



## Information for adults with a physical disability

If you have a substantial, permanent or long standing disability that is causing you difficulty in caring for yourself, or your family, there is a range of services that may help you.

Our aim is to help you maintain your independence and within our resources, try to ensure the services, support and advice you get meet your needs.

### Who is eligible for help?

We have a duty to assess anyone who is eligible for community care services but we have to work within resources available to us each year. This means we are not able to offer services to everyone who contacts us. To make sure that services are provided fairly and used to support people in the greatest need, we use guidelines which we call 'eligibility criteria'. We assess people's needs individually to find out if their level of need qualifies for a service and if so, at what level of priority.

### Assessment

Adult and Community Services have a responsibility to carry out an assessment of need with anyone in Dorset who has a permanent and substantial physical disability. An assessment is a series of questions that helps decide the best way of meeting someone's care needs. For example:

- What can you do for yourself?
- What can you do if given some help?
- What needs to be done for you?
- What help do you feel you need?
- Who helps you at the moment?
- If you have someone looking after you, what do they feel about the support and care you need?
- What is the best way of meeting your needs?

Carers can ask for their own separate assessment.



The assessment will decide what kind of help you or your carer need and whether this can be provided by Adult and Community Services or an independent provider. Advice can be given about other organisations who might be able to help you.

### **Your care plan**

The care plan will set out the services which we agree will meet your needs. These may include:

- Help with personal care
- Provision of equipment or adaptations to your home
- Short breaks
- Information about local resources and support
- Return to work plans which may include help with accessing further education or training

The assessment and care plan will be reviewed regularly, to take into account your changing needs.

### **Do you have to pay?**

You may be asked to make a contribution towards the cost of the services we arrange for you. The amount you are asked to pay will depend on your financial circumstances.

### **How can we help?**

Together with a variety of other statutory, private and voluntary organisations, we can provide a range of services to try to meet your needs or solve your problems:

- Occupational therapy: To help you find alternative ways to make everyday tasks easier or for advice about equipment or adaptations to your home.
- Day services: These offer a variety of opportunities including preparation for work and access to further education.
- Disabled Parking Badge (Blue Badge) Scheme: The scheme provides a national arrangement of parking concessions for people with severe walking difficulties who travel as drivers or passengers. For further information on the Blue Badge scheme and how to apply please contact 01305 224321.



## **Support for carers**

A short break in a residential home for the person they care for can often provide a much needed break for carers. Day or night sitting in the home, can give carers a short break to go out during the day or have a full night's sleep. Day care in a day centre may also offer a helpful regular respite break.

Friends or relatives who care for someone with a disability may be entitled to an assessment of their needs, in their own right.

The factsheet 'Information for carers' gives further details about the range of services available to carers.

## **Direct Payments**

The Direct Payment scheme is designed to give people with a disability more control over their lives. The scheme enables people to receive money directly from us, to buy the services they need for themselves.

In some circumstances carers will also be eligible for Direct Payments. Contact your local social care office for further information (details can be found at the end of this factsheet).

## **How to contact us**

If you feel we may be able to help you and 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.

Your GP may suggest that we can help you and may, with your permission, refer you to us. If you are in hospital you can make contact with a social worker/care manager based there.

## **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)

