement support is carried out by specialist council staff from our Short Term Assessment and Re-ablement Team (START).



What do the START staff do?

The START staff will visit you at home and talk to you about what you would like to achieve. For example, “I would like to be able to make my own meal in the evening” or “I would like to be able to get in and out of bed on my own.” They will work with you to help you achieve this.

They will review your progress and continue to talk to you about your needs.

How long will START staff work with me?

The START service is short-term support that can last up to 6 weeks. The amount of support that you get over this time can vary and will be agreed between you and the START staff.

What happens then?

At the end of six weeks we hope that you will feel confident to live independently without any practical support from us. However, if you still need some practical support we will help to organise it.

On-going support

If you need any on-going practical support there are two ways to achieve this:

- **Direct payments** – we provide you with a cash payment to buy the support you need yourself
- **Arranged service** – we arrange for an organisation under contract to us to provide the support you need.

“Thanks to START I no longer need help in the evenings and I can go to bed when I choose.”

How much will I have to pay for this support?

There is a charge for these services. We will do a financial assessment to work out how much, if anything, you need to pay.

Everyone who receives support from the START team will be given a small electronic unit that staff use to record their visits. This ensures you only pay for the support you receive.

You can find out more about the cost of our services and financial assessments in our leaflet ‘Paying for care in your own home’ or by visiting our website www.nottinghamshire.gov.uk/payingforcareinyourownhome



How do I get the START service?

If you think START can help you, contact our Customer Service Centre and tell us about your needs on **08449 80 80 80**.

Other sources of help

We can offer you other services to help keep you independent at home:

Telecare – a range of electronic sensors can monitor you at home and alert us if anything is wrong, for example if you have a fall or smoke is detected in your house.

www.nottinghamshire.gov.uk/telecare

Meals at Home – a range of tasty and nutritious meals delivered direct to your door.

www.nottinghamshire.gov.uk/mealsathome

Everyday living equipment – small pieces of equipment that help you with everyday tasks can be lent for free, for example equipment to help you in the kitchen or bathroom.

www.nottinghamshire.gov.uk/smallitems

Linkages – for people aged 50 or over we have a wide range of information on other organisations that can provide support and advice to help you stay independent in the community.

www.notts50plus.co.uk

For more information visit the websites or contact our Customer Service Centre on **08449 80 80 80**.

Tell us what you think

If you are happy with the service you get please let us know. It helps to know when we are doing things right.

If you have any comments or complaints about the service you get, please talk to the staff involved. They may not know there is a problem and will try to sort out any problems straight away. If this doesn't help, or you don't feel able to talk to the staff, please contact our Customer Relations Service who will do all they can to help.

Customer Relations Service

County Hall, Loughborough Road,
West Bridgford, Nottingham. NG2 7QP

Tel: **08449 80 80 80** Fax: **0115 977 2787**

Email: customer-relations-service@nottsc.gov.uk

Web: www.nottinghamshire.gov.uk/commentsandcomplaints

Other useful information

We can offer a wide range of support, information and advice including help with residential care, welfare benefits, transport and support for carers. For more information contact our Customer Service Centre on **08449 80 80 80** or visit our website

www.nottinghamshire.gov.uk/social_care

You can also visit one of our County Contact Points for advice and information on all Council services (see page 7).

In an emergency

In an emergency situation that cannot wait until the following working day the Emergency Duty Team may be able to help.

Tel: **0300 456 4546**
outside office hours
and on a weekend/
bank holiday.

Contact information

Customer Service Centre, PO Box 9320, Nottingham.
NG15 5BL

Tel: **08449 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

Email: enquiries@nottsc.gov.uk

County Contact Points – one stop shops where you can get information and advice on all our services

- **Arnold County Contact** – Civic Centre, Arnot Hill Park, Arnold. NG5 6LU
- **Mansfield County Contact** – 16 Regent Street, Mansfield. NG18 1SS
- **Mobile Rural Contact Point** – Bassetlaw and Newark & Sherwood – contact Retford County Contact.
- **Retford County Contact** – 17B The Square, Retford. DN22 6DB
- **Rufford County Contact** – The Abbey, Rufford Country Park, Ollerton, Newark. NG22 9DF
- **Sutton County Contact** – Idlewells Centre, Sutton in Ashfield. NG17 1BP
- **Worksop County Contact** – Queens Buildings, Potter Street, Worksop. S80 2AH

Changes to social care – giving you choice and control

In the future, service users will be given a Personal Budget based on their needs. You will know how much money you are entitled to and will be in control of how that money is spent. This means you will be able to get the support and care that best suits you.

For more information on what changes will be happening and the choices you will have, see our website:

www.nottinghamshire.gov.uk/puttingpeoplefirst

Urdu

آپ اس اشاعت کو کسی اور صورت میں "یا اس کا اردو
ترجمہ چاہتے ہیں تو براہ مہربانی کسٹمر سروس سینٹر
سے رابطہ کیجئے۔

Hindi

यदि आपको यह प्रकाशन किसी दूसरी फॉर्मेट या
हिन्दी भाषा में चाहिए तो कृपया आप कस्टमर
सर्विस सेंटर को सम्पर्क करें।

Punjabi

ਜੇਕਰ ਟਿਹ ਪ੍ਰਕਾਸ਼ਨ ਦੁਹਰਨੂੰ ਕਿਸੀ ਦੂਸਰੀ
ਫੋਰਮੈਟ ਜਾ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ
ਕੁਸੀ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Polish

Proszę o kontakt z Customer
Service Centre jeżeli chcieliby
Państwo uzyskać tą publikację w
innym formacie lub po polsku.

Contact the Customer Service Centre if you need
the information in a different language or format:

Customer Service Centre, PO Box 9320,
Nottingham. NG15 5BL

phone **08449 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

e-mail **enquiries@nottsc.gov.uk**

website **www.nottinghamshire.gov.uk**



Nottinghamshire
County Council



INVESTOR IN PEOPLE



2005-2006
Sustainable Energy
2006-2007
Culture and Sport for
Hard to Reach Groups
2007-2008
Emergency Planning
2008-2009
Innovative Accessibility

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