

## Will I have to pay?

The assessment is free. For some services like the Home Meals Service, there is a flat rate charge. For others, such as personal care, we will ask you for details of your financial circumstances and look at what your share of the costs should be. To calculate how much you pay we need details of your financial circumstances. You will be given a copy of the **'Fairer Charges for Home Care'** booklet and a form will be sent to you. You must complete and return this form to the charging team at City Hall when your service has started. The contact number for the Charging Team is **020 7641 3463/3378/3379**.

## Direct Payments

A Direct Payments scheme is now available to people with care needs. Direct payments can help you to make your own care arrangements rather than having a carer provided by Children and Community Services. You have to be willing and able to take on the task, but we can offer you support with this. If you want to find out more, you can ask your care manager or contact your local social services office.

## What if my situation changes?

We will contact you at regular intervals to check that you are happy with the services you are getting and that your care plan is still satisfactory. If at any time you find your needs change, you can ask for another assessment. We will not change the help you get without telling you.

## What if I am not satisfied?

We value your views and encourage you to express them. If you are not satisfied with your assessment or the services provided, you should discuss this with the person who carried out the assessment.

If you are still not satisfied you can speak to a manager. If you want to make a complaint, a compliment or a suggestion about the service, you can contact the manager or the Children and Community Services Complaints Officer. You can get a leaflet explaining this process called **Compliments, Comments and Complaints** from all Children and Community Services offices, or you can contact the Complaints Hotline on **020 7641 3139**. If you are using a minicom phone **020 7641 2327**.

## Contact information

### NW8, NW1, W2, W9, W10, W11

Address 215 Lisson Grove NW8 8LF  
Phone 020 7641 1175  
Fax 0207641 5426  
Minicom 020 7641 7454

### SW1, SW7, W1, WC2

Address 7th Floor City Hall,  
64 Victoria Street SW1E 6QP  
Phone 020 7641 3897  
Fax 020 7641 3902  
Minicom 020 7641 7934

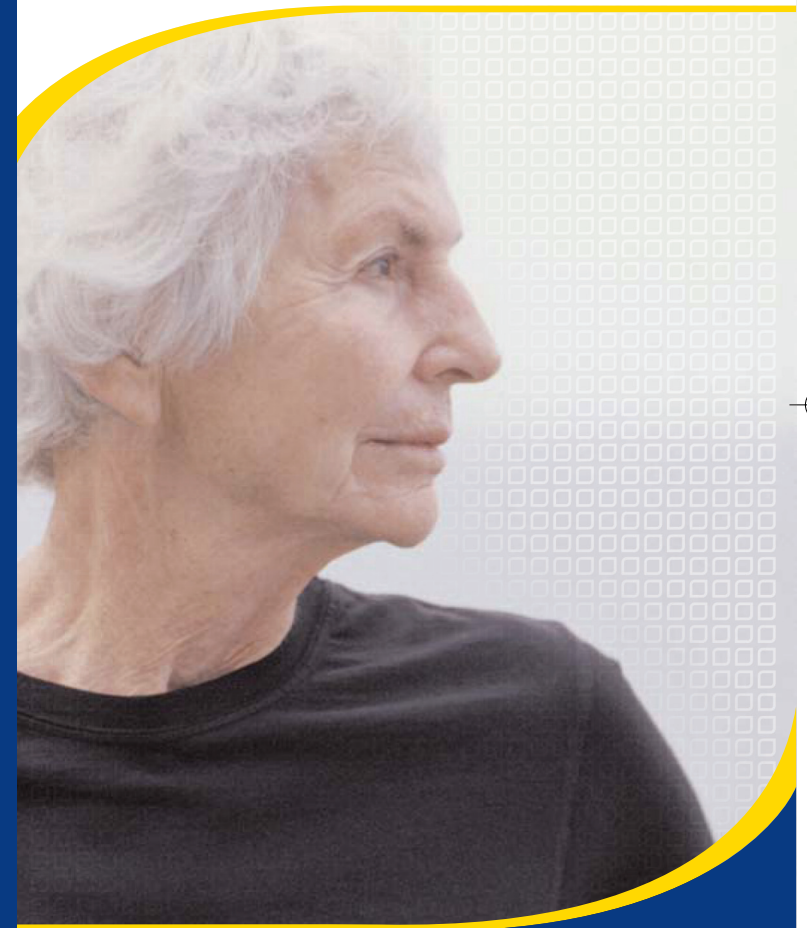
### Senior Passport

Phone 020 7641 1444

For those over 65 and their carers to access care and rehabilitation services.

[www.westminster.gov.uk/healthandsocialcare/adultservices](http://www.westminster.gov.uk/healthandsocialcare/adultservices)

# Services for Older and Disabled People



City of Westminster

CHILDREN & COMMUNITY SERVICES

**We want to help people to live at home as independently and as safely as possible. If you are over 65 years old, or are an adult with a disability, we may be able to assist you with getting help if you are having difficulty managing to live at home.**

### How do I get help?

You can contact your local Children and Community Services office yourself. However, with your consent, a relative or friend can contact us on your behalf. So can a professional person, such as your doctor, district nurse or housing scheme manager. Details of your local Children and Community Services office can be found at the end of this leaflet.

An Information and Access Officer will ask you some details about your situation and how you are managing. We may be able to give you the information you need straight away or direct you to an organisation that can help.

If we think we can help, we will carry out a care management assessment of your needs. From this we will agree a Care Plan with you, setting out how your needs will be met.

### What is an 'assessment'?

An assessment involves asking you what you can do for yourself and what tasks you need help with. With your permission we would also like to talk to any people who help you, for example: friends, relatives and your doctor or nurse.

The assessment will be arranged and carried out by a member of staff from one of Westminster Children and Community Services Care Management Teams. The questions we ask at the assessment will help us find out more about what help you need to live as independently as possible.

### Can I have someone with me when I talk to you?

If you wish to have someone with you during the assessment, such as a member of your family or a friend, then please invite them. If you don't have anyone to come with you but would like some extra support, we can arrange for an independent person to come along. We can also provide an interpreter or signer if you need one.

If you have a friend or relative who acts as your carer, they can ask for a separate assessment of their needs. Once we know what help you need we will tell you what services we can arrange for you, or you may choose to arrange them yourself through Direct Payments. You will be given a written copy of these arrangements, called a Care Plan.

### What help is available?

**Depending on your needs, a care manager may be able to assist you:**

- Arrange for **home care assistants** to come to your home and help you with the activities of everyday living. They can help with personal care such as getting up, going to bed, washing and dressing. They can also help with practical tasks, for example, preparing meals, shopping, cleaning, laundry, collecting your pension, and paying bills
- Arrange for **meals** to be delivered to your home
- Advise you about **residential or nursing care**
- Explore your **housing options**
- Advise you about a range of activities during the day
- Assess the needs of your main carer if you have one (often a relative)
- Arrange for **equipment** to be supplied. For example, grab rails, bath equipment, equipment for people who are deaf or hard of hearing, and equipment for people who have a visual problem
- Arrange for a temporary stay in a **respite care centre**, to give your carers a break
- Refer you to organisations such as the Carers Network or Age Concern who can also offer help
- Arrange for a community alarm and other Telecare services.