

Adult Care
and Health Services

Getting the help you need

Care and support choices for older
people and adults with disabilities

0118 937 3747

www.reading.gov.uk/adultsocialcare



Reading
Borough Council
Working better with you



Getting the help you need

Adult Social Care Services are for people who need care and/or support and their carers.

The Council's role is to help you get the information, advice and support you need to enable you to:

- stay living in your own home for as long as possible
- be as independent as you can be
- stay involved in social activities and
- live your life the way you want

This might be services provided by the Council, or letting you know about other support in the local area.

Who our services are for:

We support adults (18 years old or over):

- who live within the Borough of Reading (*you pay Council Tax to Reading Borough Council*) AND
- who need some support to live independently because of a disability or long-term illness (including mental health problems) AND
- who have unmet eligible needs

We also support Carers who look after a Reading adult who is dependent on others for care and/or support.

**For information, advice and support
call ReACT on 0118 937 3747**

PLEASE NOTE: Adults with mental health needs should contact the Mental Health Service on 0300 365 0300

What we offer:

When you ask or are referred to us for help your first contact will be with the Reading Adult Contact Team (ReACT)*.

We will talk to you about your situation to see how we can help you best. The help we offer depends on your individual situation. We may:

- Offer **ADVICE AND INFORMATION** to help you find the activities, services and/support you need including equipment such as living aids and alarms or adaptations to your home that might support you to live at home (see page 4) and/or
- Refer you to our **INTERMEDIATE CARE SERVICE** for Reablement, Rapid Response or Palliative Care (see page 5) and/or
- Arrange **SHORT TERM SUPPORT** if you suddenly need help to stay at home or you need support to keep you safe until your ongoing care and support services are in place (see page 7) and/or
- refer you to our Adult Social Care Teams if you are eligible for long term support (see **PERSONAL BUDGET SUPPORT** page 8)



Advice and Information Services

Reading is very well served with organisations providing a wide range of advice and support services to meet a variety of needs.

There are also lots of activity groups and clubs covering a wide range of interests.

We can offer advice and information about these organisations and direct you towards those which can offer the support and/or activities you need and want.



Call ReACT on 0118 937 3747

Information and advice is available to ALL Reading adults. This service is FREE of charge

Reading Services Guide

If you prefer you can use our online service guide to find listings for local services, clubs, groups and activities -visit:

www.reading.gov.uk/readingservicesguide

You can use the guide to find things to do, support to get out and about, services to help you live safely at home, help with housing or finding a care home etc. without having to contact us.

Intermediate Care Services

Intermediate Care Services are jointly provided by Reading Borough Council and Berkshire Healthcare Trust. The team is made up of specialist health and social care professionals.

Reablement: *(helping you regain your independence)*

Reablement offers up to six weeks of therapies and support designed to help you:

- improve your strength and mobility
- relearn everyday tasks
- build confidence and
- regain all (or some) of your independence.

Reablement has a great success record - most people going through this service need little or no ongoing support.

However, if you are likely to need ongoing support we will assess you for Personal Budget Support before your Reablement Service ends *(see page 8 for details)*

We also provide care and support when you leave hospital.

This service is **FREE** to **ANYONE**:

- who has become more dependent on others because of an illness, injury, surgery or general deterioration in their health and well being
AND
- whose initial assessment or review shows they could benefit from some help to become more independent



Rapid Response

The Intermediate Care Rapid Response Service provides short-term emergency care to prevent people being admitted to hospital unnecessarily.

This service is **FREE** and is available to people who are referred to us by their GP or Community Matron.

End of Life Care

Intermediate Care Services also include **FREE** end of life care to enable people who are terminally ill to stay at home in their final days.

Please note: To qualify for Intermediate Care Services you must be registered with (or willing to register) with a GP.

Short Term Support

If you don't meet the criteria for Intermediate Care we may be able to arrange short-term care and support services to help you stay safely in your own home - this could be because:

- Your carer has suddenly been taken ill or been injured and cannot provide the care and support you depend on
- You are taken ill or are injured and need extra care and support so you can stay safely at home.

You may be asked to pay something towards the cost of these services.

If you need ongoing care and/or support **AND** you meet our eligibility criteria (see page 9) we will refer you for Personal Budget Support.

Personal Budget Support

Personal Budget Support offers you choice and control over the type of support you receive and how your services are managed. It involves:

Identifying your needs and goals:

We ask you complete an assessment to identify what you can do, what you need help with and how you want to live your life. You can ask family or friends to be involved if you wish.

Calculating your Personal Budget:

Once we have agreed your assessment with you we will work out how much money is required to pay for the support you need. This is called your Personal Budget.

Depending on your financial circumstances you may be asked to pay something towards your Personal Budget (*for more details see Financial Assessment on page 11*)

Developing your Care and Support Plan:

You decide how your Personal Budget should be spent to get the support you need and want. You can choose from the wide range of services and activities available locally, or you can come up with your own ideas - as long as they meet the needs identified by your assessment and are legal and appropriate.

We will offer information and advice to help you choose your support plan.

Managing your support:

You also decide how your support services will be managed:

- You can choose to have **DIRECT PAYMENTS** - where you look after your Personal Budget and you take responsibility for arranging, managing and paying for your support services (help is available) or
- You can ask us to hold your Personal Budget - we then take responsibility for arranging, managing and paying for your support services (this is called a **NOTIONAL BUDGET**) or
- You can choose a mix of both

We can help you with this.

Reviewing your situation:

We will review your needs from time-to-time to ensure your Care and Support Plan continues to meet your needs.

You can also come back to us at any time if your needs change or you are unhappy with your Support Plan.

Housing Choices

If you're unable to use essential facilities in your home (like your bathroom) your Social Care worker can help you to:

- get equipment and/or small adaptations to help you manage at home
- apply for a Disabled Facilities Grant to help pay for adaptations if you have a substantial disability (*see our 'Disabled Facilities Grant' leaflet for more information*)

Am I eligible for a Personal Budget?

You will be assessed as having eligible needs if:

- you have needs which arise as a result of a disability or long-term illness AND
- your assessment shows you have difficulty managing two or more everyday tasks AND
- we believe that these difficulties are having a substantial impact on your well being

We will then work with you and your Carer(s) to work out

- which of your eligible needs your Carer(s) are willing and able to support
- which of your eligible needs (if any) could be met by community based support services (like a lunch or social club)
- which of your eligible needs remain unmet – you will be only be eligible for a Personal Budget from the Council to meet these unmet needs.

If you don't qualify for support from the Council we will still offer advice and information about other support services that may be able to provide the help that you need.

For more information please see our leaflet 'Am I eligible for ongoing care and support'

Supporting your Carer

We recognise that caring can be very demanding and can put your Carers own health and welfare at risk.

We encourage all Carers to complete a Carers Assessment to find out if they are eligible for support from the Council in their own right.

For more information see our leaflet "Looking after someone: Information and support for Carers" or visit www.reading.gov.uk/carers

How much will I pay for my support?

If you qualify for ongoing support from the Council we will offer you a Financial Assessment to work out how much you will have to pay towards your Personal Budget.

We won't ask you to pay more than your Financial Assessment shows you can afford and many people on low incomes don't pay anything for their care.

During your Financial Assessment we also check to see you are getting all the benefits, credits and payments you are entitled to.

You don't have to have a Financial Assessment but if you don't you will have to pay the full cost of your care.

If you have income and savings above the Government's Upper Limit you will have to pay the full cost of your care.

For more information please see our leaflet 'How much will I pay for my care and support'

Support if you are your own care

If you have income and savings above the Upper Limit and will be paying for your own care we can still provide information, advice and support to help you choose and plan support services to meet your eligible needs - this service is FREE.

You can also ask us to arrange and manage your care and support services, including paying your providers on your behalf. In this case we will invoice you for the full cost of your care plus a charge to cover our costs.

The information in this leaflet can be made available in alternative formats (like Braille, large print or audio) and other languages on request. Please call 0118 937 3747

اگر آپ کو اپنی دیکھ بھال کرنے کے سلسلے میں مدد کی ضرورت ہے (کیونکہ آپ ضعیف ہیں یا کسی معذوری یا بیماری میں مبتلا ہیں) تو آپ کو کمیونٹی کیئر سروسز سے نگہداشتی خدمات بل سکتی ہیں۔ براہ مہربانی ہمیں 0118 937 3747 پر ٹیلیفون کریں۔

إذا كنتم بحاجة لمساعدة لرعاية أنفسكم (لسبب كبر السن، إعاقة أو مرض)،
قد يمكنكم تلقي خدمات الرعاية من طرف مصلحة خدمات العناية المحلية.
تُرعى الاتصال بنا على الرقم التالي : 0118 937 3747 (Arabic)

Caso precise de ajuda para cuidar de si mesmo (por ser idoso, pessoa portadora de necessidades especiais ou doente), talvez seja possível obter auxílio com serviços de cuidado através dos Serviços de Atendimento Comunitário (*Community Care Services*). Por favor, ligue para nós: 0118 937 3747. (Portuguese)

यदि आपको अपनी संभाल के लिए सहायता की आवश्यकता है (क्योंकि आप वृद्ध हो या आप में कोई अयोग्यता है या आपको कोई रोग है) तब हो सकता है कि आप वरादरी के लिए सेवाओं से संभाल सेवा ले सकते हों। कृपया हमें 0118 937 3747 पर फोन करें।
(Hindi)

Osoby starsze, przewlekle chore, oraz osoby niepełnosprawne wymagające opieki, mogą korzystać z usług opieki środowiskowej (*Community Care Services*). Prosimy zadzwonić pod numer telefonu: 0118 937 3747. (Polish)

Adult Social Care Services, PO Box 2624, Reading RG1 7WB

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