

Community Care Services

March 2008

Who we are and what we do

- Kingston Community Care Services (Social Services for adults) is part of Kingston Council.
- We work with other parts of the Council, our health partners and voluntary sector colleagues
- Our job is to help vulnerable people who live in the Royal Borough of Kingston to keep independent, safe and well.

The people we help

We offer our services to a range of people who need help to stay safe, healthy and independent. These people include:

- older frail people
- people with physical or learning disabilities and health problems
- people with sight or hearing difficulties
- people who misuse drugs and alcohol

The people we help

- people with mental health needs
- people living with HIV
- people looking after someone who cannot manage at home because of their physical or health needs (carers).

The services we offer

We offer many different services and types of support, depending on people's individual needs. These include:

- Help with personal care, such as getting up, washed and dressed
- Help to support people to look after their children if they are a disabled mum or dad
- Help to find a place in a sheltered housing unit or a care home if the person can no longer live at home

The services we offer

- Help with adaptations to people's homes and equipment to make life easier for people
- Short breaks and other services to support people caring for a family member or friend
- Help for disabled people to find and keep a job and gain work experience opportunities
- Day services offering social, leisure and educational activities

The services we offer

- ‘Direct Payments’ - a scheme to give people more choice and control over their support arrangements.
- ‘Individualised budgets’ - another scheme to give people more choice and control over their support arrangements.

How we decide who we help

- As our money is limited we give priority to people with the greatest needs to safeguard their health, safety and independence.
- We use the Government's Fair Access to Care Services guidance to make sure we provide our services fairly.
- This guidance sets out four levels of need: 'Critical', 'Substantial', 'Moderate' and 'Low'.

‘Critical’ and ‘Substantial’ needs

We only offer our services to people with ‘Critical’ and ‘Substantial’ needs. For example:

- People who are experiencing or likely to suffer abuse or neglect
- People who need a lot of medical care and support
- People who cannot look after themselves properly

‘Critical’ and ‘Substantial’ needs

- People who cannot make important decisions for themselves
- People whose work or education is or is likely to be disrupted by their illness or impairment
- people whose family or friends can no longer care or support them at home
- people who cannot carry out normal parenting or family responsibilities.

Priorities for the coming years

- Personalisation – Individual budgets.
- Choice and control
- Targeting the most vulnerable
- Prevention and early intervention
- Changing communities and changing needs
- Working with partners, old and new