



Information for older people

Many people find that they have some increasing physical frailty as they get older. It may be failing sight or hearing, not being able to get about like before, difficulty with household tasks or forgetfulness, confusion and dementia.

This factsheet introduces some of the services available for older people and their carers in Dorset. More information about the services mentioned is available from your nearest social care local office (contact details can be found at the end of this factsheet).

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 the 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.

Is help available for you?

As an older person, you are eligible to ask for help from Adult and Community Services. Whatever age your carer is he or she is entitled to ask for services in his/her own right.

Whenever possible we try to provide the sort of services that will help older people stay in their own homes and remain as independent as possible. Together with the health service, voluntary and private organisations, we can provide a range of services to try to meet your needs or solve your particular problem.

However, we have limited resources and our services have to be made available to the people who need them most. This usually means people who are very frail or full-time carers, but anyone who approaches us for help, will be assessed according to their needs, to determine eligibility for services.



What is an assessment?

An assessment is based on a series of questions that helps decide what is the best way of determining someone's social care needs. We use a single assessment process, in conjunction with the Health Service, to assess your 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. This 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 that might be able to help you.

Do you have to pay?

A charge is made for most care services. Usually the amount you pay will depend on how much capital and savings you have, although this varies from service to service.

Our staff will be as sensitive as possible when discussing your financial situation and any charges that apply will be in line with our fairer charging policy.

How can we help?

• Home care services

Community support assistants can help with personal tasks like bathing, going to the toilet and getting dressed, if these are necessary to enable you to stay in your own home.

• Night care services

Sometimes help is needed during the night, either for older people themselves or to give their carer a break.



- **Occupational therapy**

Adult Services occupational therapy staff give advice on practical ways to help you overcome disabilities. Problems with everyday personal and household tasks at home can be tackled through advice, special equipment or alterations to your home. We aim to help you to be as independent as possible.

- **Day services**

We have more than twenty day centres throughout the county and there's likely to be one near you. We also work in partnership with other local organisations that provide daytime support.

Day centres offer planned programmes of care that include practical help as well as activities such as crafts and hobbies, games, exercises, outings and entertainment that help maintain the skills you need to keep your independence.

Many centres have special groups for people recovering from illness such as a stroke, where they can re-learn skills that may have become difficult.

Some centres specially cater for people with memory loss, confusion or dementia and these centres are integrated with Health.

You can use or have help with using special baths designed for people with a disability, have help with laundry and use a modern kitchen to help maintain your independent living skills.

- **Care home provision**

The time may come 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.

Alternatively, your care manager may suggest that you go to stay in a care home occasionally, to give your carer a short break. After a careful assessment of your needs, your care manager can help you choose the right home for you.



We can give financial assistance with fees if you need help to pay them.

Direct Payments

If you or your carer would like to arrange services for yourself, you can ask for a Direct Payment. This is a sum of money which will allow you to purchase your own community care services such as day care, home care or short breaks. You can manage a Direct Payment yourself or ask someone to manage it for you. Direct Payments are available to most people who have eligible needs, but cannot be used to purchase services directly provided by Dorset County Council such as a place in one of our own day centres.

How to contact 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

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.

You might make contact with a hospital-based social worker or care manager.

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

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

