

# General Information about Adult Care

Easy read version

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## General information about adult care

This leaflet tells you how to get help with adult care. Adult Care means support, services or other things that help you stay independent in the community.



If you need help contact us:



■ Telephone 01454 868007



■ Email to [csodesk@southglos.gov.uk](mailto:csodesk@southglos.gov.uk)



■ sms text: 07950 080111



■ textphone: 01454 868010



Someone will talk to you about what help you need. This may mean someone coming to visit you at home.



You will be asked some questions to find out how we can help you. A friend, carer or someone in your family can be with you.



We will then send you a letter to say if we can help you. It will also say how much we think your adult care will cost.



If we agree to help you with your adult care you will need to have a Care and Support Plan. A council worker or someone outside of the council can help you with this.



Your Care and Support Plan will say what things you like to do every day. It will also have information about what adult care you would like to make things better for you.

There are lots of different things that could help you.



You and your council worker can talk about what choices you have. If we think anything might be a bit risky or dangerous we will explain it to you, so that you can decide for yourself what is right for you. There is booklet about this called Supporting Choice.



The advice and information we give you is free but you may have to pay for some or all of your adult care. We will ask you about how much money you have to see if we can help you pay for this.

You don't have to tell us how much money you have but this will mean we think you have enough money to pay for your adult care yourself.



If we say we can help pay for your adult care we will work out how much we think it will cost. This is called your Personal Budget.

We can arrange your adult care for you or you can do it yourself.



If you want to do it yourself we will pay some or all of your Personal Budget money into your bank. We call this a Direct Payment.



Having a Direct Payment means you can choose who helps you and when. You must spend money on the things that are agreed in your Care and Support Plan.



You can have help in arranging this from someone you know and trust. This person can also help you look after your money and help you spend it properly.



When you have set up your adult care a council worker will check to see that everything is going OK. If you have any problems they can also help you sort them out.



If you are not happy doing things yourself you can go back to having your adult care arranged by us.

Just tell the council worker you usually talk to.



Your carer can also get information, help & support. If they need help contact the Carers' Support Centre on 0117 956 2200



### **A Real Life Story**

Gina is 21 years old and has learning difficulties she is at college three days a week.



Gina's parents were worried about her moving from school to college and didn't know what help was available.



They were told that direct payments could be used to help with transport to get Gina to and from college and for activities outside home. This was great news and means that Gina can be more independent.



Gina now attends a Community inclusion course one day a week using taxis.

## **Supporting South Gloucestershire Carers**



A carer is someone who gives support and care to a loved one, friend or neighbour. South Gloucestershire Council is helping carers to get support.

The Council has worked closely with carers and organisations to write a plan to help carers look at their needs. This is called 'Do you look after someone' and 'Getting Help and Connected'.

Connecting Carers is the new, free and voluntary carers register and it includes the carer's emergency card Scheme.

For more information please contact the Carers Support Centre Carers Line on: 0117 965 2200.



## **What if I am not happy with the service I'm getting?**

First you should speak with the team or service involved. Most problems can be sorted out quickly this way. You can ask a friend or relative to do this for you if you wish.



For Further information about making a complaint ask for Factsheet - Your Feedback Counts. Or contact the Complaints and Freedom of Information Team:



### **Freepost RTXL-YHGY-GSYS**

South Gloucestershire Council  
CA&H Department - Customer feedback  
Council Offices  
Badminton Road  
Yate  
BRISTOL BS37 5AF  
Phone: 01454 865 924  
E-mail: [CAHFeedback@southglos.gov.uk](mailto:CAHFeedback@southglos.gov.uk)