

Getting Help from Adult Social Care



Who is this leaflet for?

This leaflet explains how to get in touch with Wrexham Adult Social Care Department and the type of help you might get from us.

We offer services for adults of all ages (over 18) who have physical disabilities, mental health needs, drug & alcohol needs, learning disabilities, problems with sight or hearing and also for people who look after someone (carers).

How do you get help?

To find out if the Adult Social Care Department is able to help you, you should get in touch with our Contact Assessment Team. Full contact details are given at the back of this leaflet. If you are unable to contact the office yourself, a relative, friend, GP, or other professional you are involved with can do this on your behalf with your consent.

Please note:

If your difficulties relate primarily to your mental health, it is advisable that you contact your GP in the first instance. Your GP may consider a referral to one of our specialist multi-disciplinary teams.

If your difficulties relate primarily to drug and/or alcohol use, there is a specialist team which operate an open referral system. You can telephone them on 01978 261125. Opening times are Monday to Friday – 9.00 am until 5.00 pm.

**This leaflet is available in other media formats.
For more details please contact Customer Services
Telephone: 0800 5876708**

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1

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PMU

What sort of help is available?

We offer many types of help including:

- Advice and information on many subjects.
- The Blue Badge Scheme - Parking Concessions for Disabled and Blind People.
- Assessment of your needs.
- Support and Assessments for carers.
- Specialist assessments and services from multi-agency teams.

Following assessments we may be able to provide you with services.

Who provides these services?

Many services are provided by our own staff, but we also work closely with the National Health Service, Voluntary and Private Organisations.

What happens when you contact the Adult Social Care Department?

A member of our Contact Assessment Team will speak with you to find out if we can help. If you contact us on someone else's behalf we will need to know who you are and whether they have agreed to you getting in touch with us. You will be asked detailed questions to find out if we can help you. The information given will be put into our computer system.

Sometimes the help needed may not be provided by the Adult Social Care Department. If this is the case, we will explain why and also, if possible, advise who else may be able to help you, for example, your GP, the Housing Department, etc.

Your Assessment

A member of our staff will arrange to meet with you. This will be a Social Worker, Occupational Therapist or other trained person. Sometimes we will also need information from other people such as your family doctor.

We will write all the information we get on a "Unified Assessment Form." We will use this information to help us decide together how we may be able to help you. If help is going to be provided we will write it in a "Care Plan."

Further details about our community care duties are contained in our leaflet **Fair Access to Care**.

What if you are a Carer?

If you look after someone with an illness or disability or the affects of ageing and you are providing substantial unpaid care to that person, then you are a carer.

If you are a carer, your needs are important too and may be different from the needs of the person you care for. In this case you can ask for a separate assessment of your needs.

Will there be a charge?

There will be a charge for some services. If there is a charge our staff will need to know about your finances, such as your income, savings, costs of living, etc., unless you wish to meet the full cost yourself. Only then can it be decided whether you are able to pay towards the cost of the services. You can ask the person undertaking your assessment for further information on paying for Social Care Services.

What if you are not claiming all the benefits which you are entitled to?

We will be able to advise you or put you in touch with someone who can help you to claim.

It is in your interest to claim all the benefits to which you are entitled as it may affect the services you are offered.

For further information contact the Welfare Rights Advice Line, telephone: 01978 298254.

Information and Communication

What happens to the financial information you give to the Adult Social Care Department?

It will be looked at by the Social Care Financial Assessment Team who will then work out whether or not you will have to pay towards the cost of your care. A letter detailing your financial contribution will be sent to you when your Care Plan is agreed.

For further information contact the Welfare Rights Unit, telephone: 01978 298254.

Will you see what is written about you?

You have the right to see information recorded about you and you will be asked to agree and sign your Assessment Form and Care Plan.

Data Protection

You have a right to see personal information we hold about you. Ask us for more information.

Information sharing

Any information the Adult Social Care Department processes and shares with other agencies may be shared, with your consent, in line with an agreed Information Sharing Protocol.

Questions, suggestions, complaints, compliments and comments

Wrexham Adult Social Care Department welcomes feedback as we use this information to learn lessons and improve the services we provide. If you wish to ask a question, make a suggestion, complaint, compliment or comment about services these can be made to the staff member you are involved with or to their Manager. Alternatively, you can contact:

Customer Services
Wrexham County Borough Council
Adult Social Care Department
Crown Buildings
31 Chester Street
Wrexham
LL13 8ZE
Telephone: 0800 5876708
Email: socialservices@wrexham.gov.uk

Our '**Have your say**' leaflet explains more fully how your comments can be made and how they will be dealt with.

Other sources of information and help

A wide range of voluntary organisations provide independent advice and assistance. Some useful contacts can be found at the back of this leaflet.

Contact details

If you think you are in need of Adult Social Care or are a carer, our contact details are as follows:

Contact Assessment Team
Wrexham County Borough Council
Adult Social Care Department
Crown Buildings
31 Chester Street
Wrexham
LL13 8ZE
Telephone: 01978 292066
Fax: 01978 298044
Email: cat@wrexham.gov.uk

Please visit our website at www.wrexham.gov.uk/socialservices

This office is open for visitors between 8.30 am and 5.00 pm – Monday to Thursday and 8.30 am to 4.30 pm on Fridays.

To contact us by telephone, we are available to take your call between 8.30 am and 5.30 pm Monday to Friday.

In the event of an emergency situation that cannot wait until the next working day, the Emergency Duty Team can be contacted on 01978 264358.

Below is the list of some other organisations that may be able to help you. This list is not exhaustive. If you need further information please contact the Adult Social Care Department.

Age Concern North East Wales	0845 0549969
AVOW (Association of Voluntary Organisations in Wrexham)	01978 312556
Gay and Lesbian Helpline	01792 645325
Housing and Homelessness	01978 315306
Mencap	0808 8000 300
MIND	01978 366155
NHS Direct	0845 46 47
NEWCIS (North East Wales Carers Information Service)	01978 310414
Shelter	01978 353649
Vision Resource Centre	01978 353200
Wrexham Care and Repair (Advice on housing repairs, adaptations and benefits for disabled and elderly people)	01978 268120
Wrexham Citizen's Advice Bureau	01978 364639
Wrexham Disability Forum	01978 262955
Wrexham County Forum for People with Learning Disabilities	01978 264146
Wrexham Maelor Hospital	01978 291100