



Dorset's Long Term Care Charter

What is the Dorset Long Term Care Charter?

The Dorset Long Term Care Charter is a statement by Dorset County Council Adult and Community Services (formally the Social Care and Health Directorate), the various NHS organisations and local housing authorities. The Charter will tell you about:

- The service each organisation provides
- The quality of service you should expect
- What to do if things go wrong when your expectations are not met

Co-ordinated help and support from housing, health and Adult and Community Services can make it easier for people to continue to live independently, and for their family and friends to support them.

Each organisation has its own more detailed Charters and standards that they follow, and these are available to each member of the public.

Who is the Dorset Long Term Care Charter for?

This Charter applies to anyone over the age of 18 years, who need care and support for a long period of time because of ill health, disability or age.

This Charter also applies to all carers who provide regular and substantial care to adults who are dependent on them for help with daily living.

What information can you find in the Dorset Long Term Care Charter?

This Charter will tell you what you can expect from health, housing and Adult and Community Services, and give you more information about where you can find further details. It will also give you useful telephone numbers and information about our standards and performance.



If you need help with the information provided in this factsheet, let us know and we will help you. This Charter can be made available on audio-tape, electronically, larger print, Braille or translated into another language, on request. Please contact the Information Office on 01305 224320.

What is different about this Charter?

- people who receive services have helped us to develop the charter
- people will be asked regularly whether they have received the services they had expected, and how services could be improved in the future
- people will have better information about services in Dorset and how they can get these services more easily
- people who receive services will know what is expected of them
- it gives a 'joined up' approach to services by encouraging health, housing and Adult and Community Services to work together to meet people's needs.

What services are available?

Since December 2006 the Dorset County Council Directorate of Adult Services has become known as Adult and Community Services. The County Council is keen to emphasise that the task of improving health and well being falls to not just Adult and Community Services but to a whole range of other partnership organisations.

Many different services may be available to people who live in their own home or in a care home. For information and advice 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

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.



If you are in hospital, you can contact the social work team based in the hospital.

Housing

Housing departments offer advice and information about the different types of housing available in their own area. They can arrange for an assessment of your housing needs.

Under the terms of the Homelessness Act 2002 local housing authorities have a statutory duty to secure housing for homeless people. They are required to review homelessness and homelessness services in their area in partnership with Adult and Community Services and other statutory and non-statutory partners.

Most local authorities still manage housing registers (the old waiting list) where householders can put their names down for housing or referral to housing associations.

Supporting People

Supporting People is the name of a government programme that provides planning and funding of housing related support services.

The aim of the programme is to help people who would have difficulty coping without help in their accommodation, and it covers an extremely wide range of services. In some instances the support may be linked to specific types of accommodation, such as sheltered housing for older people; supported housing schemes such as those managed by housing associations, and in private sector supported lodgings. Other support services such as Home Improvement Agencies or floating support teams help vulnerable people to stay in their own homes. Dorset County Council administers the Supporting People funding on behalf of a partnership of the County Council, the six District/Borough Councils, the National Probation Service and the Dorset Primary Care Trust.

Health

The Health Service provides advice and information on health issues. They provide a wide range of services to people in their own homes, in health centres, care homes, clinics and hospitals.



The NHS have their own Charter which is readily available. Please ask your healthcare practitioner for further information.

Voluntary and independent sector organisations

There are a large number of voluntary organisations both local and national which provide services in Dorset. They help to complement the care offered by statutory organisations, often working together to provide a joint approach.

Benefits

You may be able to receive help with your living and housing costs through what was known as 'Social Security' benefits. These are now regulated by the Department for Work and Pensions (DWP). The DWP publishes a range of leaflets and guidance notes as well as their own Charter.

Paying for services

All the agencies give priority to people in greatest need and at greatest risk. This means that sometimes we are not always able to provide all the services that people want.

Most people have to contribute towards the cost of the care provided by Adult and Community Services. You will be asked information during your assessment about your finances, so that we can charge you fairly for any services you may receive.

What can you expect from our services in Dorset?

All organisations who have signed up to the Long Term Care Charter will:

- make sure you are treated with courtesy, honesty and respect for your dignity
- help you to be as independent as possible, for as long as possible
- ensure that staff work in partnership with you to provide the services you need, and work with other services to ensure that you receive the right type of care
- give you the opportunity to use advocacy services or other representative services to assist you in giving your views if you wish
- provide opportunity for you to give us your views about the services that you receive



- involve you in decisions about your care and give you enough information to make choices about your care, where available
- treat you fairly according to your needs and not discriminate against you because of age, gender, race, religion, disability or sexual orientation
- ensure that you feel able to complain about the standard of services you receive if you are not satisfied, and that you are not discriminated against because you complain
- give you clear information about the standards we aim to achieve, and how we intend to achieve them

Helping us to help you

You can help us by:

- giving us information about your personal situation if it is relevant to your need for services
- following advice about your treatment and medication
- keeping appointments and telling people if you cannot do so
- informing staff as soon as possible if you have a change in your personal circumstances, if your needs change, or if you no longer require the service provided
- giving us the information that may be needed about your financial circumstances when charges have to be made
- looking after your equipment and returning it when you don't need it anymore
- telling us how you think our services could be improved
- treating our staff as you would like them to treat you

So what can you expect from us?

Helping people who need our services, and their carers to find out what is available

We will provide information in a range of formats:

- about our services, how to ask for them and if there is a cost, by placing it in a wide range of public places
- that tells you what services you may be able to receive
- in other languages and in other ways for people with sensory disabilities, on request
- about advocacy and information or advice centres in your local area, on request



We will listen to your views about the usefulness of information that we currently provide.

Finding a suitable place to live

We will:

- discuss other options with you if you feel that your present accommodation is not suitable
- ensure that you are helped to live independently and given advice about equipment (such as stair lifts)
- inform you of your financial rights and assess how much you are able to contribute to fund your care
- give you advice about housing benefits and whether you should make a claim

Understanding and responding to the needs of users and carers

We will let you know:

- how long you may have to wait for an appointment or an assessment
- when we plan to assess your needs and what is covered by that assessment for you or your carer
- how long you will have to wait for the services you need

We will:

- arrange your care with you and your carers when you leave hospital, and give you a written care plan so you know what to expect
- involve you in planning the services that you need
- give you the name of your health worker or social worker
- ask you whether you would like a friend or advocate with you when you are making a decision about your future care
- make sure that any visiting member of staff will show an identity card which says clearly who he/she is and where he/she is from
- let you know by letter or phone if we cannot keep our appointment

Helping people stay independent

We will:

- discuss services that may be available to you
- involve you fully in deciding about your care plan



- give you a copy of your written care plan and ensure that this is reviewed regularly
- ensure that you can try out any equipment and give you advice about how to use it
- give you accurate advice and information on the types of benefits you can claim

The Home Care Service in Dorset provides a personal and practical service for people to help them stay independent and remain in their own homes.

Adult and Community Services own staff may provide home care, or we may ask other organisations to provide the service for us to the same high standards.

Care staff are trained to help people maintain a reasonable standard of health, hygiene and safety in their own homes.

Getting the right health care

We will:

- give you as much information as you want to know about your condition and proposed treatment, so that you can discuss what choices there are
- treat your family and friends with consideration
- provide flexible visiting arrangements, where appropriate
- make arrangements for your continuing health and social care needs if you have been in hospital
- give you the opportunity to have a friend or relative present when you are being medically examined
- work in line with the standards of care which are set for local services

Helping carers to care

We will:

- offer you an assessment in your own right – separately from the assessment of the person that you care for
- tell you about local groups for carers, or other support services that may be of help to you
- inform you about the range of short breaks that are available to carers in Dorset



- involve you in decisions about treatment and help in the home
- give accurate advice on financial benefits that you may claim as a carer
- be available for you to ask for further help, or a review of your circumstances while you carry on caring
- try to respond quickly and appropriately to sudden changes in your ability to care, which result in services being needed urgently for the person you care for

Fair Access to Care Services

The Department of Health has produced guidance on eligibility criteria for adults, so that individuals can access community care services in a fair and non-discriminatory manner. Health, housing and Adult and Community Services have eligibility criteria. These are guidelines that are used to decide who can get help from us. The criteria may vary between the different organisations.

Adult and Community Services eligibility criteria is based on levels of need and risk to your ability to stay independent. They are determined against four bands:

- Critical
- Substantial
- Moderate
- Low

From November 2006 services are provided at the critical and substantial level.

Single Assessment Process

Single Assessment Processes are being introduced for a number of adult care groups, supported by the National Service Frameworks for older people and mental health. A Single Assessment Process means that agencies or other organisations do not duplicate each other's work. The process will also focus on the needs of individuals and their carers, and will support and maintain their independence. This work is in its infancy, but will be reported on in future Charters.



Direct Payments

Direct Payments is the name for a sum of money which is given to you by Dorset County Council Adult and Community Services to pay directly for the care you need. Direct Payments can be used to buy in services instead of care in the home, day care and/or short breaks arranged by Adult and Community Services. This enables you to choose who you employ and to have the services which suit you best. Direct Payments are intended to encourage and support independent living.

National Service Frameworks

National Service Frameworks set out standards of care for specific patient groups covering services provided by health, housing and Adult and Community Services.

Valuing People strategy

The Government published a White Paper in March 2001 called 'Valuing People' which sets out the future direction for all those who are involved in supporting and providing services for people with a learning disability. It puts people with a learning disability at the centre of planning their services. There are some key messages in 'Valuing People' concerning social inclusion, upholding rights, developing independence and giving choice.

Care Quality Commission

All nursing and residential care homes (private, local authority and voluntary sector) are now inspected by the Care Quality Commission. If you are concerned about the quality of care provided in the home you or a relative is living in, you can raise your concerns with the Care Quality Commission directly, through your social worker, Contracts department or an advocacy service.

You can contact the Care Quality Commission by writing to:

Care Quality Commission
Finsbury Tower
103 – 105 Bunhill Row
London
EC1Y 8TG
Tel: 03000 616161
Email: enquiries@cqc.org.uk



Patient Advice and Liaison Service (PALS)

A Patient Advice and Liaison Service has been introduced in every NHS Hospital, including Primary Care Trusts. The purpose of this service is to ensure that patients, their carers or families have access to information, advice and support in using their local health services. PALS aims to resolve health related concerns early, but it will also help individuals to contact advocacy services and complaints procedures.

24 Hour Services

Adult and Community Services

An Out of Hours Service is available to all members of the public outside of normal office hours if they have an urgent social care need that cannot wait until the next day. Tel: 01202 657279.

Housing

Housing can be contacted at any time out of office hours if you have a housing emergency which cannot wait until the next working day, for example if you are suddenly made homeless. Tel: 0800 506050

NHS Direct

NHS Direct can be contacted if you are ill and are not sure whether you need medical help. You can speak to a nurse anytime of the day or night. This is a national telephone helpline. Tel: 0845 4647

How do we monitor our services?

How well are we doing?

There are many ways both nationally and locally where we produce information relating to our performance. Each organisation is subject to rigorous inspection and monitoring.

Progress is monitored on a regular basis to make sure you are satisfied with the services that we provide. These documents outline a range of 'performance indicators' both national and local, which describe how well we are doing. These are all public documents and available for everybody to read, they include:

- The Performance Assessment Framework



- Care Quality Commission reports
- Corporate Performance Assessment
- Corporate Plan – ‘Our role in Dorset’

We also monitor our performance on a more informal level and we will continue to listen to your views, in order to continuously improve our services.

We will make sure that staff know the role they will play in making the Charter work.

We carry out regular satisfaction surveys and research projects with people using our services to make sure that we are consulting with you as widely as possible. We will continue to do this.

Learning from you

We want to continue to develop our services and would like to know when you are pleased with the services that we provide. We would also like to know when you are not satisfied with the services. You can telephone or write to any organisation mentioned in this Charter to let them know what you think.

Each organisation will:

- Inform you about their complaints procedure and help you with this, where appropriate
- Have a leaflet about the complaints procedure, which will be available from any of the services provided by health, Adult and Community Services or housing agencies
- Make sure that you are not made to feel uncomfortable about making a complaint
- Invite a variety of people to join them in helping to plan and improve the services that are provided
- Give you the name of the person who will be dealing with your complaint

Alternatively you can ask your carer, an advocate or an organisation such as the Citizens Advice Bureau to help you if you are not satisfied with the service you are getting.



Where do I find the services I need?

You will find a list of the main health, housing, social care, benefits and voluntary agencies in the section below.

Each service keeps specific information about their local and national standards. For example, you should be able to get information about:

- Response times to letters
- Telephone response times
- Waiting times for assessments or appointments
- Waiting times for special equipment

Each service has leaflets/factsheets that will tell you about the types of services that are provided.

Dorset County Council Adult and Community Services Social care local offices:

Social care local offices:

Bridport

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: 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

Dorchester

Acland Road, Dorchester, Dorset DT1 1SH

Tel: 01305 251414

Fax: 01305 251034

Email: dorchestersocialcare@dorsetcc.gov.uk



Ferndown

Penny's Walk, Ferndown, Dorset BH22 9JY
Tel: 01202 877445
Fax: 01202 876604
Email: ferndownsocialcare@dorsetcc.gov.uk

North Dorset

Bath Road, Sturminster Newton, Dorset DT10 1DR
Tel: 01258 472652
Fax: 01258 473161
Email: northdorsetsocialcare@dorsetcc.gov.uk

Purbeck

19 Bonnets Lane, Wareham, Dorset BH20 4HB
Tel: 01929 553456
Fax: 01929 556319
Email: purbecksocialcare@dorsetcc.gov.uk

Sherborne

Non-visiting office
Tel: 01935 814104
Fax: 01935 817207
Email: 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

When the offices are closed, the Out of Hours Service deals with emergencies in Dorset, Poole and Bournemouth.

Tel: 01202 657279



Health:

The Dorset and Somerset Strategic Health Authority (formally Dorset Health Authority) has a role to give a strategic direction to the development of services within the Dorset and Somerset Health Communities, and to manage the performance of the NHS Trusts within those communities.

NHS South West

Wellsprings Road
Taunton
Somerset TA2 7PQ
Tel: 01823 333491

Dorset Healthcare NHS Trust

Trust Headquarters
11 Shelley Road
Boscombe
Bournemouth
Dorset BH11 4JQ
Tel: 01202 303400

Poole Hospital NHS Trust

Longfleet Road
Poole
Dorset BH15 2JB
Tel: 01202 665511

West Dorset General Hospitals NHS Trust

Dorset County Hospital
Casterbridge Unit
Williams Avenue
Dorchester
Dorset DT1 2JY
Tel: 01305 251150



Dorset Ambulance Trust

Ringwood Road
St. Leonards
Ringwood
Dorset BH24 2SP
Tel: 01202 896111

Dorset NHS Primary Care Trust

The Chief Executive
Hillfort House
Poundbury Road
Dorchester DT1 2PN
Tel: 01305 368900

NHS Direct

Tel & Minicom: 0845 4647

Housing:**Weymouth & Portland Borough Council**

Council Offices, North Quay
Weymouth
Dorset DT4 8TA
Tel: 01305 838000

West Dorset District Council

Council Offices
58/60 High West Street
Dorchester
Dorset DT1 1UZ
Tel: 01305 252203

North Dorset District Council

Council Office
Nordon
Salisbury Road
Blandford Forum
Dorset DT11 7LL
Tel: 01258 454111



Purbeck District Council

Westport House
Worgret Road
Wareham
Dorset BH20 4PP
Tel: 01929 556561

Christchurch Borough Council

Civic Offices
Bridge Street
Christchurch
Dorset BH23 1AZ
Tel: 01202 49500

Benefits - Department for Work and Pensions:

For information about any benefits you may be entitled to, you will need to contact your local benefits office:

Weymouth 01305 328000

Bournemouth 01202 446000

Poole 01202 712600

Salisbury 01722 315200

Yeovil 01935 423284

Website address: www.dwp.gov.uk

Voluntary agencies and advocacy services:

There are a large number of voluntary organisations, both local and national which serve Dorset. They help to complement the care offered by statutory organisations, often working together to provide a joint approach.

The following organisations are useful starting points, as they will have up-to-date information about the voluntary sector. They will also be able to advise on local advocacy services.

Dorset Community Action (Information about local voluntary organisations)

Tel: 01305 250921



Help and Care's Carerslink Helpline (Information for carers and older people)
Tel: 0845 4500 418

NorDDis (Information for people with a disability and older people)
Tel: 01747 821010
Minicom: 01747 821011

Disability Action Group (Represents the rights of the disabled and older people)
Operates mainly in North Dorset
Contact through NORDDIS or Tel: 01305 216420

West Dorset Mental Health Forum (For people with mental health problems)
Tel: 01305 257172

East Dorset Mental Health Forum (For people with mental health problems)
Tel: 01202 489696

Dorset Advocacy (For people with a learning disability)
Tel: 01305 251033

NSF Mental Health Line (For people suffering from a schizophrenic illness)
Tel: 01202 314577 (7pm - 11pm)

Citizens Advice Bureau

The number for your nearest office can be found in the telephone directory.

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