

Kent County Council

Your guide

To adult social care in Kent

April 2020 edition 1

www.kent.gov.uk/careandsupport



About this booklet

This booklet tells you about what support you and your carer can get from adult social services in Kent.

We include information on needs assessments, carer's assessments and what care and support is available to enable you to live a life which is as full and independent as possible.

There is also a section on useful contacts for other organisations. This will help you explore other options that you may not have thought of, but would have a positive impact on your wellbeing.

This booklet is available in alternative formats and can be explained in other languages. Please call:



Telephone: 03000 41 61 61

Text relay: 18001 03000 41 61 61

Contents

Page

Part 1

Finding out what you need 6

- The needs assessment
- Planning your support
- Supporting you to be independent
- Paying for your care and support
- Arranging your support
- Reviewing your care and support
- The Kent Card
- Continuing health care
- Transport

Part 2

Types of service available 14

- Helping you to stay independent
- Adaptations and equipment to help you around the house
- Day care
- Care in your own home
- Meal delivery
- Shared Lives
- Sheltered housing and extra care
- Residential care
- Choosing a residential care home
- Services for people with learning disabilities
- Services for people with sensory impairments
- Autistic Spectrum Conditions Team
- Services for people with mental health issues
- Transition from children's to adult's social care
- Discharge from hospital

Part 3

Support for carers 26

Includes information on:

- A carer's assessment
- Eligibility
- Direct payments
- Carers' information

Part 4

Staying safe 29

Includes information on:

- Safeguarding
- How to raise a concern

Part 5

What you can expect from us 30

- Listening, responding and improving
- Comments, complaints and compliments
- Sharing personal information

Part 6

Useful contacts 34

- Wellbeing and useful contacts

Part 1

Finding out what you need

If you think you have any care and support needs, you are entitled to a **needs assessment**. If you are a carer and you need some support, you are entitled to have a carer's assessment (see page 26).

Care and support is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have.

It can include help with things like:

- getting out of bed
- washing/dressing
- getting to work
- accessing education, training and volunteering opportunities
- eating
- seeing friends
- being part of the community.

The assessment will see what care and support you may need, how this will be provided and paid for.

Needs assessment

We assess you to identify what your needs are, what type of support you will need and whether we can provide support for you.

The needs assessment

The assessment is an opportunity for you to tell us about your situation and discuss your care needs. This helps us to understand things from your point of view.

It will happen over the telephone or face to face and will help us to see if you are **eligible** for care and support services.

We decide whether you are eligible for our support based on an eligibility criteria set out in social care legislation which include the following:

- Your needs must relate to a physical or mental impairment or illness
- As a result of your needs you are unable to achieve two or more specified outcomes which cover;
 - basic living skills
 - making sure you are safe and can live well in your own home
 - being able to use your local community
 - being able to work or volunteer
- As a consequence of being unable to achieve two of these outcomes there is likely to be a significant impact on your wellbeing.

Eligibility

We decide whether you are eligible for support from us based on guidelines set by the Government.

If you are not eligible for support we will tell you why and about other organisations that can support you.



More information on eligibility

visit: www.kent.gov.uk/careandsupport



For a needs assessment phone:

03000 41 61 61

The assessment looks at how your needs impact on your wellbeing and the outcomes you would like to achieve in your daily life.

We will assess your care and support needs with you, and decide if they are at the level where you need help.

Your needs could be eligible if you are not able to do a combination of certain things that seriously affects your wellbeing. These may include washing yourself, getting dressed, going to work, college or volunteering and keeping your home safe for you to live in.

If you have eligible needs, we will discuss with you how you would like these met. This will be based on the information you gave us during your assessment.

As far as possible we will agree your care and support plan with you. If you are unhappy with the decision raise your concerns with the person completing the assessment, if you are still unhappy you can make a complaint (details on page 31).

If you do not have needs that are eligible, we will give you information and advice about what care and support is available to help you locally. This could include help from a local charity or voluntary organisation.

The assessment is about you and we will make sure that you are able to be involved. If you wish, then your carer, a friend or family member can help.

If you don't have a carer, family member or friend who you can ask, and you have a lot of difficulty being involved in the assessment yourself, we will find an independent advocate to help you.

Planning your support

If you are eligible for care and support services from us, we will work with you to develop a **care and support plan**.

Your care and support plan will set out how your eligible needs will be met.

We will support you to organise the right balance of care and support services to achieve the goals in your plan. You can put the plan together on your own, with the help of your family and friends or with our help.

Supporting you to be independent

Where we can, we will aim to support you to stay in your own home and live independently.

This may include providing you with simple equipment to make life easier such as a grab rail for the bath or adapted cutlery and non spill cups. It may include support to maintain your home or get out into your local community.

By helping you to do more for yourself we aim to improve your quality of life and wellbeing.

If you pay for some or all of your care, doing more for yourself may help reduce the cost of your care and support.

If you receive a service that is time limited, we will reassess you when it ends to see whether you still need our support or service.

Care and support plan

Sets out how you would like to be helped, what it will achieve and how much will it cost.

Paying for your care and support

Once we have agreed your care and support, we will assess how much you need to pay towards it.

We do this by carrying out a financial assessment.

A financial assessment looks at your capital (such as savings and investments) and your weekly income (which includes most pensions and benefits) to see how much you will need to pay towards the cost of your support. We use guidelines set by the Government to decide this.

We may contribute to the cost of your care but this depends on the financial assessment. Further detail is available in our charging booklets, 'Your guide to charging for residential care' and 'Your guide to charging for care provided in your own home and in the community' on our website.

Mental Health after care services.

If you have been detained under the Mental Health Act, you may be eligible for after care services under Section 117. For more information please discuss this with your social worker.



For more information on financial assessments

visit the KCC website: www.kent.gov.uk/careandsupport

Arranging your support

Once we have agreed with you how your needs will be met you can choose to use the care services we provide and arrange. Or you can make your own care arrangements with a **direct payment**, which gives you greater choice and control over the care you receive.

A direct payment is the money we will pay toward the cost of your care. This can be paid onto a **Kent Card** or into a bank account set up by yourself only for the direct payment, separate from your personal finances.

You can use your direct payments to buy the care and support that you've been assessed as needing and described in your care and support plan. This could include for example employing a personal assistant or paying for respite care.

With support and information, most people can manage direct payments. You can also nominate someone to support you. You will need to keep records and receipts to show how you have spent your direct payments at regularly planned reviews. You will then have the freedom to arrange your own care and support that best meets your needs.

To set up direct payments, speak to your social care contact.



Or email: direct.payments@kent.gov.uk
or phone the Direct Payments Team:
03000 41 36 00

Direct payments

Payments made to you or your carer so that you can arrange and manage support for yourself.

Kent Card

A Kent Card is a Pre-paid/ debit card that you can use to pay securely for agreed support services. The card works just like any other debit card.

Carer

Someone who provides unpaid support to another adult who could not manage without this help.

Reviewing your care and support

We will contact you to check that your care and support is going well, and that you are happy with what is being provided. This will happen within eight weeks of starting your care and support and then at least every year. We will also review your care and support if you or your **carer** contact us to let us know if your care is not working for you or if your circumstances have changed.

If your situation changes, we may change your care package so that you receive the care and support you need. This means that your support may increase, decrease or end.

Sometimes things will improve so much that you may no longer require our services. If this happens you may need different help from another organisation. We will help you with any advice you need about other organisations which might be able to support you.

Continuing health care

NHS continuing healthcare is a package of care that is arranged and funded solely by the NHS for individuals who are not in hospital but have complex ongoing healthcare needs. This is normally arranged by a health professional.

To be eligible for NHS continuing healthcare you must have a certain level of care needs. You must have a 'primary health need', which means that your main or primary need for care must relate to your health.

NHS continuing healthcare is free, unlike social and community care services provided by the council. Ask your social care contact.



More information can be found on:

www.nhs.uk

Transport

Many people make their own travel arrangements. For some people transport may be considered part of their community care needs if they are receiving other services they may need to access. For more information talk to your social care contact.

There are a range of services and organisations which can help you get out and about as well (see page 42).

Part 2

Types of service available

We will talk about the best way to meet your needs when we discuss your care and support plan. This section gives you information about some of the care and support services we might discuss.

Enablement

An intensive short-term service which helps you to manage daily tasks for yourself.

Helping you to stay independent

As part of the assessment we may offer you an **enablement** service.

This is a short-term service which aims to help people stay independent and improve their quality of life.

During enablement we will work with you to help you regain your confidence and ability to continue to carry out everyday tasks for yourself. The tasks could include making yourself a meal, bathing in a safe way or getting out into your community.

This should mean that after enablement has finished you don't need to depend on someone else to do these tasks for you.

Should you need ongoing support and care following this enablement service, you may

have to pay towards it, depending on your financial/legal circumstances and the care that you receive.

Adaptations and equipment to help you around the house

Many people find that with the help of adaptations to their property, or provision of specialist equipment they are able to live independently in their own home for longer.

Sometimes it may be possible to provide you with a small piece of equipment after discussing your needs on the telephone. This could be a grab rail or a raised toilet seat.

If these small changes do not meet your need's then it may be better to arrange an appointment at a clinic or at your home where we can assess your needs more fully.

Sometimes it may be helpful to make minor adaptations to your home, for example fitting stair rails, grab rails or raising the height of beds and chairs. Equipment and minor adaptations are provided free of charge by us, but major adaptations (such as a stair lift or a flush floor shower) are funded through a Disabled Facilities Grant (provided by your local district, borough or city council) and are means tested. There is also a large range of equipment for people with a sensory impairment.

Telecare monitoring services can support independence and ensure your safety in the home. These services can be activated by you

The Kent Enablement and Recovery Service

Works with people experiencing mental health difficulties to address social care needs over a short period of time. The service aims to support you to maximise your wellbeing and quality of life, in a way that suits you.

Telecare

Personal and environment sensors in your home that provide 24 hour monitoring and giving the support and reassurance you need to allow you to live at home safely.

for example through a pendant or other alarm devices connected to a response centre. They will be alerted if you have a fall, or can detect if you have an epileptic seizure or someone wanders in the middle of the night.

If you are assessed as being eligible for support from us there is a range of equipment that can be provided on loan. If you are not eligible or you would like to arrange equipment yourself there are providers in Kent and online see page 40 for the Safe and Well and Disabled Living Foundation websites.



For more information go to: www.kent.gov.uk/careandsupport

For more information go to:
www.kent.gov.uk/careandsupport

Day care

If you are finding getting out and about to meet other people difficult you may like to attend a day centre.

Here you can meet people, have lunch and get involved with social activities such as outings and talks. Day centres often have hairdressing, chiropody and bathing at a small charge. Some centres can cater for older people and others for younger adults. Transport to and from the centre may be provided for a charge.

There is a wide choice of centres in Kent, some independent, some attached to residential homes. You may be charged for day care.



Find services in your area online at:
www.kent.gov.uk/caresandsupport

Organisations such as Age UK have centres throughout the county (see page 34).

Care in your own home

To help people live in their own homes for longer, we can arrange a variety of home care services. If you have difficulty with things like dressing, bathing and using the toilet we may be able to arrange a service to support you with your personal care.

The support that we give you to meet your needs will be discussed as part of your care and support plan. You may need to contribute to the cost of your home care, depending upon your financial circumstances.

Meal delivery

If you're living in your own home but you're not able to cook for yourself, you can arrange for meals to be delivered direct to your door, either daily or just on the days you need. This might be for a short time, or it can be for longer if you have a long term illness or disability.

There are several organisations you can contact to arrange meal delivery. If you need help organising this, you can talk to your social care contact.

Shared Lives

Shared Lives is a service that offers long term, short breaks and day support placements in the family homes of our approved Hosts. It is available for people aged 16 and over who meet Kent County Council's eligibility criteria in line with the Care Act 2014.

This could be someone living with dementia, a learning disability, autism or Asperger's syndrome, a physical disability, mental health difficulties, other health or sensory disability or an older person with support needs.

It is somewhere safe and supportive for you to stay at the times that suits you, whether it's for a few hours during the day or evening, overnight, for a weekend or longer and is an alternative to the more formal types of placement like residential care homes.

Scheme manager

The person in charge of either one or a number of housing schemes.

You would be sharing the home of a chosen Host - this could be a single person, a couple or a family. You could be part of the family, bring your own things, and be supported with your hobbies, interests and activities.

Supported Living and supported housing

This is a way of helping adults with learning disabilities and or mental health problems, to have the opportunity to live as independently as possible.

Sheltered housing and 'extra care housing' schemes

If you don't feel confident to remain living on your own there are other options to consider rather than a residential home.

Sheltered housing schemes normally consist of houses, flats or bungalows grouped together. As an older resident you have your own front door and living space. There are normally communal areas such as lounges, gardens and laundry rooms to give you the opportunity to socialise with other people. The accommodation may have a 24 hour emergency alarm system, grab rails and adaptations to make life easier and safer. There may also be a **scheme manager** on site, they can listen to any concerns and support you. They don't provide personal care or help with medication, but they do manage the site and make sure you are kept safe.

Extra care housing schemes have all the facilities of sheltered housing but have care and support staff available 24 hours a day to support residents with care packages and also to provide emergency care and support around the clock.

Residential care

Making the move into a care home is a big step. It is a decision which needs to be thought about very carefully and other options should be investigated before hand. Often people go into a care home after an accident or in a crisis situation. It is not always a long term solution and can be beneficial as a respite to get you back on your feet or give a carer a break.

The majority of care homes are run privately and are all overseen by the Care Quality Commission. The council can provide you with advice on what to consider when choosing a home and a needs assessment. The needs assessment will also guide you on how much care or the type of home that may suit your needs best.

Choosing a residential care home

It's important to find a care home that's right for you or right for the person who's going to live there. If you or the person you're caring for are over 50, you might like to talk to a care navigator about your housing options before making a final decision. They can help guide you through the process.

We suggest you always visit the care homes you're considering before making a final choice, and you can take along Age UK's checklist (see page 34) of important things to ask the staff. You can often ask for a trial stay to see what you think. If KCC fund the care home we will provide information on suitable homes to help you make an informed choice.

If you want to understand the standard of care and quality of life you or your loved one will receive at a particular home, you can ask to see the care home's inspection report from the Care Quality Commission (CQC).

**Find services in
your area online:**

[www.kent.gov.uk/
careandsupport](http://www.kent.gov.uk/careandsupport)

All care homes must be registered with the CQC, and they regularly inspect homes to make sure they are meeting national standards.

We have produced a checklist on what to look out for in a good care home - see page 45.

Nursing homes and/or dementia care homes

These are homes which offer a higher level of personal care and may have a qualified nurse on duty at all times. They often have more staff than residential homes. They are for people who are too frail or sick to live alone, but not ill enough to need hospital care.

If you have a disability, long-term illness or mental health condition, you might choose to go into a care home that includes specially trained staff or adapted facilities. Examples of specialist care homes include Parkinson's disease care, Huntington's disease care, palliative (end-of-life) or hospice care, dementia care, learning disability care.

For more information:

www.kent.gov.uk/careandsupport

Hospital staff will discuss your needs with you and may arrange a further assessment with a social care professional if needed.

Services for people with learning disabilities

KCC has a network of learning disability services across the county. Giving opportunities to socialise, learn new skills, become more independent and be supported to find employment.

Our learning disability teams are integrated with the NHS so that services such as speech and language therapy, health and support are delivered jointly. We also offer short break services. These not only give the carer a break, but also provide the person with a learning disability the opportunity to learn new skills and have a change of routine.

You may like to see our **easy read** guide to 'What we do for adults with a learning disability' (see page 44).



There is more information at:
www.kent.gov.uk/learningdisability

Easy read

Easy Read is one way of making information more accessible to people with learning disabilities, using simple words and pictures.

Services for people with Sensory Impairments

Sensory Services provide support for people who are d/Deaf, deafblind, hard of hearing or sight impaired.

The social care team can provide specialist information and advice and holistic assessment and support planning for eligible people. We work with carers and families, which includes signposting for carers assessments and voluntary agencies. We also provide joint working with other adult teams.

We are currently planning to commission community based wellbeing services, supporting people to maintain and improve their wellbeing and develop resilience and confidence to help people live as independently as possible.

People aged 25 and over including BSL users, should contact Sensory Services on 03000 418100 or Text phone: 18001 03000 418100 or SMS 07920 154315 or minicom 01233 666335 or email sensoryandautismservices@kent.gov.uk.

If you are under 25, please contact the Children's Team on Tel 03000 422 210 email Sensorychildren&familiesteam@kent.gov.uk. This team can access the care and support needs for children and young people who have a medical diagnosis of deafness, blindness or deaf-blindness. If you do not have a medical diagnosis yet, please speak to your GP.

Autistic Spectrum Conditions Team (ASC)

We are a unique Social Care Team within Kent County Council that specialises in supporting Adults who have an Autistic Spectrum Condition (ASC).

We enable people who have Autistic Spectrum Conditions to live safe, fulfilling and rewarding lives.

We do this by:

- Communicating and working with you in a personalised way in order to carry out a Social Care (Care Act 2014) Assessment. This assessment identifies your needs and any ongoing support you may require
- You'll have a personal Social Care Practitioner who will support you on a one-to-one basis during your time with us
- Your Social Care Practitioner will design a Personal Care Plan with you based on your needs. This will help you to achieve the changes you want to make in your life
- We'll offer help to any Family and Carers by arranging assessment of their needs and offering information and support
- We can advise you on Community Support Services available, including social and peer support groups
- We also provide specialist Information and Advice, or signposting to independent and voluntary sector organisations.

To be eligible for support you must:

- Have a diagnosis of Autism, including Asperger's Syndrome, or:
- You are 18yrs or over – or in your 17th year and planning for adulthood
- You do not have a diagnosed Learning Disability (Adult Learning Disability Teams assess and support people who have autism and a learning disability – contact 03000 416161 for more details)

Access to Diagnostic Health Services:

The Health Assessment, Diagnostic & Post Diagnostic Support services are commissioned separately by Kent & Medway Clinical Commissioning Groups, who use a range of providers.

If you think you have an autistic spectrum condition and would like further information or advice, you should talk to your GP. Your GP can assess if it's appropriate for you to be referred to a clinician for assessment and diagnosis.

How to contact the ASC Team:

Phone: 03000 418100

or email: SensoryandAutism@kent.gov.uk

www.kent.gov.uk/autism



Services for people with mental health issues

For most people who experience mental health issues, your first place to get help should be your doctor, who can often refer you to other professionals.

KCC commissions a network of mental services across the county. These give opportunities to socialise and manage relationships, access education and training opportunities, become more independent and be supported to maintain and find employment.

Our Community Mental Health Social Work Teams are co-located with the NHS in community mental health centres working alongside psychiatrists, psychologists, nurses and occupational therapists to deliver health and social care jointly. We also have a team which is based in the mental health hospital sites and supports people with their social care needs to facilitate their discharge from hospital.

The teams work with individuals aged 17-65 experiencing mental distress and social care issues. The service aims to support people to take control of their lives again, maximising their well-being and quality of life.



There is more information at:

livewellkent.org.uk (see page 41 for details of other organisations).

Transition from children's social care

The **transition** from childhood to adulthood can be a difficult time for some young people.

This can be particularly so for some disabled young people or young people with mental health needs who may be in contact with different services. We aim to make the transition process as smooth as possible so that any disruption is kept to a minimum as young people move from children's to adult social care services.

It is important to us that young people are prepared to live independent and fulfilling lives. We therefore engage in transition planning and help disabled young people and young people with mental health needs to prepare for adulthood and consider future options.

For more information

www.kent.gov.uk/transitiontoadulthood

Discharge from hospital

If you are being discharged following a hospital admission and need some additional support, we can help you to get back to living as independently as possible in the community.

Each hospital will have its own discharge procedure. But will normally involve an assessment to make sure you have any support you need in place for when you return home.

This could be:

- **Enablement** (page 14)
- **Fast Track Equipment** (page 15)
- **Telecare** (page 15)

Part 3

Support for carers

A carer is someone who provides unpaid care or support to another person. Many people who care for others do not see themselves as carers: they are parents, husbands, wives, partners, brothers, sisters, friends and neighbours.

The support that carers give has a huge impact on the lives of the people that they care for. We value the role of unpaid carers, and understand that caring is part of life for many people. However, without support, the role of carers can be demanding, and it can take its toll.

If the person you care for is an adult aged 18 and over (or young person with care and support needs who is about to turn 18) you may be able to get more help to carry on caring and look after your own wellbeing.

If you provide care for another adult and you think you may need support you are entitled to a **carer's assessment**. You can have one regardless of whether the person you care for receives help from the council or not.

You may be eligible for support such as a **direct payment** to spend on things that

Carer's assessment

An assessor will explore your needs for support, whether you are willing and able to continue caring, what you want to achieve in your daily life.

make caring easier; or practical support, like arranging for someone to step in when you need a short break. Or you may prefer to be put in touch with local support groups so you have people to talk to.

Having a carer's assessment will not affect whether or not you receive a **carer's allowance**.

A carer's assessment is about you and your wellbeing. It will consider the impact that caring is having on your life and what support might be available for you.

We decide whether you are eligible for support based on the eligibility criteria set out in The Care Act, the social care legislation which applies to England.

The eligibility criteria include:

- Your needs arise as a consequence of providing necessary care for an adult
- Your physical or mental health is at risk of deteriorating or you are unable to achieve any specified outcomes ranging from; being able to continue being a parent for a child, maintaining family and personal relationships, to engaging in recreational activities
- As a consequence of being unable to meet or achieve one of these outcomes there is likely to be a significant impact on your wellbeing.

Direct payment

If you or someone you care for are eligible for help from social services, you can apply for direct payments.

These let you choose and buy the services you need yourself, instead of getting them from KCC.

Carer's allowance

Money to help you look after someone with substantial caring needs. You don't have to be related to, or live with, the person you care for. You must be 16 or over and spend at least 35 hours a week caring for them.

If you are eligible for help we will discuss with you what care and support you need, if you are not eligible we will give you information and advice about what care and support is available.

We have produced a Kent Carers' Information Booklet which you can request by contacting your local carers' organisation on page 37.

There are useful contacts for carers including short break services and respite care, support groups and where to get benefits advice on page 37.



For more information:

www.kent.gov.uk/carers



For a carer's assessment phone:

03000 41 61 61 or contact your local carers' organisation - as on page 37.

Part 4

Staying safe

Everybody has the right to live an independent and dignified life, free from violence and **abuse**. Our aim is to ensure that adults who may be at risk of abuse and their **advocates** or carers are able to report their concerns and receive support to address the issues.

Safeguarding adults at risk is everyone's business. If you have any concerns that someone is being abused or self neglecting you need to tell us. We will investigate any concerns about abuse reported to us. Please contact us using the information below.

How to get in touch with us



www.kent.gov.uk/reportabuse



03000 41 61 61 (if you live in Kent)
01634 334 466 (if you live in Medway)

Out of hours Kent and Medway
service: 03000 41 91 91

 social.services@kent.gov.uk

 Text relay service: 18001 03000 41 61 61

Abuse

Can take many forms including physical, emotional, sexual, financial and psychological abuse.

Advocate

Someone who represents a person who is not able to make choices for themselves or needs support to do so.

Part 5

What you can expect from us

We will treat you with dignity and respect and ensure you are empowered to make your own decisions about what is right for you to live a healthy, fulfilled and independent life.

This section tells you about how we will listen if you have a concern and look after your personal information.

Listening, responding and improving

Every year we publish our **Local Account**, "Here for you, How did we do?" in partnership with the people of Kent. It tells you about the challenges and achievements of adult social care in the last year and highlights what we want to achieve for the future.



To read the latest version of the Local Account and watch the video please visit www.kent.gov.uk/localaccount

Local Account

This is a report that adult social services produces each year.

Comments, complaints and compliments

We want to hear about your experiences of our services. Complaints and compliments can help us improve the services we provide to all customers. We will investigate all the complaints we receive and respond as quickly as possible.

You can make a complaint about our services whether you use them or not and will not be disadvantaged in any way by making a complaint or comment. You can also complain if you have been affected by our actions or decisions.

You can either complain on your own behalf or with the help of someone else such as a relative, carer, friend or advocate. We may need to seek consent from you to ensure you agree to the complaint being raised by someone else on your behalf. A member of the complaints team can assist if you need help to make a complaint or require an advocate.

If you have a private arrangement with a social care organisation or provider you will need to raise your complaint with them.

We are only required to deal with complaints about events that happened in the past 12 months. Our complaints procedure cannot change decisions made by a court of law.

If you can speak to the person you are dealing with first, or their manager, to resolve any issues (most problems are sorted out this way).

If not contact the Customer Care and Complaints Team:

- complete the online form at: www.kent.gov.uk/haveyoursay
- email: customercarecomplaintsadults@kent.gov.uk
- write to: Customer Care and Complaints Team,
3rd floor Invicta House, County Road, Maidstone ME14 1XX
- call: 03000 410 410
- text relay: 18001 03000 410 410

Responses

We will acknowledge your complaint to confirm we have received it and a member of the complaints team will contact you to discuss a plan of action to deal with your concerns. This initial communication will normally take three working days. We aim to respond to most complaints within 20 working days, but additional time is required to investigate more complex complaints. We will keep you informed of any delays in the process. You can expect your complaints to be listened to, to be investigated fairly and responded to.

If we have not been able to resolve your complaint, please contact us to see if anything further can be done. However, if you are not happy with the response, you can ask the Local Government Ombudsman (LGO) to review the way we have dealt with your complaint.

Anyone who funds their own care, including those using a direct payment, has the right to refer their complaints to the LGO.

To contact the LGO:

- complete the online form on The Local Government Ombudsman website: www.lgo.org.uk
- call 0300 061 0614
- to use a textphone use the Next Generation Text Service (formerly known as Text Relay and Typetalk).

Collecting and sharing personal information

People often require several services to support their needs at any one time. For example, you might receive support from the NHS at the same time as receiving support services through us.

In order to provide the most effective support and get a clearer picture of your progress, we may need to share some of your **personal information** with the other organisations that we work with to jointly deliver services to you. Information will only be shared on a 'need to know basis.' Another organisation that receives information from us has the same legal duty to keep it confidential and secure.



For more information please refer to the Adult Social Care and Health privacy notice:

www.kent.gov.uk and search 'adult social care and health privacy notice'

Personal Information

Information such as names, telephone numbers and addresses, which we need for planning and reviewing your support.

Part 6

Wellbeing and useful contacts

This section has useful information on where you can get more help and advice about organisations that can support your health and wellbeing, including; carers support, disability groups, other council services, benefits, finances and advocacy.

a

Advice and information helplines

Age UK

Age UK runs centres in several locations around Kent, which provide support and hold social events for older people. You can find their care home checklist in the Home & Care section.

 www.ageuk.org.uk

Care Quality Commission

Regulates, inspects and reviews all adult social care services in England.

 www.cqc.org.uk

Citizens Advice Bureau

Providing free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

 www.citizensadvice.org.uk

Disability Information Services Kent (disability support)

Information service for the elderly, disabled and carers.

 01303 226464

FirstStop Advice

Information and advice organisation for the elderly.

 www.firststopcareadvice.org.uk

Health Help Now

A website giving advice on health and medical conditions.

www.healthhelpnow-nhs.net

Healthwatch Kent

Healthwatch Kent is an independent organisation set up to champion the views of patients and social care service users across Kent.

 www.healthwatchkent.co.uk

 0808 801 0102

Independent Age

A charity offering advice such as help at home, moving into a care home, adaptations, telecare, care assessments, paying for care, befriending, benefits and much more.

 www.independentage.org

 0800 319 6789

Learn my way computer courses

Online computer courses to help you with the internet and basic computer tasks.

 www.learnmyway.com

NHS Choices

 www.nhs.uk

 111 for non-emergency medical advice

Office of the Public Guardian

The Office of the Public Guardian (OPG) protects people in England and Wales who may not have the mental capacity to make certain decisions for themselves, such as about their health and finance.

 www.publicguardian.gov.uk

Reading Well

Reading Well Books on Prescription helps you manage your wellbeing using self-help reading. The scheme is endorsed by health professionals and supported by public libraries.

 www.readingagency.org.uk/readingwell

Wheelchair Users Group

Practical information to help people living with physical disabilities.

 www.wheelchairusers.org.uk

Which - elderly care

Information about housing options and finding local services, advice on how to finance care, benefits and legal issues.

 www.which.co.uk/elderly-care

Advocacy – having someone to speak for you

An advocate is someone who will make sure your rights are respected and you have real control over the big decisions in your life.

They can help you speak up in meetings, deal with difficult issues and understand important decisions being made.

If you need help finding someone to work with you as an independent advocate **Kent Advocacy** may be able to help you. They will locate an advocate that is right for you and your situation.

You can contact them by:

 www.kentadvocacy.org.uk

 Email: kent@seap.org.uk

 0300 34 35 714

 Text: SEAP + message to 80800

Further information about the different types of advocacy, and referral form are available online.

For advocacy for people with a learning disability contact:

Advocacy for All

 www.advocacyforall.org.uk

 0345 310 1812

Autism

Kent Autistic Trust

Provide local support to people with Autism and their families.

 www.kentautistic.com

National Autistic Trust

 www.autism.org.uk

b

Benefit advice

Pensions

 www.gov.uk/state-pension

Disability Benefit Helpline

Get advice or information about a claim you've already made for Disability Living Allowance, Attendance Allowance or Personal Independence Payment.

 www.gov.uk/disability-benefits-helpline

Attendance Allowance

 0800 731 0122

Disability Living Allowance

 0800 121 4600 (Date of birth on or after 8 April 1948)

 0800 731 0122 (Date of birth before 8 April 1948)

Personal Independence Payment

 0800 121 4433

C

Carers organisations and support services

Carers support services

Carers UK (across Kent)

 www.carersuk.org

Carers Trust

National charity providing an online support team, information and online discussion boards.

 www.carers.org

Kent Carers' Emergency Card

In an emergency situation such as a carer being taken ill while out, the card identifies them as a carer. By ringing the telephone number on the card a pre-arranged emergency plan can be put into action.

 www.kentcarersemergencycard.org.uk

Carers First

(West Kent and Medway)

 www.carersfirst.org.uk

 0300 303 1555

Carers Support East Kent

 www.carersek.org.uk

 01304 364 637

Crossroads

(Short breaks for carers in East and West Kent)

 www.carerskm.org

 03450 956 701

Imago

Offering a range of services across Kent (see website for details)

 www.imago.community

 01892 530330

Involve

(Maidstone and Malling)

 www.involvekent.org.uk

 01622 677 337

d

Deaf and blind support

Hi Kent

Support for deaf people or hard of hearing

 www.hikent.org.uk

 01622 691 151

Kent Association for the Blind

Support for sight impaired people
www.kab.org.uk

 01622 691 357

Sense

National charity supporting and campaigning for people who are deafblind and those with sensory impairments.

 www.sense.org.uk

Dementia Support

Alzheimer's Society

 www.alzheimers.org.uk

 0300 222 1122

Kent Dementia Helpline

A freephone service for people with dementia, their carers, families and friends. Offering emotional support and information.

 www.dementiafriendlykent.org.uk

 0800 500 3014

Dementia UK

 www.dementiauk.org

 0800 888 6678

e

Employment

Job Centre Plus

Help to find work and benefits advice.

 www.gov.uk/jobsearch

Kent Supported Employment

Support and advice for disabled people to find employment. Includes CV writing skills, completing job applications, work experience, job coaching, interview skills.

 www.kent.gov.uk/jobs

f

Finance

Most people will have to contribute toward the cost of their care. There are many organisations which can offer information on planning for this be it charging for care in the home, residential care, benefits or budgeting.

Money Advice Service

Free and impartial money advice set up by government. You can find information on choosing the right care services, paying for care, finding a financial adviser, work, pensions and retirement, budgeting, benefits, insurance, debt and borrowing, homes and mortgages.

 www.moneyadvice.service.org.uk

Society of Later Life Advisers

The organisations aim is to ensure that consumers are better informed about the financial issues of later life and can find a fully accredited adviser quickly and easily.

 www.societyoflaterlifeadvisers.co.uk

 0333 2020 454

Age UK

Offer general advice and guidance and may be able to direct you to suitable independent financial advisors.

 www.ageuk.org.uk/money-matters

Online care cost calculators

Paying for care

Paying for care offers help, information and advice about long term care funding and enables those that need regulated financial advice to make contact with specialist care fees financial advisers.

 www.payingforcare.org

g

Gateways

Gateways offer public and voluntary services in town centre and high street locations. For a full list go to:

 www.kent.gov.uk/gateways

h

Home adaptations/help

Foundations

The national body for home improvement agency and handy-person services. You can search for local handy people and services in your area.

 www.foundations.uk.com

Safe and Well

Safe and Well can help you choose daily living aids or guide you to other local services which may help to make your life easier at home.

 www.safeandwell.co.uk/kent

Disabled Living Foundation

A national charity providing impartial advice and information that makes a practical difference to daily life for people who are disabled.

 www.dlf.org.uk

 0300 999 0004

For large adaptations to your home to make things easier ask your local council as they may be able to provide major adaption such as a wheelchair ramp or a shower room.



Learning disabilities

Avenues Group

A charity which pioneers specialist social care supporting people facing significant disadvantage through illness and disability so they can live full lives in their local communities.

 www.avenuesgroup.org.uk

Mencap

Organisation giving information and advice for people with learning disabilities.

 www.mencap.org.uk

 0808 808 1111

Guideposts Trust

An organisation working with adults, children and young people who live with mental health issues, dementia, learning disabilities, physical impairments, and with their carers and families. Giving support to make the best possible choices for quality care services.

 www.guideposts.org.uk

Lasting Power of Attorney

For more information contact the Office of the Public Guardian. The Office protects people in England and Wales who may not have mental capacity to make certain decisions for themselves, such as about their health or finance.

 www.publicguardian.gov.uk

 0300 456 0300

Library services (KCC)

Home Library Service

If you live in Kent and are unable to visit a library due to ill

health, disability or your caring responsibilities, we may be able to arrange a home delivery service for you.

Audio books by post

If you live or study full-time in Kent and are blind or partially sighted you can apply for audiobooks by post. Applications will be accepted on receipt of Kent Association for the Blind recommendation or a doctor's/ophthalmologist's letter.

Open access

This service is for day centres, residential homes, hospitals, hospices and sheltered housing. They provide reminiscence boxes to bring back memories including photographs, books, audio books and cds.

Disabled people's library services

There are facilities in libraries for large print and audio books, multi sensory 'bag books' (for people with profound learning disabilities), easy access books, overlays for people with dyslexia and Abilitynet software on library computers.

Reading groups

These are a great way of meeting people and sharing your views about books. Ask at your local library for details.

m

Mental health support

Mental Health Matters

A charity offering advice and guidance on mental health issues and services.

 www.mhm.org.uk

Mind

(Charity, giving advice and guidance on mental health issues)

 www.mind.org.uk

 0300 123 3393

Live Well Kent

A source of information, help and guidance to promote better wellbeing and mental health in Kent and Medway for all and to help people connect with their local communities.

 www.livewellkent.org.uk

Porchlight

An organisation working across Kent and the south east offering support, advice and guidance.

 0800 567 76 99

 www.porchlight.org.uk

O

Out and about

Changing Places

These are accessible toilets with changing facilities and hoist. You can find them in most Gateways.

 www.changing-places.org

National Key Scheme

You can purchase a Radar Key. This opens designated disabled facilities and toilets for which you need a key.

 www.disabilityrightsuk.org/shop/radar-key

Rough Guide to Accessible Britain

A free online guide with over 200 ideas for days out, reviews, hints and tips by disabled visitors.

 www.accessibleguide.co.uk

P

Pets

Blue Cross

Help with vet bills and rehoming of animals for those on limited incomes.

 www.bluecross.org.uk

T

Transport

Blue Badge Scheme

Parking Permits for people in Kent with severe mobility problems.

 www.kent.gov.uk/bluebadge
 03000 41 62 62

Senior Citizen's Bus Pass

You can get free off peak travel with this pass. You can get a senior citizen's bus pass if you are; a Kent resident, of state pension age or older (linked to the female state pension age for men and women).

 www.kent.gov.uk/buspass

Disabled Person's Bus Pass

You can get free off peak travel with this pass. You can also apply for a disabled person's companion bus pass. This enables someone to travel with you if you need help getting around.

 www.kent.gov.uk/buspass

Community transport

Community transport gives you access to a bus or car service if you can't access public transport. Availability of community transport services depends on the area you live in. It can include:

- bus 'link' schemes
- dial-a-ride services (such as Kent Karrier)
- moped loan schemes (such as West Kent Wheels 2 Work)
- taxi buses
- voluntary car schemes.

 www.kent.gov.uk/roads-and-travel

Motability

The scheme enables disabled people to use their government-funded mobility allowance to lease a new car, scooter or powered wheelchair.

 www.motability.co.uk

 0300 456 4566

Shopmobility

A scheme which lends manual wheelchairs, powered wheelchairs and powered scooters to members of the public with limited mobility to shop and to visit leisure and commercial facilities within the town, city or shopping centre. Check the website for full details and the scheme local to your area.

 www.nfsuk.org

V

Volunteering

If you find you have some time you would like to give and meet new people you can volunteer. We have a resource available online.

 www.kent.gov.uk/volunteering

Useful KCC publications

- Your guide to accessing adult social care in Kent
- Your guide to adult social care in Kent
- Your guide to charging for residential care
- Your guide to charging for care in your own home and support in the community
- Your guide to funding yourself in residential care
- Have your say - comments, compliments and complaints about adult social care.

Easy read guides

- What we do for people with a learning disability
- Getting around in Kent for people with a learning disability
- How to complain.



For more information:

[www.kent.gov.uk/
learningdisability](http://www.kent.gov.uk/learningdisability)

Or email:

socialservicesleaflets@kent.gov.uk

WHAT MAKES A GOOD CARE HOME



Cut out and keep

A good care home in Kent has a number of equally important features:

- ✓ Keeps dignity in all aspects of care.
- ✓ Has a caring, compassionate and competent workforce.
- ✓ Holds the resident central to decisions.
- ✓ Is warm, clean and odour free.
- ✓ Meets the food and drink needs of individuals.
- ✓ Keeps people safe from harm.
- ✓ Offers a wide variety of activities that are tailored to the individual.
- ✓ Sensitive design to cater for people's needs, i.e. dementia or accessibility for larger wheelchairs.
- ✓ Is well run with a dedicated and visible manager.
- ✓ Has excellent record keeping detailing peoples' health and wellbeing.
- ✓ Know and understand the people in their care and deliver personalised care.



Cut out and keep

Index

A

Adaptations, 15
Advice, 34
Advocacy, 36
Advocacy for All, 36
Age UK 34, 39
Alzheimer's Society, 38
Arranging your support, 11
Attendance Allowance, 36
Audio books by post, 41
Autism Team, 23
Avenues Group, 40

B

Benefit advice, 36
Blue Badge Scheme, 42
Blue Cross, 42

C

Care and support plan, 9
Care in your own home, 17
Care Quality Commission, 34
Carer's allowance, 27
Carer's assessment, 26
Carers First, 37
Carers organisations, 37
Carers Support, 37
Carers Trust, 37
Changing Places, 42
Citizens Advice Bureau, 34
Comments, 31
Community transport, 43
Complaints, 31

Compliments, 31
Contact us, 52
Continuing health care, 13
Crossroads, 37

D

Day care, 16
d/Deaf and d/Deafblind, 22
Deaf and blind support, 38
Dementia care homes, 20
Dementia Support, 38
Dementia UK, 38
Direct payment, 11
Disability Benefit Helpline, 36
Disability Information Services
Kent, 34
Disability Living Allowance, 36
Disabled Living Foundation, 40
Disabled library services, 41
Disabled Person's Bus Pass, 43
Discharge from hospital, 25

E

Easy read, 21
Eligibility, 7
Employment, 38
Enablement, 14
Extra care housing, 18

F

Finance, 39
FirstStop Advice, 34
Foundations, 40

G

Gateways, 39

Guideposts Trust, 40

H

Health Help Now, 35

Healthwatch Kent, 35

Hi Kent, 38

Home Library Service, 41

I

Independent Age, 35

Involve, 37

J

Job Centre Plus, 38

K

Kent and Medway out of hours, 52

Kent Association for the Blind, 38

Kent Autistic Trust, 36

Kent Card, 12

Kent Carers' Emergency Card, 37

Kent Carers' Information Booklet; 28

Kent Dementia Helpline, 38

Kent Supported Employment, 38

Kent Young Carers, 37

L

Learning disabilities, 21

Learn my way computer courses, 35

Live it well, 41

Local Account, 30

M

Meal delivery, 17

Mencap, 40

Mencap Direct, 40

Mental health, 24

Mind, 41

Money Advice Service, 39

Motability, 43

N

National Autistic Trust, 36

National Key Scheme, 42

Needs assessment, 6

NHS Choices, 35

Nursing homes, 20

O

Office of the Public Guardian, 35

Open access, 41

Open Britain, 42

P

Paying for care, 39

Paying for your care and support, 10

Pensions, 36

Personal Independence Payment, 36

Personal information, 33

Planning your support, 9

R

Reading groups, 41

Reading Well, 35

Residential care, 19

Reviewing your care and support, 12

Rough Guide to Accessible Britain, 42

S

Senior Citizen's Bus Pass, 42

Sense, 38

Sensory Impairments, 22

Sensory Impairments for children, 22

Sensory Services for adults, 22

Shared Lives, 17
Sharing personal information, 33
Sheltered housing, 18
Shopmobility, 43
Sight impaired, 22
Society of Later Life Advisers, 39
Staying safe, 29
Support for carers, 26

T

Telecare, 15
Transition, 24
Transport, 13

V

Volunteering, 43

W

Wheelchair Users Group, 35
Which - Elderly Care, 35

Kent County Council Adult Social Care

Your guide to adult social care in Kent

How to get in touch with us

If you would like more information on any of the topics covered in this booklet, or you would like to have your needs assessed or report abuse, you can contact us in the following ways:

-  **03000 41 61 61** (if you live in Kent)
-  **01634 33 44 66** (if you live in Medway)
-  Kent and Medway **out of hours** service: **03000 41 91 91**
-  Text relay service: **18001 03000 41 61 61**

A text relay service is available for deaf, hard of hearing and speech impaired customers and is available 24 hours a day, 7 days a week.

-  www.kent.gov.uk/careandsupport
-  social.services@kent.gov.uk

Visit your local Gateway (www.kent.gov.uk/gateways)

For more copies of this publication please email:
socialservicesleaflets@kent.gov.uk