

## Care services provided in your own Home

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Social Services can provide care services to people within their home.

The aim of these services is to support older people and adults with disabilities to live at home as independently as possible. This includes supporting Carers by giving them a break from their caring role.

Care services provided could include support and assistance with:

- Personal care (such as washing or dressing).
- Mobility in the home such as getting to and using the toilet.
- Doing laundry; shopping or collecting benefits.
- Managing daily living activities whilst your Carer has a break.

Care Services can be provided on a short-term basis to help you regain your independence, or longer-term to ensure that you continue to manage as independently and safely as possible.

## How can I access Care Services?

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To decide whether you are eligible for community care services, such as Care Services in your own 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 initial assessment may therefore be completed by either a Social Care or Health Practitioner, such as a Social Worker, Occupational Therapist or District Nurse.

Social Services have to provide services to people in the greatest need. In order to decide if you are able to receive such help we have an eligibility criteria. This ensures that we are providing services fairly to all of the public.

For the circumstances in which Social Services are not able to provide services, you will be assisted with obtaining alternative sources of help.

## How are the care services organised?

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If Social Services agree to provide Care Services, these will be planned with you and confirmed by Social Services in a written Care Plan.

There are two main approaches to organising care services:

- Social Services can completely arrange the Care Services for you; or
- You can receive Direct Payments, which allows you to have money paid directly to you to organise your own care services within the agreed plan.

After your Care Services have started Social Services will contact you to review whether you are happy with the service and check if it is still appropriate for your needs.

## Will there be a charge?

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You may be required to make a contribution to the cost of your care. Any charges are based on Swindon Social Services charging policy.

A financial assessment will be completed with you.

## Useful Contacts

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

- **Care Line**  
**Freephone 0800 085 66 66**  
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 ફાર્મેટ (પ્રપત્ર) માં જાણકારી જોવતી હોય તો કૃપા કરી ગ્રાહક સેવા પ્રતિનિધિનો ટેલીફોન નંબર (01793) 463725 ઉપર સંપર્ક કરો.

Gujarati

यदि आपको अन्य फार्मेट (प्रपत्र) 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

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

Punjabi

اگر آپ کو کسی دیگر زبان یا بڑی لکھائی وغیرہ میں معلومات درکار ہوں تو براہ مہربانی کسٹومر سروسز سے ٹیلی فون نمبر : 01793 463725 پر رابطہ قائم کریں۔

Urdu

## Swindon Social Services

# CARE IN YOUR OWN HOME

Help to Live at Home