



## Community Care Services in Dorset

Our aim is to help people live as full and independent a life as possible.

This factsheet sets out how we might help you or your family, when you need us.

### Services we provide:

- Arrange personal care and practical support for older people, people with physical disabilities including sight and hearing impairment, people with learning disabilities, people recovering from a mental illness and people who need help with drug and alcohol misuse, to help them live as full and independent a life as possible.
- Support to carers.
- Safeguarding of vulnerable adults.

But we also need to point out:

- We give priority in all our services to people in greatest need and at greatest risk. This means that we are not always able to provide all the services that people want.
- Most people have to contribute towards the cost of the care we provide.
- We don't pay welfare benefits – that's the Department for Work and Pensions – but we can give advice about entitlement to benefits to people who are using our services.

We need to hold essential personal information about each person using our services, to enable us to provide a helpful and supportive service to them, and help plan for future services. You have a right to see the information held about you, and – apart from very exceptional circumstances – this information will not be passed to anyone without your permission.

### **If you are an older person**

Our services are designed to help you get the most out of your life and live the way you want to. If you want to stay in your own home as long as possible, we can offer services to help.

Occupational therapists give advice on practical help and care. We can provide advice on equipment and adaptations to your home, making it easier for you to cope independently.

Community support workers can visit regularly, to help with personal care such as bathing, going to the toilet and getting dressed. Meals-on-wheels can be arranged to make sure you get a regular hot meal.

There may come a time when you and your carer (if you have one), feel that you need more permanent care, in a home providing residential or nursing care, with staff always on hand. We can arrange residential or nursing home care, either in one of our own homes, or one of the many independent homes in the county, who have a contract with us. We can give financial assistance with fees, if you need help to pay them.

Day care is provided for people who need support to enable them to live as independently and fulfilling a life as possible, in their own homes and communities.

### **If you have a physical disability**

Day centres offer a choice of activities from craft as therapy, to group mobility exercises and from social outings to business training with computers.

Community Care Services have a number of work schemes for people with a disability, that could enable you to earn a living independently, either as an employee of a local company, or on a self-employed basis.

In your home, occupational therapists can advise on suitable equipment or adaptations to make life easier, and community support assistants can help with personal care.



### **If you have a learning disability**

We provide services for people of all ages and all levels of disability.

Residential homes for adults with a learning disability give encouragement towards independence and encourage involvement in local community activities. They also provide short breaks, which can give new and different experiences, as well as valuable support to carers.

Our social and education centres enable people with a learning disability to learn social and practical skills that will help them to become more confident members of the community.

We also run several exciting 'real work' schemes that give people the opportunity to train, take nationally recognised qualifications, and gain practical experience and a sense of achievement in a real workplace.

### **If you're recovering from a mental illness**

Mental illness can be the result of a particular condition or a response to stress. It may disturb your behaviour, so that you find it difficult to cope with everyday life. It includes conditions such as severe depression and schizophrenia and may even be serious enough to stop you being able to work. It may be a temporary condition that can be treated and cured after a short time, but for some people illness can be long-term and have a significant effect on individuals' lives and those of their families and friends.

People recovering from mental illness in the community are supported by Community Mental Health Teams, which include specialist staff from both the Health Service and Adult and Community Services.

Special day centres and drop-in centres offer a range of activities, which help people with a mental illness regain their confidence.

If you are a family affected by mental illness, we can arrange for support workers to spend time in the home, to help keep the household running smoothly, until you are able to cope again.



### **If you are a carer**

Over 40,000 people in Dorset provide care on a regular basis to a family member or friend. Carers are entitled to an assessment of their own needs, independently of the person they look after.

Support for carers might include short breaks, from a couple of hours, to a few days so the carer can have a complete break from the caring situation.

Other help for carers includes information and training courses, the opportunity to attend support groups, and putting carers in touch with organisations which provide practical support in the home.

### **Drug and alcohol misuse**

Working with other agencies, we have a range of initiatives to help people of any age to stop misusing drugs or alcohol. As well as practical help, we offer advice and counselling to individuals and their families.

### **If you're in hospital**

There are Dorset County Council Adult and Community Services teams in most hospitals in Dorset that may be able to help if you or your family are likely to have difficulty coping while you are in hospital, or when you go home from hospital.

We can arrange for short term support at home while you recover, or put you in touch with other agencies who may be able to help you.

### **Contacting us**

If you are a new customer or have no current involvement with us, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: [adultaccess@dorsetcc.gov.uk](mailto:adultaccess@dorsetcc.gov.uk)

If you currently receive a service from us, please contact your social care local office. Contact details can be found at the end of this factsheet.



## **Personalisation**

Adult and Community Services are introducing a host of changes in the way we support people. We aim to put the customer first and maximise the choice and control people have over the services they receive. We will be working closely with the people who use our care services, their carers and our partners to make sure we get things right and make a real difference to people's lives.

## **Compliments and complaints**

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

## **Diversity statement**

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at [www.dorsetforyou.com](http://www.dorsetforyou.com)



## **Social care local offices:**

### **Bridport**

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: [bridportsocialcare@dorsetcc.gov.uk](mailto:bridportsocialcare@dorsetcc.gov.uk)

### **Christchurch**

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Email: [christchurchsocialcare@dorsetcc.gov.uk](mailto:christchurchsocialcare@dorsetcc.gov.uk)

### **Dorchester**

Acland Road, Dorchester, Dorset DT1 1SH

Tel: 01305 251414

Fax: 01305 251034

Email: [dorchestersocialcare@dorsetcc.gov.uk](mailto:dorchestersocialcare@dorsetcc.gov.uk)

### **Ferndown**

Penny's Walk, Ferndown, Dorset BH22 9JY

Tel: 01202 877445

Fax: 01202 876604

Email: [ferndownsocialcare@dorsetcc.gov.uk](mailto:ferndownsocialcare@dorsetcc.gov.uk)

### **North Dorset**

Bath Road, Sturminster Newton, Dorset DT10 1DR

Tel: 01258 472652

Fax: 01258 473161

Email: [northdorsetsocialcare@dorsetcc.gov.uk](mailto:northdorsetsocialcare@dorsetcc.gov.uk)



**Purbeck**

19 Bonnets Lane, Wareham, Dorset BH20 4HB

Tel: 01929 553456

Fax: 01929 556319

Email: [purbecksocialcare@dorsetcc.gov.uk](mailto:purbecksocialcare@dorsetcc.gov.uk)

**Sherborne**

Non-visiting office

Tel: 01935 814104

Fax: 01935 817207

Email: [sherbornesocialcare@dorsetcc.gov.uk](mailto:sherbornesocialcare@dorsetcc.gov.uk)

**Weymouth & Portland**

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG

Tel: 01305 760139

Fax: 01305 774622

Email: [weymouthsocialcare@dorsetcc.gov.uk](mailto:weymouthsocialcare@dorsetcc.gov.uk)

