

## How do I ask for help?

---

If you are having difficulties there are a number of ways you can ask for help.

For older people, adults with physical disabilities, and their Carers contact Care Line.

- **Care Line**  
**Freephone 0800 085 66 66**

Care Line is run by Social Services in order to provide the public with information and to respond to requests for help.

- Talk to your G.P or District Nurse if they are providing you with regular help or treatment.
- If you are in hospital talk to the Doctors, Nurses, Occupational Therapists or any other professional caring for you.

We will arrange for an interpreter or other communication support if this is needed.

If you are not happy with the response you receive, we would like to know, so that we can try and do something about it. Just contact Social Services Customer Relations 01793 463496 and for Health services contact The Patient Advisory Liaison Service (PALS) 01793 708758.

## What happens next?

---

After asking for help you will either be directed to a service or organisation that can provide the support you need, or be advised to have a Community Care Assessment.

The purpose of the assessment is to: find out what your needs or problems are; help you find solutions to these; and arrange community care services if these are needed.

The assessment is free and will be undertaken by a professional such as a Social Worker, Occupational Therapist or District Nurse.

Social Services has to provide community care services to people in the greatest need and in order to determine if you are likely to receive such help we have an eligibility criteria. This enables us to ensure that services are provided fairly to the public.

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

## What if I need help urgently?

---

We can provide assistance to people who may be in need of urgent help. This may be because of:

- A sudden deterioration in health and when admission to hospital is not needed.
- A Carer suddenly being unable to provide essential help to the person they care for.
- People being at great risk of abuse by others.

**If you suddenly become unwell or have an injury it is important that you talk to your GP, District Nurse or hospital Doctors and Nurses first, who will advise you of what to do next.**

For other urgent problems during normal working hours contact Social Services Care Line:  
Freephone 0800 085 66 66

or;

Outside of normal working hours contact Social Services Emergency Duty Service: 01793 43 66 99.  
This is a team of Social Workers who can provide urgent assistance to people outside of normal working hours.

## What are Community Care Services?

Community Care Services are services which enable people to manage as independently as possible in their local communities.

They include: meals-on-wheels, care at home, day centres, support for Carers, and equipment and adaptations.

They are provided for older people, disabled people, people with injuries or illnesses and Carers.

Social Services, the NHS, charitable, voluntary and private organisations work together to provide Community Care Services.

## 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 ਰਕੇ 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**

# COMMUNITY CARE SERVICES

How to Ask for Help