



SOCIAL SERVICES & HEALTH SERVICES

1

Carers are entitled to a range of services and are often responsible for arranging someone else's care services as well. This section explains who provides services and how to access them.

COMMUNITY CARE

Carers should not be expected to take on the whole burden of caring without practical support. Services that are brought to people in their own homes can make a great difference. Community care services include a range of help for carers and cared for people, such as adaptations and equipment in the home, home care, respite care, meals at home, day care etc.

The local authority, Southwark Council is responsible for organizing community care services in the borough. The actual services may be provided by social services, the health service, voluntary agencies or private businesses.

The first step to receiving services is to contact the relevant service. If you are not sure of which service you need, call Southwark's Health & Social Care call centre. A social worker should offer to carry out a Community Care Assessment (focussing on the person you care for) and their needs and a Carers' Assessment (focussing on you) to determine your needs.

Following the assessment(s), social services produce an individually-tailored Care Plan. Make sure you receive a copy. The Care Plan details:

- which services will be provided
- when the services will start
- who they will be provided by
- what it will cost the person cared for
- when the care plan will be reviewed

Alternatively, you may be eligible to receive Direct Payments (see page 7) in order to select and buy support services yourself.

Further Information

How to get a community care assessment - free leaflet from:

Social Services Information
(020 7525 3838)

CONTACT DETAILS

If you are not sure which service you need, call:
Health & Social Care Call Centre
- 020 7525 3838

Services for people with a mental health problem:

Lordship Lane Locality
- 020 7525 1881
North East Locality
- 020 3228 9800
North West Locality
- 020 7525 2751
St Giles Locality
- 020 3228 1800

Services for people with physical disabilities:
- 020 7525 2334

Services for people with drug or alcohol problems:
- 020 3228 2403

Services for older people:
South - 020 7525 4660
North - 020 7525 3324

Southwark Carers

Cambridge House 1 Addington Square, Camberwell, London, SE5 0HF
T: 020 7708 4497 E: info@southwarkcarers.org.uk W: www.southwarkcarers.org.uk

Registered charity number 1085300 - Company limited by guarantee number 4146495





SOCIAL SERVICES & HEALTH SERVICES

2

SERVICES WHICH MAY BE PROVIDED

Alarm scheme

An alarm system for people at risk of medical emergencies when alone this is worn around the neck and can be used to contact the emergency services or named persons.

Incontinent laundry scheme

A laundry collection and delivery service for people who are incontinent.

Meals on wheels

Arrangements can be made for meals to be delivered to the home of the person you look after. Many special dietary needs can be catered for.

Shopping service

Groceries are ordered by telephone and delivered to the door.

Home adaptations

Adaptations to your home could include the provision of handrails and stairlifts or the widening of doors for wheelchair access.

Home care service

Home care workers can help with personal care tasks such as washing, dressing, using the toilet and preparing breakfast. They may also be able to help with cleaning, cooking, laundry, collecting benefits and paying bills. The type and frequency of home care provided is decided as part of the Community Care Assessment.

If you are dissatisfied with any aspect of a home care service you should raise it in the first instance with your social worker and the manager of the organisation providing the service. It is often more effective to put any requests or complaints in writing. If this does not resolve the situation you should contact the **Social Services Complaints Officer** Southwark Carers can assist in pursuing a complaint on your behalf.

The **Care Quality Commission** also investigates any complaints about care services. The CQC regulate, inspect and review all adult social care services in the public, private and voluntary sectors in England.

CONTACT DETAILS

Children's Services Information -
0800 013 0639

Out of hours service (5pm – 9am)
- 020 7525 5000

Alarm Scheme - Southwark
- 020 7525 2999

Care Quality Commission
- 0300 61 61 61
- www.cqc.org.uk

**Social Services Complaints
Officer** - 020 7525 3997



Futher Information

Community Care Charter from **Social Services Information** (020 7525 3838) sets out the standards you can expect from service providers.

The **Relatives and Residents Association** (020 7359 8148) campaigns for the highest standards of nursing and residential care.

Southwark Carers

Cambridge House 1 Addington Square, Camberwell, London, SE5 0HF
T: 020 7708 4497 E: info@southwarkcarers.org.uk W: www.southwarkcarers.org.uk

Registered charity number 1085300 - Company limited by guarantee number 4146495





SOCIAL SERVICES AND HEALTH SERVICES

3

OTHER SERVICES WHICH MAY BE USEFUL

Independent personal care

Some disabled people arrange and manage their own home care independently using Direct Payments from social services. The option to receive Direct Payments is made at the discretion of the local authority as part of the assessment process. For more information contact the **Direct Payment Support Service**.

Southwark's **Adult Therapy Team** is made up of Physiotherapists, Occupational Therapists and Speech and Language Therapists. Together they offer advice, information, treatment and support with:

- mobility
- personal care
- communication
- memory
- swallowing

People can refer themselves or can be referred by a carer or GP.

Volunteer schemes

These schemes use volunteers to visit people and help out with shopping, practical tasks or just sitting with the person you look after. Organisations running such schemes in Southwark include **Age Concern Southwark**, **Dulwich Helpline** and **SEASONS**.

Advocacy

Dealing with different organisations and departments in order to ensure you receive the right services can be complex and daunting. An advocate can help by letting you know your rights and the choices available to you, and making sure your voice is heard.

Southwark Carers have an advocacy service for specifically designed to assist carers (see page 48)

Cambridge House Advocacy is another organisation that can help the person you care for get what they need from community care.

CONTACT DETAILS

Adult Therapy Rehab Team
Dulwich Community Hospital,
East Dulwich Grove, SE22 8PT
- 020 7525 3483

Direct Payments Support
82 Borough High Street, London,
SE1 1LL
E: dpadmin@a4e.co.uk
www.a4e.co.uk

Age Concern Southwark
- 020 7701 9700
Dulwich Helpline
- 020 8299 2623
SEASONS - Peabody Trust Project
- 020 7021 4000
Southwark Disablement Association
- 020 7701 1391



Further Information

Everything you need to know about getting and using direct payments - a book explaining direct payments for the cared for person. Contact the **National Centre for Independent Living** (020 7587 1663) www.ncil.org.uk

Information is also available from the **Southwark Disablement Association** (020 7701 1391)

Southwark Carers

Cambridge House 1 Addington Square, Camberwell, London, SE5 0HF
T: 020 7708 4497 E: info@southwarkcarers.org.uk W: www.southwarkcarers.org.uk

Registered charity number 1085300 - Company limited by guarantee number 4146495





SOCIAL SERVICES AND HEALTH SERVICES

4

CARERS AND THE HEALTH SERVICE

NHS services

The NHS is organised into *Primary Care Trusts* and *NHS Trusts*. **Southwark Primary Care Trust (PCT)** is the organisation responsible for delivering primary care services in Southwark. It covers family doctors (GPs), community and practice nurses, community therapists and dentists.

Secondary care services in Southwark, such as hospital treatment, are provided by a number of NHS Trusts, e.g. **Guy's and St Thomas' Hospital NHS Trust** and **South London and Maudsley NHS Trust**.

Leaving hospital

Many people need help and support at home when they are discharged from hospital. Others may decide they need to move to a residential or nursing home. Before patients leave hospital their future care should be carefully planned.

A social worker from Southwark's **Hospital Discharge Team** should come to the ward and carry out a *Community Care Assessment*. The assessment should involve the carer, nurse, doctors and therapists in planning the post-discharge care. A Care Plan should be drawn up before the patient is discharged so that services are in place as soon as the patient gets home. The patient and carer can ask to have a written copy of this plan.

When placement in residential care is necessary after leaving hospital it is arranged by the hospital social work team.

PALS

PALS - Patient Advice and Liaison Service. The PALS teams provide support, information and help on any aspect of NHS services to patients, their family and carers.

LINK Southwark

LINK Southwark exists to give people in Southwark a stronger voice in the health and social care services provided and planned for them.

CONTACT DETAILS

HOSPITALS

Guy's & St. Thomas' Hospital
- 020 7188 7188
Kings College Hospital
- 020 3299 9000
Lewisham Hospital
- 020 8333 3000
Maudsley Hospital
- 020 3228 6000

Hospital discharge team – Southwark and Lambeth
- 020 3299 6276

Southwark PCT

6th Floor, Mabel Goldwin House,
49 Grange Walk, London SE1 3DY
020 7525 0400
www.southwarkpct.nhs.uk

PALS

0800 58 77 170
pals@southwarkpct.nhs.uk

LINK Southwark

020 7358 7005
LINK@ch1889.org
www.linksouthwark.org

Further Information

Contact **NHS Direct** for details on medical conditions and queries about NHS services locally or nationally.
0845 46 47
www.nhsdirect.nhs.uk

Southwark Carers

Cambridge House 1 Addington Square, Camberwell, London, SE5 0HF
T: 020 7708 4497 E: info@southwarkcarers.org.uk W: www.southwarkcarers.org.uk

Registered charity number 1085300 - Company limited by guarantee number 4146495