



Community Care Charter 2005



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**Also available in large print, audio tape
and Braille on request**

Useful Addresses

**Social Care Services Headquarters,
Library Headquarters,
Cefn Lllys Lane, Llandrindod Wells
Powys, LD1 5PD,
Tel: 01597 826805**

<p>Social Care Services Brecon Area Office Watton Mount Brecon LD3 7DF Tel: 01874 623741</p>	<p>Social Care Services Bryntirion Salop Road Welshpool SY21 7DU Tel: 01938 552017</p>
<p>Social Care Services The Park Newtown SY16 2PL Tel: 01686 617521</p>	<p>Social Care Services The Gwalia Ithon Road, Llandrindod Wells LD1 6AA Tel: 01597 827102</p>
<p style="text-align: center;">For further information: www.powys.gov.uk And click on Housing and Social Care and click Adult Services</p>	
<p style="text-align: center;">Out-of-Hours Social Care Emergency Service Tel: 08457 573818</p>	
<p style="text-align: center;">Housing and Public Protection Services Offices throughout Powys – To find your local office: Tel: 01597 826659</p>	
<p>Powys Local Health Board Headquarters Mansion House Bronllys, Brecon LD3 0LS Tel: 01874 711661</p>	<p>Powys Association of Voluntary Organisations Marlow, South Crescent Llandrindod Wells, LD1 5DH Tel: 01597 822191</p>

The Purpose of this Charter

- This Charter tells you about Community Care Services which are provided to help people live independently and safely in their own homes and communities

- The charter has been written with the advice of users of services and carers

- It explains how those who use services can
 - have their voices heard
 - have a say in how services are provided
 - have an informed choice about services wherever possible

- It explains what you can expect from Council services and the standards set for them

- It is one of the ways in which we strive to communicate effectively and work positively with people. It also explains how to obtain more information about the different services

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What is Community Care?

Community Care is the help and support that people need to live as independently as possible in their own homes. Family and friends may help but they may need support from other services. Community Care Services also includes places in care homes.

These services are for older people, people with physical, sensory or learning disabilities, people with mental health problems and others, including their carers, who are unable to manage without some help.

Our Joint Approach

Community Care services are provided by the Council's Social Care Services, Housing and Public Protection Services in partnership with Powys Local Health Board and Voluntary Organisations.

The agencies are committed to working together to provide a complete comprehensive community care service which meets people's health and social care needs.

These services are delivered in accordance with the standards set out in this Charter Document.

Our Shared Values

We are committed to:

- Respecting everyone as a unique individual, regardless of racial origin, status, sexual orientation, gender, age, creed or contribution to society
- Working together

- Involving people who use our services and their carers in planning and decision making
- Offering sound advice
- Ensuring that everyone has equal access to services
- Enabling people to live as normal a life as possible in their own home or in a homely environment in the community
- Providing the right amount of care and support to help people achieve maximum possible independence
- Giving people who rely on services a greater say in how they live their lives and in choosing the services they need to help them to do so

Community Care Services

You can find out more about the services listed in this Charter by returning the Information Request pullout page or by logging onto the Powys County Council website: www.powys.gov.uk and follow the links to Health and Social Care and click onto Adult Social Care.

Community Services

Social Care Services

The Social Care Service directly provides or arranges a variety of services. These include:

- Providing information
- Assessing need and provision of services (as below):
- Advice and counselling via social work service
- Practical assistance at home (domiciliary care)

- Equipment and adaptations for disabled people in their own homes
- Parking for disabled people (blue badges)
- Day centres and other day services
- Sitting services
- Short-stays with a family or in a residential home (respite care)
- Residential services in a care home
- 24-hour emergency services
- Specialist services for people with learning disabilities
- Specialist services for people with mental health problems
- Services for people with HIV and AIDS
- Specialist services for people with physical disabilities
- Specialist services for people with sensory impairments
- Services for people with alcohol or drug related problems
- Benefits advice and entitlements

Housing & Public Protection Services

The Housing and Public Protection Services include:

- A range of affordable accommodation to rent
- Help for homeless people
- Housing advice
- Home adaptations and repairs
- Renovation grants
- Sheltered housing

Community Health Services

Community Health Services, available from Powys Local Health Board, include:

- Local Community Hospitals
- Emergency treatment
- Access to District General Hospitals outside Powys
- Hospital Discharge Service
- Continuing health care in care homes
- Family doctors (GPs), dentists, opticians, pharmacists
- Nurses to care for you in your own home (district, community and Macmillan nurses)
- Health visitors
- Help with coping with a physical disability (occupational therapists)
- Specialist services for people with mental health problems
- Specialist services for people with learning disabilities
- Treatment for mobility problems (physiotherapists)
- Care for feet (podiatry and chiropody)
- Help with communication (speech therapists)
- Medical equipment
- Continence aids and advice
- Day hospitals
- Services for people with HIV and AIDS
- Services for people with alcohol or drug related problems

Voluntary organisations

Voluntary organisations' services include:

- Advocacy schemes
- Welfare rights
- Counselling
- Day centres and other day services
- Drop in centres
- Help lines
- Housing care and repair agencies
- Information and advice
- Luncheon clubs
- Meals on wheels
- Residential services
- Special equipment
- Support groups
- Talking newspapers
- Transport schemes
- Volunteers
- Carers support workers
- Community Health Councils

How to obtain Services

Providers of services, such as the Local Health Board, have their own systems for responding to requests for help. However, many community care services are obtained via a Social Care Services Assessment.

Assessing your needs

Anyone who would like an assessment of their community care needs can ask for one. Social Services Departments have a duty to assess the needs of people who may require a service. This is called a CARE ASSESSMENT and is completed with you and, where appropriate, your carer or family.

Care assessments are usually made by social care services and/or health service staff who visit you at home. The expectation is that you will not be required to provide information to professional people over and over again.

If the assessment confirms that a service should be provided a Financial Assessor will visit to work out if you will need to pay a charge (see charges for services below). A CARE PLAN is completed which describes the type and frequency of the services and how they will be provided. If you agree with the Care Plan you will be asked to sign it and be given a copy.

If you are a carer providing regular or substantial amounts of care, you have a right to have a separate assessment of your needs. The Carer's Assessment has to be taken into consideration when the decision is made about what services will be provided for the person for whom you care.

If you or your carer disagree with the assessment and/or the Care Plan you can ask for a re-assessment. You can also make a formal complaint (See Information leaflet 11, **Having Your Say**).

Limits on the help you may receive

Powys County Council has a limited budget from which it provides services. 'Eligibility criteria' are used to decide priorities. These are detailed in Information Leaflet 29, **Assessing your eligibility for services**. You will be told within 10 working days if you will not receive help or if you face a serious delay in receiving a service. You will also be advised where else you may be able to seek help.

Choice of services

People who need services will be given information and choice wherever possible. For example:

- Which local agencies will provide home care
- Which care homes can meet your needs

Charges for services

There are no charges for assessments, advice or counselling but Powys County Council makes a charge for some of the other services which it provides. These include day services, domiciliary care services, respite services, residential care and housing related support services. The charge is based upon an assessment of your ability to pay. For people such as those receiving only Income Support, services are provided free. See Information Leaflet 33 **Fairer charging for Supporting People, Home Care and other non-residential Social Care Services**.

Further information

On the inside cover of this booklet you will find the address and telephone number of your nearest Social Care Services office.

There is also an Information Request pullout page for you to send back if you want more information. There is also a website which is being continually updated: www.powys.gov.uk

The Standards We Set

The Standards Set by Community Services: Social Care Services, Housing, and Public Protection Services are:

Information

Information on Community Care Services will be:

- Given accurately and helpfully
- Provided by well-informed staff
- In simple, jargon free language
- Available in a wide range of accessible public places
- Available in English and Welsh, and, where requested, on audio-tape, in large print and Braille
- Comprehensive, describing the full range of services that are available
- Dated and kept up-to-date

Staff

Our staff will treat you fairly – based on your individual need without discrimination because of age, race, gender, religion, culture, sexual orientation, impairment or language.

They will:

- Introduce themselves and explain what they do
- Deal with you sensitively, courteously and respectfully
- Respond to callers and to telephone enquiries

- Answer enquiries 'on the spot' wherever they can
- Give the highest priority to those who are most at risk
- Work in partnership
- Involve you in decision making
- Acknowledge written enquiries within five working days and deal with them quickly, keeping you informed of progress
- Respond to telephone messages at the earliest available opportunity
- Let you know about any waiting times for assessments and for services
- Tell you who to contact in an emergency
- Explain how to make a comment, complaint or compliment, should you wish to do so

Assessing your needs

When assessing your needs Social Care Services staff will:

- Respond to your request for assessment within five working days
- Complete your assessment within fifteen working days from its commencement (unless there are good reasons why it should take longer)
- Make sure that you know their name and show their identity card
- Explain the assessment process
- Advise you that you can have a relative, friend or advocate with you for your assessment
- Ensure that the assessment is arranged at a place and time convenient for you

- Ensure that you will be given time to tell our staff what you need and not be rushed
- Always try to obtain your views and those of your carers
- Only seek personal information, when necessary, and with your consent, share information to avoid you having to give the same information to lots of people
- Keep information in a way that protects your privacy, whilst ensuring that you can access it
- Respect your dignity, independence and privacy by using the least intrusive approach
- Check that they have understood your needs as you see them
- Check that you have understood the assessment, what you may be entitled to and what services may be offered
- Ensure that you know about the different services available so that you can make an informed choice
- Ensure that you know about priorities and eligibility criteria which may limit the services available to you
- Apply these criteria fairly and consistently
- Ensure that you know what services will cost you and how the charges are calculated
- Consult you about the services we provide and arrange for you
- Tell you the reasons for the decisions which affect you
- Be clear about what can and cannot be provided
- Ensure that you know how to ask for a reassessment or make a complaint
- Give a clear indication of which services will start when and inform you of any likely changes

- Provide you with a written copy of the summary of your assessment and of your Care Plan
- Review your assessment at agreed intervals and also upon request
- Assess the needs of carers where requested and provide them with a copy of their assessment and Care Plan
- Provide you with information about Direct Payments (See Information Leaflet 10: **Direct Payment for purchases of services**)

Our services

Community Services Directorate and Health staff will make every effort to ensure that services are:

- Reliable and dependable
- Will take account of any religious or cultural beliefs or practices that you may have
- Provided by appropriately trained and qualified staff
- Provided to specified, high standards
- Monitored to ensure that they are achieving and maintaining high standards
- In place within 24 hours in emergency situations

You will be given the name and contact details of the person responsible for making sure you receive these services

Coming out of hospital

Social Care Services, together with partners in Health, make the following commitments to people coming out of hospital who will need community care services.

Our aim is to help you stay independent and maintain your dignity, and at all times to respect your privacy

- You will have a comprehensive multi-disciplinary assessment
- You will not be discharged from hospital until the doctor in charge has confirmed that services, including reablement services, where appropriate, will be in place
- You and your carers, whenever possible and appropriate, will be involved and kept fully informed.

Charter response times

Community Services Directorate aims to provide high quality services which are adequate and appropriate. We make every effort to ensure that you are dealt with as promptly as possible and with courtesy and efficiency. We have set standards which should be met in all but exceptional circumstances. We are making this Charter widely available electronically and in paper form so that people know what to expect in terms of services.

1. Responding to Telephones

We aim to answer telephones within six rings. A greeting in English and Welsh will be used by all staff on main reception points. Staff will assist a member of the public to talk to a Welsh speaking officer if s/he should so wish. With the exception of calls made through the switchboard, staff will always give their name when answering calls.

2. Responding to Telephone Messages

If the officer you are trying to contact is not available you will be invited to leave a message. You will normally receive a response within twenty four hours. If there is a delay you will receive an explanation and an indication of when your query will be dealt with

3. Responding to Letters, Emails, Faxes and Requests for service via the Internet

When you write to Community Services Directorate we will reply in the language and medium of the original correspondence within ten working days of the receipt. Where a fuller, more complex, reply is needed then the target is twenty days but we will send an acknowledgement within five days. Exceptions to this will only apply where there is a different statutory time limit for a specific service. If there are any delays then an explanation will be given. You will be kept informed of the progress with any request which is made.

4. Community Care Assessments

All requests for a Community Care Assessment should be acknowledged by the Care Manager within five working days.

Unless there are good reasons why it should take longer, the assessment should be completed within fifteen working days.

5. Hospital Discharge referrals

All requests for assessment should be acknowledged by the Care Manager within three working days.

Unless there are good reasons why it should take longer, the assessment should be completed within ten working days.

6. Community Services Complaints and Compliments

Stage One, local resolution stage, within twenty working days

Stage Two, Formal Investigation stage, within twenty working days or longer by agreement with the complainant.

Stage Three, Independent Review Panel, twenty working days for complainant to request a review; twenty working days to set up the review. Independent Review Panel will give their response within one working day of the hearing. The Director of Social Services will reply to complainant within five working days of the review panel meeting.

Helping Us to Get Things Right

We are keen to hear your views about our services. We will take them into account when we plan services and set standards. A reply page is included in this leaflet for you to return if there are comments you wish to make.

Advocacy

We are committed to listening to and respecting your views and working together with you. If you need independent support, Community Services helps fund advocacy agencies which may be able to help you.

Re-assessments

You can ask Social Care Services for a re-assessment if you do not believe that our assessment of your needs or your ability to pay for a service is correct, or if your circumstances have changed.

Comments and complaints

You can make a complaint if you do not think that you are being dealt with in a fair or satisfactory manner, are dissatisfied with the services that are provided or are unable to get a service.

Monitoring and planning

One of the purposes of this Charter is to set out standards for the services which we can monitor.

For further information on plans for future services please refer to the Social Care Plan. You can ask for a copy of the Social Care Plan by returning the Information Request pullout page.

The Charter

We will revise this Charter regularly in the light of your comments, and:

- Include a review of our performance against the specified standards
- Make it widely available
- Continue to work to improve our methods of consulting with and involving users and carers
- Continue to seek your views on our standards and our performance
- Make information available on the internet.

Comments and Suggestions

We welcome comments, suggestions and compliments about the services described in this document or on the website. You can make your comment in writing, by email or telephone by writing to:

The Quality Assurance and Complaints Officer,
Social Care Services,
Library Headquarters,
Cefn Llys Lane,
Llandrindod Wells, Powys, LD1 5PD.

Telephone: 01597 826880
Email: csinfo@powys.gov.uk

If you have a complaint about the service you are receiving, or about being refused a service, you can:

- discuss it with the Named Person who is responsible for your service;
- or ask for Information Leaflet No. 11, Having Your Say
- or write directly to The Quality Assurance and Complaints Officer, Social Care Services, Library Headquarters, Cefnlllys Lane, Llandrindod Wells, Powys, LD1 5PD. Telephone 01597 826880
Email: csinfo@powys.gov.uk

Information requests

Information booklets are bilingual.

Please circle the number of the information leaflet you want

- 1 Advocacy schemes
- 2 Assessment and Care Management
- 3 Care at home (Domiciliary Care)
- 4 Services to Carers
- 5 Warden Services
- 6 Coming out of hospital: support services
- 7 Community support schemes and Volunteer Bureaux
- 8 Community transport
- 9 Day Services
- 10 Direct payments for purchase of services
- 11 Having Your Say
- 12 Equipment and adaptations
- 13 Housing Related Services
- 14 What is Social Services
- 15 Disabled parking badge scheme
- 16 Protection of vulnerable adults from abuse
- 17 Register of People with a Disability
- 18 Respite care - breaks
- 19 Services for people with **dementia**
- 20 Services for people with a **hearing impairment**
- 21 Services for people with **learning disabilities**
- 22 Services for people with **mental health problems**
- 23 Services for **older people**
- 24 Services for people with **physical disabilities**
- 25 Services for people with a **visual impairment**
- 26 Services for people who **misuse substances**
- 27 The Meals Service (Meals on Wheels)
- 29 Assessing your eligibility for services
- 30 Powys Reablement Service
- 31 Welfare Rights Service
- 32 Deferred Charge Service
- 33 **Fairer Charging** for Supporting People, Home Care and other non-residential Social Care Services

**if you would like the information in a different format,
please tick one of the boxes below**

Large Print Audio Tape Braille

Name:

Address:

Postcode:

Send this page to:

**Quality Assurance & Complaints
Officer,**

Social Care Services,

Library Headquarters,

Cefnlllys Lane, Llandrindod Wells,

Powys, LD1 5PD