

Section 4

Community Care Services

Are you a parent or a carer of a disabled child?

For a copy of 'Children with Special Needs, a Parent's Guide to Services in Kingston upon Thames' and other advice and information please telephone the Disabled Children's Team on **020 8547 6523**

Services for adults and their carers

This section tells you about the services & support that may be available to you and the person you care for.

NB: If at any time you or the person you care for are being harmed or hurt, please see the end of this section for advice about what to do.

For a leaflet about any of the services described in this section, please contact:

Community Care Services Publications

Telephone: **020 8547 6123**

Email: ccs.publications@rbk.kingston.gov.uk

Website: www.kingston.gov.uk/communitycareservices

Please also see sections 7-14 for the contact details of the specialist Community Care Services Teams.

How we can help you carry on caring

There are two different ways that we may be able to help you. We may be able to provide services and support to the person you look after, and/or we may be able to offer you direct help as a carer.

Help for the person you look after

The services we may be able to offer the person you care for, so long as they are assessed as needing them and agree to having them, include:

Home Care services provide personal and practical help with daily living tasks, such as, getting up and dressed, having a bath, going to bed, eating and drinking, preparing meals, using the toilet and help with parenting tasks if you are a disabled mum or dad. There is a charge for this service.

Emergency Night Assistance Scheme is a “rapid response” night time service, providing practical and personal assistance for the person you care for to give you a break. The service is free but you need to register with Home Care Services before you can use it.

Support Workers provide practical and emotional support for people with learning disabilities or mental health needs. There is no charge for this service.

Hot or frozen meals delivered to the door. All diets can be catered for. There is a charge for each meal.

Laundry service if you are unable to do your own laundry, have no access to a washing machine and no one to do it for you. There is a small charge for this service.

Day services provide social and/or therapeutic activities for the person you care for as well as giving you a regular break. Transport is provided where appropriate. There is a small charge for day services.

Housing adaptations and special equipment

can make living at home safer and easier. You may be asked to make a contribution for adaptations and there may be a charge for some small items of equipment. For more, see 'Back Care and Equipment', Section 18.

Transport Schemes include the Taxicard Scheme, Freedom Passes and Blue Badge Parking Scheme. For more details, see 'Getting out and about', Section 17.

Short Breaks options include a temporary stay in a residential or nursing home for the person you care for. If the person you care for would prefer not to have a break of this kind, we may be able to contribute towards a break for you to go away together instead. Other options for short breaks are described in more detail later in this section. There is a charge for this service.

'Personal Budget' or 'Direct Payment' so you or the person you care for can plan and purchase your own support arrangements as an alternative to getting services from us. Kingston Centre for Independent Living (KCIL) staff can help set this up. The charge is the same as it would be if you or the person you care for were getting the services from us.

Handyperson Scheme staff are employed by our Home Care Service and provide a range of practical services in the home, including:

- assistance with moving furniture;
- changing light bulbs;
- fitting locks, door chains and door viewers;
- one off gardening jobs;

- fitting smoke alarms;
- decorating a room;
- minor household repairs and maintenance.

There is no charge for this service.

Kingston Careline / Telecare offers 24 hour help in the case of an emergency.

We have a range of sensors & detectors for vulnerable people in the borough. The aim is to keep people safe by raising the alarm if things go wrong at home, including gas or CO2 leak, fire or flooding, sensors to detect falls & seizures. These devices are activated by environmental factors and will trigger an automatic response to a 24 hour call centre where trained operators will take the most appropriate action.

We are currently trying out the 'Buddi', a small GPS tracker, worn as a bracelet, around the neck or clipped to a pocket. The wearer can alert the call centre if they are in trouble or we can find them if they go missing.

There is a small standard charge for this service (up to 12 sensors / detectors) but it is free to people receiving Home Care or on Pension Credit. For more information or to arrange to view the equipment contact the Telecare Coordinator on **020 8547 6290**

Help for you as a carer

We may be able to offer you services of your own which will help you to take a break from looking after the person you care for, particularly if it is difficult for us to support you through services to them. Examples of some of the services that may help include:

Relief Care is where you are allocated an amount of hours per year to give you a few hours break on a regular basis at a time of your choice. We arrange for a trained care worker to look after the person you care for. There is no charge for this service.

Handyperson Scheme, as described on the previous page, is also available to you as a carer.

Mobile Telephone can be given to you if you need to keep in touch with the person you care for, to enable you to take a break. To get a phone, you and the person you care for must be receiving an income related benefit. There is no charge for this service, but you have to pay for the calls.

Direct Payment or Voucher Scheme for Carers are for carers on low incomes who need to take a break. We can give you vouchers that are exchanged for therapies or treatments at a time that suits you or money for you take breaks of your choice, such as cinema, meals out, swimming or contribution towards gym or golf club membership. There is no charge for this service.

Kingston Leisure Card - offers reduced rates in eight of the leisure facilities throughout the borough. The card is available for a small fee to people receiving Carer's Allowance, a disability benefit, Jobseekers Allowance or Income Support and anyone aged over 60.

Short Breaks - we may be able to contribute towards the cost for you to take a break with the person you care for, or a break on your own if you privately arrange alternative care for the person you care for. There is a charge for this service. For details

about the options and charging policy, contact the care manager involved or contact CCS Publications on 020 8547 6123 and ask for the 'Short Breaks' leaflet.

Carers' Alert Card is where you register your details and the needs of the person you care for with a 24 hour call centre so that if something were to happen to you, the alarm would be raised to the fact that there is someone who will need help. You are issued with a card to keep with you at all times that identifies you as a carer. This service is free.

'Direct Payment' so you can plan and purchase your own support arrangements as an alternative to getting services from us. Kingston Centre for Independent Living (KCIL) staff can help set this up. The charge is the same as it would be if you or the person you care for were getting the services from us.

A Carer's Assessment

Assessing your needs

Before we can arrange any services to support you as a carer, we need to consider what your needs are and work out with you the best way to help you. This is called a "carer's assessment". You do not have to pay for your assessment.

Having a Carers' Assessment

A member of staff will meet with you to talk to you about your caring role and how it affects your life. They will work with you to decide what kind of help and support you need to carry on looking after your friend or relative. If English is not your first language, or if you use Sign Language for communication, we can arrange for an interpreter to be present.

Some carers prefer to have their needs considered at the same time the person they care for is having his/her assessment (joint assessment). Other carers prefer to have a separate assessment as it gives them time and space to think about themselves and their needs more clearly. The choice is yours.

If the person you look after does not want to receive services, you are still entitled to a carer's assessment.

We are not able to provide services to you which would involve the person you care for unless they agree. If the person you care for does not agree to receiving our services, we may be able to support you in other ways that do not affect or involve them.

We may also be able to help you with things at home, for example, gardening or cleaning jobs, if this would help you continue caring for your relative or friend.

Confidentiality

We will not tell the person you care for that you are being assessed if you would rather they did not know. Any information you give us will only be used to provide you with services. We will not share information about you without your permission.

Asking for a carer's assessment

To arrange an assessment speak to the Care Manager or Care Coordinator, if there is already one involved, or contact the appropriate team in Sections 7-14. For example if you care for someone with a learning disability living in the borough, the appropriate team to contact is the Community Learning Disability Team, Section 7.

Where to go for information & advice from local voluntary organisations

Throughout this Directory you will find details of many organisations that may be able to offer you advice and support. Here are some of the main local ones who you may wish to speak to instead of, or as well as, Community Care Services:

Kingston Carers' Network **020 8547 1614**
www.kingstoncarers.org.uk

General support for people caring for someone in the borough. See Sections 6 and 15 for more details.

Kingston Centre for Independent Living **020 8546 9603**
www.kcil.org.uk

General advice about services and support for anyone with an illness or disability in the borough and their families and friends. See Section 11 for more details.

Age Concern Kingston **020 8942 8256**
www.ageconcernkingston.org

General advice about services and support for older people in the borough and their families and friends. See Section 13 for more details.

MIND in Kingston **020 8255 3939**
www.mindinkingston.org.uk

For local advice about services and support for people with mental health needs and their families and friends. See Section 8 for more details.

Kingston MENCAP **020 8540 1399**

General advice and information about local services and support for people with learning disabilities and their families and friends. See Section 7 for more details.

Have you or the person you care about been harmed or hurt?

Abuse is harming, mistreating, or hurting someone. It can happen in different ways such as:

- Hitting, slapping, shaking, pushing, or making someone eat, drink or take medication when they don't want to
- Shouting, swearing, ignoring, insulting, humiliating, or embarrassing someone
- Not caring for someone properly or denying someone choice, information or privacy
- Unwanted touching, kissing, sex or sexual teasing
- Insulting or being disrespectful to a person because of their race, religion, disability, sex, age or sexual orientation (being gay or straight)
- Using someone's money, property or personal things without their permission or under pressure

What should you do if you are being abused or are worried about someone?

Don't ignore it! Please contact Kingston Community Care Services. We know that raising concerns about abuse is not easy and we will handle your call with care.

Once you have contacted us, and with your permission, we will carry out careful and sensitive enquires.

What happens then will depend on the seriousness of the situation. If you are the person being abused, we will offer you information and advice so that you can make an informed choice about any help you need or action you might want to take.

If you are contacting us about someone else and they are unable to make an informed choice, we will make sure they are properly cared for and protected.

If you are being abused and feel unable to call us yourself, tell someone you trust and ask them to do it for you.

It's easy to let the situation continue, especially if you think you are doing something to cause it, or you think it's all your fault.

It's not your fault, do something about it now!

In an emergency call 999 or 112

Contact us

Community Care Services (For concerns about adults aged 18 years or over)

Adult Safeguarding Coordinator

Telephone: 020 8547 4735

Fax: 020 8547 6142

Email: adult.safeguarding@rbk.kingston.gov.uk