

Information for people living with HIV and their carers

CCH10 April 2016

This factsheet includes information on local specialist HIV related services which you might find useful. If you are someone living with HIV in South Gloucestershire, or living with or caring for someone living with HIV, the Council's Children, Adults and Health Department may be able to help by providing a range of services.

Applying for services and support

Services can only be arranged after you have had an assessment from Adult Care. An assessment is when we work with you and your carer, and other organisations where appropriate, to find out what you can do for yourself and what you need help with.

We have to make sure that our services go to those who need it most. We work to national eligibility criteria for deciding who gets services. You can find out more about this in our **Care Act: Frequently Asked Questions** document. Whether you qualify for a service will depend on your level of need, and whether you need to make a financial contribution to this will depend on your financial circumstances. You can request an estimate for the cost of your services, by contacting the council's Finance and Benefits team on 01454 864269. Please have available all the information about you and your partner's savings, investments and income. The estimate is subject to confirmation of the information you provide. Our document 'Care and support to help you stay in your own home: information on charges' has further details on charges.

If you are eligible for support, we will agree a support plan with you. The support plan will identify what support you need. After assessment you will be allocated a personal budget which you may choose to take as a direct payment. The Social Work staff assessing your needs will discuss this option with you during the assessment or you can ask for the factsheet **General Information about Adult Social Care**.

To arrange for an assessment of your needs please contact Customer Services on 01454 868007 or visit our website www.southglos.gov.uk Alternatively, if you are in hospital then the nurse looking after you can arrange for you to see a social worker during your stay in hospital. In an emergency you may be able to get support from the council's emergency duty team. Call 01454 868007 during office hours or 01454 615165 outside office hours.

Support for Carers

If you look after a loved one, friend or neighbour and provide unpaid support and care to them, this makes you a carer. South Gloucestershire Council's fresh approach to the way we support our carers and the people you care for is aimed at encouraging more carers to identify themselves as early as possible. The approach is about making everyone carer aware and making it easier for carers to access support.

We have worked closely with carers' representatives' and organisations to develop 'Do you look after Someone? Getting help and Connected', a questionnaire and action plan that helps you as a carer to look at your needs and how caring effects you. Connecting carers is the new independent, free of charge and voluntary South Gloucestershire carers' register. It provides a two-way information exchange with GP practices and includes the Carers' Emergency Card scheme.

For more information on Connecting Carers' and Getting Help and Connected please contact the Carers Support Centre Carers Line on: 0117 965 2200

Specialist Services

Bristol Sexual Health Centre

Central Health Clinic,
Tower Hill, Bristol, BS1 3LY
Appointments – Tel: 0117 342 6900
Advice – Tel: 0117 342 6944
www.bristolsexualhealth.nhs.uk

Confidential HIV testing and counselling for people requesting an HIV test (testing available by appointment). Confidential screening and treatment for other sexually transmitted infections and sexually related conditions.

Southmead Hospital

Westbury-on-Trym
Bristol BS10 5NB
K Ward (in-patient) – Tel: **0117 323 5396**
Brecon Centre (out-patient) – Tel: **0117 323 3370**

Provides out-patient and in-patient treatment and care services to adults living with HIV (but does not take referrals for routine HIV testing).

Bristol Royal Hospital for Children

Upper Maudlin Street

Bristol BS2 8BJ

Tel: **0117 342 0246**

Provides advice, testing and counselling (in-patient and out-patient) for children and their parents living with or affected by HIV in Bristol.

Genito-Urinary Medicine Clinic

Royal United Hospital

Combe Park, Bath BA1 3NG

Appointments – Tel: **01225 824617** (between 08:15am and 2:00pm)

Advice – Tel: **01225 824 558**

Provides free, confidential advice, information HIV testing and treatment.

Patients do not have to be referred by their GP but an appointment is required.

Gloucestershire Royal Hospital

Great Western Road

Gloucester GL1 3NN

Cheltenham General Hospital

Sandford Road

Cheltenham

Gloucestershire

GL53 7AN

Both hospitals offer free blood-borne virus testing by appointment with results ready at the end of the day. The HIV Team is based at the Gloucestershire Royal Hospital, and for appointments at either hospital please telephone **08454 226965**.

Please note that both hospitals also have a walk in Genito-Urinary Medicine clinic offering daily sexual health screening (although results are not available the same day). For further details contact either Hope House, Gloucestershire Royal Hospital (Tel: 08454 226464) or Benhall Clinic at Cheltenham General Hospital (Tel: 08454 224279).

Voluntary Organisations

Terrence Higgins Trust (THT)

Aled Richard Centre

8 – 10 West Street

Bristol
BS2 0BH
Telephone: 0117 955 1000
Email: info.bristol@tht.org.uk
Website: www.tht.org.uk

THT offer HIV testing on Mondays between 5pm and 7.30pm, and Friday by appointment only between 3pm – 5pm. Drop-in clinics for advice and information take place on Tuesdays and Fridays from 11.30 am – 2pm. There are monthly groups for women living with HIV and for people from black and other minority ethnic groups. Home visits are available for people living in South Gloucestershire.

Brigstowe Project

176 -178 Easton Road
Bristol BS5 0ES

Tel: **0117 955 5038**

Email: info@brigstowe.org

Fax: **0117 941 1590**

Website: www.brigstowe.org

A charitable company which provides information and advice on housing, welfare rights, health and adult care to people living with or affected by HIV

The Harbour

30 Frogmore Street
Bristol BS1 5NA

Tel: **0117 925 9348**

Email: info@the-harbour.co.uk

Website: www.the-harbour.co.uk

Provides a free specialist counselling and psychotherapy service for people living with or affected by HIV (and other physical life-threatening conditions).

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

In the first instance 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 on your behalf if you wish.

For Further information about making a complaint ask for Factsheet CCH82 - Your Experience counts. Or, you may wish to contact the Complaints and Freedom of Information Team:

Freepost RTCT-JXLE-EETT

South Gloucestershire Council

Children, Adults and Health - Complaints and FOI Team

Civic Centre, High Street
Kingswood
BRISTOL
BS15 9TR
Phone: 01454 865924
Fax: 01454 865940
E-mail: CAHFeedback@southglos.gov.uk