

Services for Adults Explained

Contents	Page
Who we are	2
Who do we help?	2
How can we help?	2
Personalisation	3
Are you eligible for help?	3
Paying for services	4
Supporting carers and young carers	4
Safeguarding adults	5
Information about you	5
Commenting on the service you receive	6
Our commitment to you	6
Contacting us	6
Other useful contacts	8

Who we are

In 2005 Social Services was re-organised into the Directorate of Children, Education and Social Care. This brings together a range of key services for the population of Stockton-on-Tees including adult services.

Who do we help?

Stockton-on-Tees Borough Council can offer help to people aged 18 or over who live in Stockton-on-Tees. Assistance can range from guidance and information to meet adults care and support needs.

We support adults whose needs arise from or are related to a physical or mental impairment or illness. As a result of their needs the adult is unable to manage their daily life and there is likely to be a significant impact on the adult's **well-being**.

We shall also offer help, where needed, to carers and young carers of anyone falling into the above categories who provides necessary care, whatever their age or wherever they live, provided the person they care for is a resident of Stockton-on-Tees Borough.

How can we help?

We can either provide care and support directly, and/ or purchase services on your behalf from independent providers or work with you so you can manage your own care through a personal budget/direct payment.

There is an increasing choice of care and support available including:

- Preventative and early intervention services
- Information directory and leaflets of Stockton-on-Tees Council and local community services
- Equipment and adaptations to assist with daily living
- Reablement to help those recovering from a period of ill health
- Stockton-on-Tees joint working with health to offer community therapy and reablement in peoples own home to sustain independent living
- Personal care and support at home
- Supporting people with long-term conditions and at the end of their life
- Support for carers and young carers
- Day services offering social contact, recuperation and the development of self-care skills
- Specialist support and advice for people with visual and/or hearing impairment
- Help into employment, education, training and volunteering
- Advice on money and benefits
- Safeguarding adults when there are concerns of neglect or abuse by another person or institution

Our aim is to maintain personal independence and help people live in their own homes for as long as possible.

In cases where it is no longer possible for someone to continue living at home in safety, we can advise about or arrange long term residential or nursing home care, which includes help with funding when appropriate.

Personalisation

The way we support people who are eligible for services has changed as a result of Personalisation.

Personalisation, giving you choice and control and enabling you to live as you wish, whether you need support from others now, or in the future.

Stockton-on-Tees Borough Council is committed to putting every person who needs our support at the heart of all that we do. Personalisation assists individuals, carers and young carers who have care and support needs by providing flexibility in the choice and control of their own care and support to achieve a fulfilled life and connect with society.

If you would like further information about Personalisation, Self-Directed Support and/or any other Adult Care services please get in touch with your Care Manager or, if you do not have one, visit our web site at:

www.stockton.gov.uk/adultservices

Are you eligible for help?

Every person's situation is unique, and we carefully consider each request for support.

If we think you may require care and support you will be offered an assessment.

A Care Act assessment is an opportunity to talk through your circumstances and wellbeing, with a Care Manager to identify your care and support needs. Together, we may consider aspects of your life that are causing you difficulty such as managing and maintaining nutrition, maintaining personal hygiene, maintaining toilet needs, being appropriately clothed, how safe do you feel in your own home, maintaining a habitable home environment, developing and maintain family and other relationship, accessing and engaging in work, education or volunteering, making use of facilities in the community, carry out caring responsibilities for a child.

Through this assessment we will be able to work with you to determine whether you are eligible for care and support.

In order that our care services are provided fairly and to those in greatest need we use the Care Act 2014 National Minimum Eligibility Threshold to determine who is eligible for support. Those risks and needs identified through the Care Act assessment process allow

the amount and type of care and support individuals require to be established. For further details visit our web site at: www.stockton.gov.uk/adultservices

Paying for services

Our assessment and advice services are free. We do have a charge for care services such as:

- Personal Care
- Transport
- Day Services
- Telecare - Equipment that supports independent living, such as personal alarms and monitoring equipment
- Direct Payments/Personal Budget
- Housing Related Support

We will assess your ability to contribute to the cost of your care and support. Your contribution will be worked out by assessing, with you, your income and other assets expenditure. This will tell us whether or not you can afford to make any contribution to your care and support costs and if so how much.

If you are assessed as being able to pay all or part of your care costs you will be sent an invoice every four weeks. This will show how much you need to pay and how you can arrange to pay it. If you do not agree with the level of your assessed contribution or your circumstances change you can ask the Client Financial Services Team for a review.

For further details see Stockton-on-Tees Borough Council Fact Sheets:

Paying for Care and Support at Home

Paying for Residential Care

Paying for Residential Care if you own your Home

Supporting carers and young carers

A carer or young carer is anyone who looks after another person providing necessary care and support for example a relative, friend or neighbour. Stockton-on-Tees Borough Council value and respect the role of unpaid carers and support them whenever possible.

Stockton-on-Tees Borough Council is committed in supporting carers and young carers to access carers support with early intervention to prevent a crisis, provide advice and information and independent advocacy to access support to plan their future.

Carers and young carers have the rights to an assessment on the appearance of their own need, even when the person they care for has declined an assessment.

A carer or young carer can be eligible for support whether or not the adult they care for has eligible care and support needs. Consideration of fluctuating needs of the adult can impact on the carer or young carer and will be taken into account when assessing for eligible needs.

The Care Act 2014 has introduced a Carers National Minimum Eligibility Threshold which guides a trained assessor to make an eligibility decision.

For further details see Stockton-on-Tees Borough Council factsheets:

Information for Carers of Adults

Information for Young Carers of Adults

[Safeguarding adults](#)

Adults may be frail or have ill health and be unable to protect themselves against neglect, harm or exploitation. We have procedures in place to safeguard adults against abuse.

If you are concerned about the welfare of someone you know please contact our First Contact Service (see page 12 for contact details). All concerns and allegations are taken seriously.

For further details see Stockton-on-Tees Borough Council leaflets:

Safeguarding Adults in Stockton-on-Tees

How the Adult Safeguarding Process Works in Stockton-on-Tees

[Information about you](#)

By law, anyone who works for Stockton-on-Tees Borough Council must keep information about you confidential. We will not gather more information than we need to be able to provide you with the support you require.

To make sure you get the best possible support we may need to share some information about you with other people. We will discuss and agree with you which other health or social care professions, or services we will need to share your information with. Anyone who receives information from us must keep it confidential by law.

We will only pass on your information to others, without your consent, where there is a safeguarding concerns about you or others or where we are required to by law.

You have a right to see your care records. The Data Protection Act allows you to have access to the information we have about you. There are circumstances where access to your record might be limited, for example if it was felt to be in your best interest or for the protection of others.

If you wish to see your care record we need a written request from you.

For further details visit our website at:

<https://www.stockton.gov.uk/stockton-council/good-governance-doing-things-properly/public-information-data-protection/>

Commenting on the services you receive

We encourage compliments, comments and/or complaints as a means of improving our services. If you are making a complaint we will agree with you how this will be taken forward. We investigate the issues you raise and try to resolve your complaint as quickly as possible, explaining any actions we are taking and how you can take matters further should you still remain dissatisfied.

For further details visit our website at

<https://www.stockton.gov.uk/adult-services/big-plans-for-the-care-we-provide/how-to-make-a-comment-complaint-or-commendation-about-adult-services/>

Our commitment to you

As a part of our commitment to people who use our services we have set out service standards which tell you what to expect from us:

We will:

- ✓ Treat everyone we come into contact with courtesy, respect and dignity, irrespective of age, disability, faith, gender, race or sexual orientation
- ✓ Respond to your telephone calls within 1 working day and reply to your letters/emails within 2 working days
- ✓ If you are dissatisfied with any aspect of our service we will provide information on how to complain. All complaints will be investigated and responded to within 10 days of receipt or 20 days by agreement with you, if the issues are complex

Contacting Us

For Adult Care Services:

First Contact

 01642 527764

Minicom: 01642 527769

 FirstContactAdults@stockton.gov.uk

 Opening Hours

Monday – Thursday 8.30am - 5pm

Friday 8.30am – 4.30pm

Out of hours and weekend contact Emergencies Only

 01642 524552
Minicom: 01642 602346

For Client Financial Services:

 Client Financial Services
1st Floor Queensway House
Billingham
Stockton-on-Tees
TS18 1DE
 01642 527467
 assessments@stockton.gov.uk

For Comments, Commendations and Complaints:

 Information Governance Team
Information & Improvement Services
Municipal Buildings
Church Road
Stockton on Tees
TS18 1 YD
 01642 527521
 FOlandComplaints@stockton.gov.uk

For Access to Your Care Record:

To obtain a copy of the 'Data Subject Access' request form and guidance please:

 www.stockton.gov.uk/dataprotection

 or telephone the Children, Education and Social Care Freedom of Information Officer on 01642 527501.

For all Council Services:

 Customer Services Centre,
within Stockton Central Library
Church Road
Stockton-on-Tees
TS18 1TU
 01642 393939
 customer.comments@stockton.gov.uk

Other useful contacts:

Sanctuary Stockton Carers Service

 0800 9170204

 stocktoncarers@santuary-housing.co.uk

Stockton Welfare Rights Unit

 Advice Line: 01642 526141

 Monday to Thursday 2.00pm – 5.00pm
Friday 2.00pm – 4.30pm

 welfarerights@stockton.gov.uk

Stockton & District Advice & Information Services

 01642 633877

The Department for Work and Pensions

People over 60: The Pension Service

 0845 6060265

People under 60: Job Centre Plus

 0345 6043719

NHS Clinical Commissioning Group (CCG)

Information on staying healthy and local services:

 www.hartlepoolandstocktonccg.nhs.uk

Tees, Esk & Wear Valleys NHS Foundation Trust

Information on mental health and learning disability conditions, care and treatments, local services and local and national support organisations:

 www.tewv.nhs.uk/patientscarers

Directgov

The official UK government website offering information and advice to all citizens on public services:

 www.gov.uk

NHS Choices

Information from the NHS on conditions, treatments, local services and healthy lifestyles:

 www.nhs.uk

Public Information Services

Our leaflets are designed to give basic information about our services to the adult population of Stockton-On-Tees. You can find all of our information leaflets on our website: www.stockton.gov.uk/adultsocialcare

If you would like this information in any other language or format
for example **large print** or audio please contact
01642 527764.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال
بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم'

على هاتف رقم 01642 527764

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا
میخواهید لطفاً با تیم دایورسیتی (گوناگونی)

با شماره 01642 527764 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un
autre format, par exemple, en gros caractères / version audio, veuillez
contacter l'équipe au n° 01642 527764

FRENCH

ئەگەر حەزرت لێ بە ئەم زانیاریە بە دەستت بکەوت بە زمانەکانی تر یان بە شێوەیەکی تر یۆ نمونە
چاپی گەورە/یان بە تێبێ تۆمارکراو نکایە بە یۆندی بکە بە 'تیمی دایفیرستی'

لە سەر ژمارەى تەلەفۆن 01642 527764

KURDISH

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請
致電 01642 527764 接洽 '多元化隊'

CHINESE

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਖੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੈਪ/ਸੀ ਡੀ 'ਤੇ

ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ਹੁੰ 01642 527764 ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو 'ڈائیورسٹی ٹیم'

کو اس نمبر پر فون کیجئے 01642 527764

URDU