



**Services for
people with a
physical disability
or sensory loss**

This leaflet tells you about the social care services available in Cambridgeshire for people who have a physical disability or sensory loss i.e. problems with their sight and/or hearing.

Our aim is always to try to help people with a disability to lead as full and independent a life as possible. We also want to be able to help those who care for people with a disability.

GETTING HELP

If you or someone you know needs advice or help then you should contact us by telephone or email - please see the 'contacting us' section at the end of this leaflet.

WHAT HAPPENS NEXT?

The first person you speak to may be able to offer you advice or help straight away. Alternatively, they may agree with you that your situation should be looked at by a specialist care manager. The care manager will discuss your situation with you to find out exactly what your needs are. As part of this 'assessment' it may be appropriate for the care manager to talk with other people who know you, like your doctor or family (but this will only be done if you agree to it). Once there is a clear picture of your needs, the care manager will discuss with you what services would best address those needs. Because our resources are limited, we have to target them at people whose needs are greatest. If this means that you are not eligible to receive services provided or funded by us, we will give you advice as to who else might be able

to help you. If you are eligible then we will agree with you the package of services you will receive - this will be written down in your 'care plan' and you will be given a copy.

OCCUPATIONAL THERAPY SERVICE

It may be that the specialist worker who carries out your assessment is an Occupational Therapist or 'OT'. They can also advise on what specialist equipment you can use at home to make your life easier. Advise on adapting your home e.g. installing a shower, a downstairs bathroom, a ramp or a stairlift.

SENSORY LOSS

We also have specialist workers who can help and advise people who have problems with their sight or hearing. We have a separate leaflet - 'Services for People with Sensory Loss in Cambridgeshire' - which has more detail about our services.

HOME CARE

Home Care services offer practical help with people's personal care needs, e.g. getting up, going to bed, washing, dressing and preparing meals. We are not able to provide domestic help (cleaning, shopping, gardening etc) unless it is in addition to a personal care package.

DAY SERVICES

Day support services are available to assist and support people to take part in activities, meet with others and regain confidence in their abilities. Day services range from sheltered work to leisure activities, as well as individual provision.

SHORT STAY ('RESPITE') CARE

A short break away from home can provide a welcome change for yourself and anyone caring for you. The respite care might also be provided in your own home (through a 'live-in' carer).

RESIDENTIAL CARE

If you are no longer able to live at home or need a high level of care, then moving to supported housing or a residential care home could provide the extra assistance that you need.

ADVICE AND INFORMATION

Our staff are always happy to advise on other services, resources and leisure activities which might be available to you. We can also help ensure that you are receiving all the welfare benefits to which you are entitled. You may need help from more than one service and we can provide a useful link to other services e.g. Housing, Health and Social Security.

BLUE BADGE SCHEME

The Council also handles applications for blue badges which allow special parking concessions to disabled people who qualify for the scheme.

Please call 0845 045 5204

IS THERE A CHARGE?

There is no charge for assessments but you may have to contribute to the costs of the services you receive. These charges will be fully explained to you before you commit yourself to anything. The amount you pay will depend on your own level of income, savings and capital. You will be invoiced weekly for the services you have received (there may be exceptions for certain services e.g. Occupational Therapy equipment).

SERVICES FOR CARERS

If you care for somebody with a disability then you are entitled to have an assessment of your care needs of your own, given the stresses and strains which caring can create. You are entitled to have an assessment of your care needs in the same way as the person you care for. As a result we may be able to arrange services specifically designed to help your situation, e.g. help with routine tasks to allow you to provide essential care.

DIRECT PAYMENTS

If your assessment shows that you are eligible for services then you could opt for a Direct Payment. Rather than receive services arranged by us, we would give you an equal amount in cash to buy services yourself. This gives you more flexibility and could allow you, for instance, to employ your own personal care assistants. An independent organisation is available to give you support if you want to pursue this option.

CONTACTING US

By telephone **0845 045 5202**

By email **info@cambridgeshire.gov.uk**

MORE INFORMATION

This leaflet is a brief summary of our services for people with a physical disability or sensory impairment. If you would like more information, then further more detailed leaflets are available on the following:

- The Occupational Therapy service
- Direct Payments
- Assessing your needs and planning your care
- Charges for services
- Home care services
- Services for People with Sensory Loss

If you would like a copy of this leaflet on audio cassette or in Braille, large print or other languages, please contact the **Communications Administrator** on **01223 717309** or e-mail: **sonia.fresco@cambridgeshire.gov.uk**

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