

# Services for adults with disabilities in Cambridgeshire

## Your questions answered

Updated May 2007

This leaflet explains briefly what the Disability Service does and how people can access support.

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### Acknowledgements:

A very big thank you to the family carers and staff who have assisted in producing this booklet.

## **1. Disability Services - Where are the teams and what do they do?**

The Disability Service in Cambridgeshire provides support and services to a wide range of people with disabilities. Our aim is always to support 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.

The Disability Service has 3 main parts:

- The Learning Disability Partnership (LDP) - 6 Locality Teams.
- Physical Disability – 3 Teams.
- Sensory – 1 countywide Team

Initial contact is made through the County Council's Contact Centre. Details are available at the end of the leaflet.

The Teams are managed in three broader geographic areas:

- Cambridge City and South Cambridgeshire
- Huntingdon and Huntingdonshire
- East Cambridgeshire and Fenland

There are also some central functions that cover areas of quality or contract monitoring including strategic service development and workforce development and training.

## **2. What does it mean? – common terms explained**

So that people can understand how the Disability Service provides support, we have listed below a few of the key terms used.

### Person Centred Planning (Plan) – PCP

This term describes the different ways used to focus on the disabled person. PCP looks at all of the things the person wants and needs for both the present and the future. It is not a County Council process but provides a really useful tool to identify what the person wants in their life. There are lots of different ways a PCP can be made. It often includes the person's hopes and dreams. It can be a very useful way of providing information for the social care assessment. A Person Centred Plan is different to a person centred support plan.

### Social Care Assessment

This is the way the County Council identifies the needs of the disabled person. It is recorded on a special form called a SOC 311. When doing the assessment the Care Manager will look at different aspects of the person's life. They will also listen to the family's views too. The assessment will also include looking at the possible options for meeting the identified needs by way of services. The form covers all of the options and can include both the service user's views and the professional's views as these might be different.

The assessment will record what benefits are being claimed and if other benefits might be claimed.

## Carer's Assessment

This is a separate form and process that identifies the needs of any unpaid carers who are currently supporting the person with disabilities. The assessment will identify if they need a break from their caring responsibilities or if any special support is needed to help them to continue in their role if that is what they wish. It might include looking at what benefits are claimed or if a carer service – just for the carer – is needed.

## Care Plan

This sets out the needs of the disabled person and what services or direct payments are going to be provided to meet those needs.

## Direct Payment.

This is an alternative way of getting care and support as agreed in the care plan. It is a cash payment directly paid to the service user so he or she can make their own arrangements for care and necessary equipment agreed in their care plan. Accepting the direct payment option is not compulsory, but, the County Council has a duty to offer it to everybody who is entitled to receive help from them.

## Eligibility Criteria

The Government has said that all County Councils must use the same chart to decide if a person can receive services and support from adult social care services. The chart is used by the care manager to assess if the person meets the needs criteria. A chart is attached at the back of the booklet.

## Panel

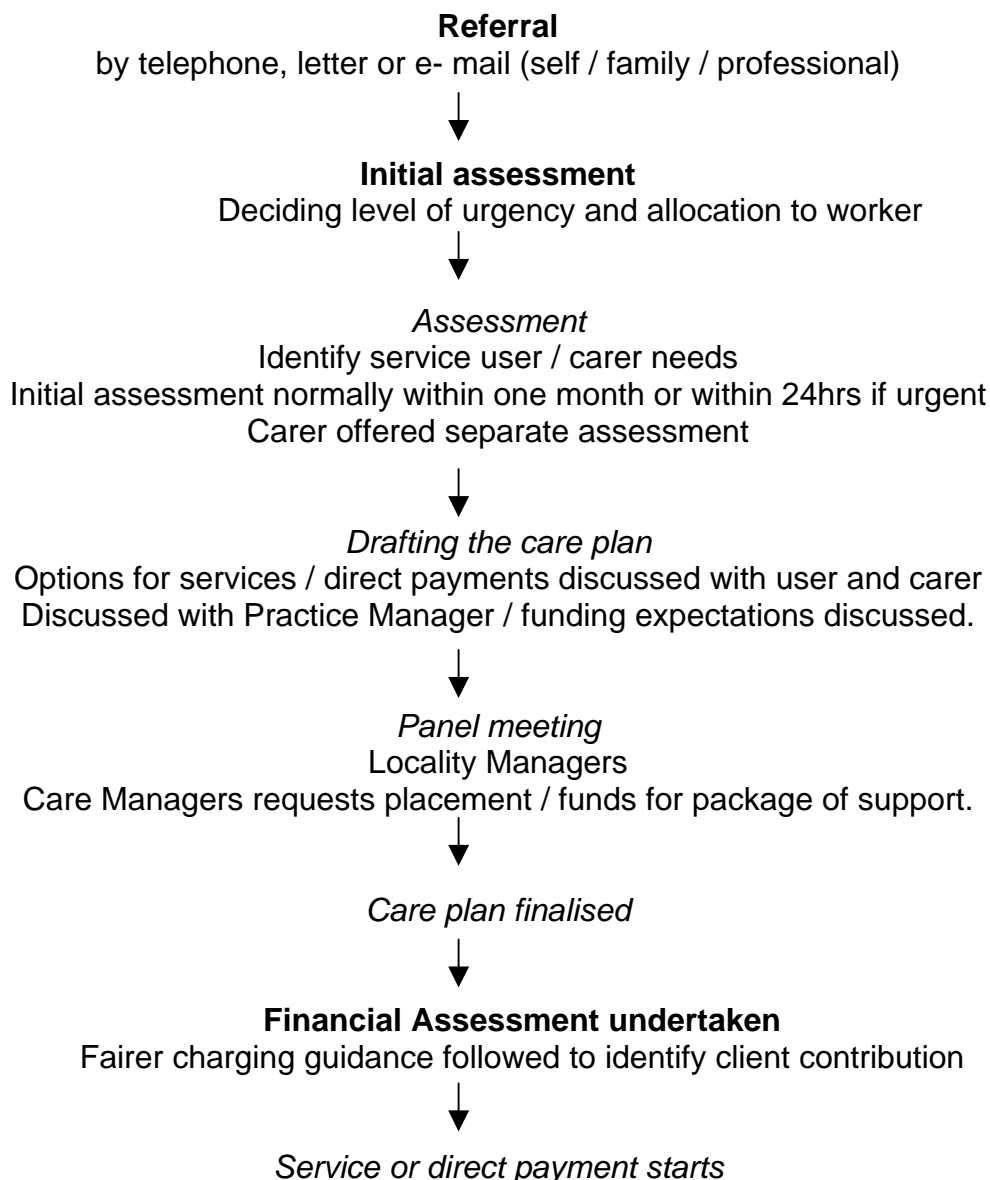
Each Area has a Panel headed up by the Area Manager. The County Council has a set budget and it has to think carefully how it uses the money in the most cost effective way. There is not enough money to give everyone exactly what they want. People's needs will be met but the Panel might decide it can't afford to meet those needs in the preferred way, so may have to suggest a more cost effective way.

## Person centred support plan

When a disabled person receives a service from a provider they will work with the disabled person to set in place an individualised support plan which sets out details of how the person is to be supported.

### 3. What is the process for getting support and services?

We will explain in more detail below what happens but in simple terms the process is:



#### Referrals – Getting Help

If you or someone you know needs advice or help then you should contact us by telephone or email. Normally this is through the Council's Contact Centre - please see the 'contacting us' section at the end of this leaflet. Staff will take basic details and a duty worker might be able to provide advice and information immediately.

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 referred to one of the Teams.

The Teams sometimes have a waiting list for assessments. If this is the case they will look at the information given to them. It is a priority they will allocate the case to a Care

Manager immediately. If the need for an assessment is not urgent then the Team will write to you to explain how long you might wait.

### Assessing the disabled person and their carer

The Care Manager will discuss the situation with the disabled person to find out exactly what the needs are. As part of this 'assessment' it may be appropriate for the care manager to talk with other people who know the situation well, 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.

The needs of any unpaid carers will also need to be taken into account. Carers who provide regular and significant care can have an assessment of their own needs. This ensures we take these into account when providing services to the disabled person. There may be occasions where a service to the carer is also considered appropriate.

The needs of the disabled person and their carer are then written up. You will be asked your views about the assessment and asked to sign the assessment and record anything in it you are not happy with.

### Can everyone get help?

Because our resources are limited, we have to target them at people whose needs are greatest. Cambridgeshire has to follow Government guidance called Fair Access to Care. We provide services that meet critical and substantial need only. 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.

### Care Plans

If you are eligible then we will agree with you the package of services you will receive. The Care Manager will talk to you about the different ways you can access the care you have been assessed as needing. You could request a direct payment to purchase your own services or have them arranged for you. Which ever way you choose, your needs and the services to meet those needs will be written down in your 'care plan' and you will be given a copy.

### 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 for the services you have received (there may be exceptions for certain services e.g. Occupational Therapy equipment).

No one should be put off from asking for an assessment or services because of charges. They are only a contribution towards the real cost. Part of the Financial Assessment process is to check if you are getting all of the benefits that you might be entitled to.

### Financial Assessment

Once it has been agreed what services the disabled person is going to be provided with, an assessment of the contribution they have to pay is made. A Finance and Benefits Assessor (FABA) will carry out what is called a “fairer charging financial assessment”. This is the government’s way of making sure each person’s ability to pay the charge is fair and that they get all of the benefits that they are entitled to. A FABA assesses for the following services:

- Home care or domiciliary
- 24 hour live in care
- Extra sheltered housing
- Supported Living
- Sitting services
- Direct payments for any of the above
- Support services contracted under the Supporting People programme

The following services are not subject to Fairer Charging assessments:

- Permanent residential care
- Respite Care/Link schemes
- Day care
- Transport charges
- Community meals

The Care Manager will ask that a financial assessment be undertaken. The FABA will then contact the service user or the person who manages their finances to arrange a meeting. At the meeting the FABA will then calculate the charge using a calculator spreadsheet on a laptop computer and print out a Notification of Charge to give to the service user. This charge is reviewed annually. The FABA will also offer a benefits check and assist the service user to apply for any other possible benefit entitlement identified

### Comments or complaints

The Disability Service is always very keen to hear your views. The service does have a formal complaints process should the need arise. A separate leaflet is available.

## **4. Who does what? – an explanation of job titles**

### Area Manager

This person is responsible for all of the disability services in their geographic area. They have overall responsibility for the area’s developments and budget. They are line managed by the Director of Adult Support Services. The Adult Support Service is part of the County Council’s Office of Environment and Community Services.

### Community Development Manager

Each area has a person who helps to plan and develop services. This will include joint work with District Councils and other local organisations such as Housing Associations to develop accommodation for people with disabilities.

### Locality Manager

This person manages a team of staff who assess the needs of people with disabilities and their carers. The Team also commissions (arranges to buy services), from independent providers in the local area.

### Care Managers

Care Managers undertake assessments, listening carefully to the disabled person and their families to find out what their needs are and setting these out on an assessment form. They discuss what options and services might be able to meet those needs.

### The Learning Disability Partnership Practice Manager

The LDP Locality Teams also have an additional manager responsible for supervising the staff who undertake assessments of people with learning disabilities. The LDP teams are larger than the other teams and include health care staff which is why these teams have an extra manager.

### Learning Disability Partnership specialist workers

The LDP teams include Community Nurses, Occupational Therapists and Speech and Language Therapists. These staff might be asked to undertake specialist assessments to help identify the best way to provide support. They also might provide services to assist the person to be as independent as possible.

### Sensory Services specialist workers

Sensory Services is a county-wide, whole-life service that assesses the needs of people with a hearing loss or visual impairment. It is overseen by the Huntingdonshire Locality and comprises a practice manager, five care managers and two technical officers (who assess and provide equipment for people with a hearing loss). Staff work closely with teams in all other areas, including Older People, Mental Health, Complex Cases, Children, Physical Disability and Learning Disability. As well as carrying out specialist assessments and providing equipment to enable people to maintain or regain their independence, the team works in partnership with other agencies to provide rehabilitation and mobility training, and specialist services for people with complex and multiple needs.

### 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. OT's advise on adapting your home e.g. installing a shower, a downstairs bathroom, a ramp or a stair lift.

There is also special equipment that helps people to be independent by monitoring their safety or making sure the environment is secure. This is sometimes called "assistive technology". It includes items like Lifelines.

Additional information for the different Teams is available in Team Leaflets.

## 5. Services

It is not possible to list all the possible services that might be available but here are some of the main ones:

### Day Support

Day support services 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 Breaks ('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).

### Supported Living

Supported living is a model of providing accommodation and support to people who need regular and substantial support and are no longer going to be living with their family. It is an alternative to the more traditional Residential Care. Supported living provides more security, rights, choice and control to the individual than Residential Care.

One of the most important elements of Supported Living is that each individual has their own tenancy. They rent their accommodation from a housing provider, generally a Housing Association. As a tenant they have more rights and cannot be made to leave their home. Each individual is supported to make choices about their day-to-day life.

An important aspect of supported living is that what people receive is "support" and not "care". The difference is about empowering the individual to make decisions about their lives, making choices about what they do, where and when they do it, what they eat and how they decorate their rooms etc. All of the support is provided in a very caring way – we have not taken out the "care" element. If required, individuals also get support to have a bath, clean their teeth or go to the doctors. A key aspect is that the staff see themselves as supporting the individual in what they want and need rather than "caring" in a more directive way.

### Residential Care

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

### 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.

### 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.

### Services For Carers

If you care for somebody with a disability then you are entitled to have an assessment of your own care needs, 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.

Contact Cambridgeshire Direct the County Council's Contact Centre on:  
Tel No **0845 045 5201**.

## Appendix 1 Other Information leaflets

All of these leaflets can be obtained from the website or the Customer Services Unit (01223 717309) or by contacting the Contact Centre on Tel No **0845 045 5201**.

### **General Disability leaflets**

[Assessing your needs and planning your care](#) - Describes how we look at social care needs and plan care suitable to meet those needs.

**Better Care, Higher Standards Charters** - these set out the help available to adults with care needs, and their carers, from housing health and social care services:

[Cambridge City](#)

[Fenland](#)

[Huntingdonshire](#)

[South Cambridgeshire](#)

[Services for People with a physical disability or sensory impairment](#) - Summarising social care services available in Cambridgeshire.

[Home Care](#) - What you can expect.

[Residential Care](#) - What you can expect.

[Information for people going into residential care](#) - Older people and adults with physical disabilities.

[Managing your finances](#) - Information for people living in residential (or nursing) homes and currently paying full cost of care. Explains what help you may get from the Council, now or in the future, in paying for your care.

[Direct Payments](#) - People who receive "Direct Payments" organise and pay for their own social care. This leaflet describes how to find out more about Direct Payments.

[Direct Payments in Cambridgeshire](#) - Your Questions Answered. A detailed booklet about this scheme.

[Setting up a Trust for Direct Payments](#) - Describes a different way of managing Direct Payments, includes sample trust documents.

[Charges for Services](#) - Lists charges for current financial year.

[Information for people who wish to apply for the reduction or waiving of charges](#) - how to apply.

[Advice on Home Adaptations for People with Disabilities](#) - information on home adaptations for people with permanent and substantial disabilities.

[Equipment suppliers](#) - Leaflet listing stores and centres from which you can order/purchase items of equipment for kitchen, around the house, bedroom and bathroom to aid those with disabilities.

[Bathing Advice](#) - Incidents in the bathroom often account for a high proportion of accidents in the home. This leaflet is a brief guide on safety options to help you.

[Protection of Vulnerable Adults](#) - Leaflet describes what to do if you think someone is being abused.

[Supporting People](#) - A short guide for tenants who live in Sheltered Housing Schemes.

[Applying for a Blue Badge](#) - Flier describing the process of getting a Blue Disabled Parking Badge in Cambridgeshire.

[Village Benefits Advice Service](#) - this team helps people living in rural areas of Cambridgeshire claim social security benefits. Leaflet details how to get in touch with them.

[Carer's Assessments and Carer's Breaks](#) - leaflet for adult carers who care for another person who is over the age of 18, describing services and help available.

[Support for Carers](#) - Booklet providing information about the support available to the carers of people with Learning Disabilities - written in a way that people with learning disabilities can understand.

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## **Learning Disability Partnership leaflets**

### **Supported Living – Your questions answered**

This booklet answers the questions most frequently asked about supported living. It is in three main sections:

- explains the rights and responsibilities of supported living.
- Is about the process.
- Answers questions about moving in and day-to-day living issues.

### **Services for People with a Learning Disability**

Explains services available for those with learning disabilities and their carers.

### **Direct Payments**

Explains about how people can get money to buy the service of their choice.

### **Being Healthy**

A booklet helping people think about their health needs and how to make a Health Action Plan to support them to be healthy.

### **What you can expect**

This leaflet tells you what you can expect if you get help and support services from the LDP or any of the people we arrange to help you.

### **Service Users Guide to Adult Placement Schemes**

Describes our scheme offering short breaks away from home (respite care) for people with learning disabilities aged 19 and over being cared for by their families living in Cambridgeshire.

### **Charges for Services**

This leaflet tells you which services there is a charge for, and how much those charges are for 2007 / 2008.

### **Hearing Your Views**

This tells people how to complain about, comment on, or praise the services they receive.

### **A Place to Live**

This looks at the housing and support choices available in Cambridgeshire.

### **Keeping Clean**

A training booklet to help people with learning disabilities think about how to keep clean and healthy.

### **Cervical Screening**

Information for women with learning disabilities.

### **Information about You**

Describes what kind of information we hold about people with learning disabilities, and how to arrange to look at that information.

### **Support for carers**

Some people with learning disabilities live with their families or close friends. This provides information about the types of support that might be available for the people who care for someone with a learning disability - the term "carer" does not apply to paid care staff.

All services [info@cambridgeshire.gov.uk](mailto:info@cambridgeshire.gov.uk)