

Are there different types of Care Homes?

All Care Homes provide accommodation, meals and assistance with personal care such as, washing, dressing, and using the toilet.

Homes which provide this level of personal care are generally called 'residential homes'. Residents in these homes have access to community health services such as the GP and District Nurse.

Care Homes which provide nursing care in addition to the personal care are generally referred to as 'nursing homes'. Within this type of care home there are always qualified nursing staff on duty.

Some care homes specialise in care for people with mental health needs for example, dementia.

Care Homes have to be registered for the type of care they are allowed to provide. There are private and council owned Care Homes in Swindon, all have to meet the same National Care Standards and are inspected by The Commission for Social Care Inspection.

The Commission publish reports on each of the homes which can be viewed via their website: www.csci.gov.uk

How can Social Services help?

Social Services can provide a range of services to support older people and adults with disabilities to live at home as independently and safely as possible. This includes support for Carers.

Sometimes the amount and type of assistance people require makes it difficult for their needs to be fully met through services provided in their own home.

If this is the case, moving to live in a Care Home may be the most appropriate way for them to maintain their independence and safety.

Social Services can help by providing a range of information including, alternative support options, contact details and vacancies for Care Homes in the local area, and potential sources of financial help.

Social Services may be able to provide assistance with paying for the cost of your care and with finding a suitable home. This will depend upon whether you are eligible for such assistance.

How can I access this Service?

To decide whether you are eligible for community care services, such as care in a residential or nursing home, you will need to have a Community Care Assessment.

The assessment is an opportunity to discuss your circumstances and needs and look at possible solutions or support options.

In Swindon, Social Services and Health Services work closely together. Your assessment will therefore involve practitioners from Social Care and Health, such as a Social Worker, Occupational Therapist or District Nurse. This is to ensure that your needs are fully understood and the most appropriate service options are looked at in detail with you.

Social Services will always look at what support may help you to continue living in your own home.

Will there be a charge for care in a Care Home?

In all circumstances you will be required to make a contribution to the cost of your care in a Care Home.

Social Services can only provide financial help with paying for care in a Care Home if:

You have been assessed by Social Services as requiring this type of care;

AND

You are eligible for financial help.

Financial help and charges are determined by Government guidelines and Swindon Social Services charging policy.

There are different types and levels of financial help depending upon your circumstances. It is therefore important for you to have the most relevant and up to date information to make sure you access all the appropriate help.

Independent Sources of Information and Advice

In addition to Social Services there are a range of other organisations which can provide information and advice about moving into a Care Home.

Age Concern
01793 692166

Counsel and Care
0845 300 75 85 (local rate)

Citizens Advice Bureau
0845 05 05 155

The Commission for Social Care Inspection
01249 454550

Useful Contacts

For further information from Social Services or to request a Community Care Assessment contact the following:

Care Line

Freephone 0800 085 66 66

For information and to access Social Services for older people, adults with physical disabilities and their Carers.

The Community Team for People with a Learning Disability
01793 466712

The Mental Health Team for adults under 65 years of age
01793 437562

Department of Old Age Psychiatry for adults over 65 years of age
01793 481182

Your Views

We would welcome your comments. If you would like to give us your thoughts and ideas about this leaflet or other Social Services publications please contact:

Customer Liaison Officer

Tel: 01793 463496

Email :

YourCommentsCount@swindon.gov.uk

Web: www.swindon.gov.uk

If you require Council Information in another format, please contact Customer Services on 01793 463725

Per informazioni in altro formato, contattare il Servizio Clienti chiamando il numero: 01793 463725

Italian

আপনার যদি অন্য কোন আকারে বা রূপে তথ্যের দরকার হয়, কাস্টমার সার্ভিসেস্কে (01793) 463725 নম্বরে টেলিফোন করুন।

Bengali

如果您需要用其它语言或方式咨询这方面的信息，请拨打我们的顾客服务热线：(01793) 463725。

Chinese

જો તમને બીજા ફાર્મટ (પેપર) માં જાણકારી જોવાની હોય તો કૃપા કરી ગ્રાહક સેવા પ્રતિનિધિનો ટેલીફોન નંબર (01793) 463725 ઉપર સંપર્ક કરો.

Gujarati

यदि आपको अन्य फार्मट (पेपर) में जानकारी चाहिए तो कृपया ग्राहक सेवा प्रतिनिधि से टेलीफोन नंबर (01793) 463725 पर संपर्क करें।

Hindi

別の構成・形式で資料をご使用される必要がある場合には、次の番号の弊社顧客サービスまでお問い合わせ下さい。電話：01793 463725

Japanese

Jeśli chcesz uzyskać informacje w innym formacie, prosimy o kontakt z Wydziałem Usług dla Klientów pod numerem telefonu 01793 463725.

Polish

ਨੇਕਰ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸਜ਼ ਨਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ (01793) 463725 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi

اگر آپ کو کسی دیگر زبان یا ہونے والی دیگر معلومات درکار ہوں تو براہ مہربانی کسٹمر سروس سے ٹیلی فون نمبر : 01793 463725 پر رابطہ قائم کریں۔

Urdu

Swindon Social Services

CARE HOMES

Social Services help with moving into a Care Home