

Putting you first



We are
changing

New Adult Social Care

This leaflet tells you about some important improvements we are making to Adult Social Care (the new name for Community Care Services) from 2nd March 2011.

These improvements are all about supporting people better to keep independent, safe and well.

Transformation Engagement Group
APPROVED



Why are we making these improvements?

We are making improvements to the way we offer our services and support so that you:

- are at the centre of everything we do
- get good information and advice to make choices about the help you need
- have a better experience of getting the right support when you need it

Our Vision

**Choice
and
Control**

We want to make it easier for you to get the support you need quickly and in a way that works well for you.

Whatever the support you need, we want to make sure you have as much choice and control as you need to live your life your way.

How will these improvements work?

We are setting up four new services to fit our new vision for social care in Kingston.

The new services are made up of teams who will support older people, people with a physical or sensory impairment, and those with a long-term health condition. These teams will consist of trained professionals who will continue to deliver a high quality services. These are:

What's new

- 1 Customer Contact Service**
- 2 Short Term Service**
- 3 Medium Term Service**
- 4 Long Term Service**

What's staying the same

- 1 Learning Disability Service**
- 2 Mental Health Services**

‘Customer Contact’ Service

This service will be made up of trained advisers who will answer your calls when you first contact the council. They will be able to give you information and advice on adult social care services as well as other council and community services. They will be able to point you in the right direction, and resolve any queries where possible. If you need the Council to organise services for you, then they will quickly put you in touch with the short term team.



‘Short Term’ Service

The ‘Short term’ team will ask questions about your situation, and decide if you qualify for services. They will organise any immediate or urgent services you may need such as daily living equipment or homecare support.

Then they will quickly put you in touch with the medium term team if you need more help.

‘Medium Term’ Service

The ‘Medium term’ team will support you to become as independent as possible. They can organise a visit to your home and arrange any intensive support you may need for up to six weeks.

Members of the team will make sure you have all the services, equipment and home adaptations you need to help you get back to your day-to-day life as soon as possible. This part of the service is called ‘reablement’.

Once you have finished ‘reablement’, you may need support for longer. This is when your Care Manager will talk to you about ‘Personal Budgets’ (leaflet available on request or visit our website at: www.kingston.gov.uk) and your long term choices.



‘Long Term’ Service

Once you have been advised about your Personal Budget, made your choices and your services have been organised, a member of the long term team will meet with you at least once a year to find out how things are going. They will also make any necessary adjustments to your services along the way.

How will these changes affect me?

How much these changes will affect you will depend on your circumstances, and we will write to you individually about how, if we need to, but in general:

If you don't already have support from Adult Social Care, we will discuss your needs with you using our new arrangements.

If you already use our services and your needs have changed, then we will look at your needs and offer you support in the new way. For example, you and your care manager may feel that you would benefit from our new reablement service, or if you still need long term support you may be allocated a personal budget.

If you already use our services and your needs have not changed, then your support will remain the same (unless you want it to change). When it is time for your regular review, we will discuss your needs and support with you using our new arrangements, according to your circumstances.

Do I have to pay?

There are charges for some services but many are free. If we charge you for the services we provide, the amount you pay will depend on the type of service you get, your financial circumstances, and your ability to pay.



How to get more information

If you have any questions about our new way of supporting people, please speak to your

Care Manager, or

email us at adults@rbk.kingston.gov.uk, or

telephone us on

020 8547 5005



This document has been produced in partnership with people who use our services. The Transformation Engagement Group.