

SHARING CARE FOR OLDER PEOPLE

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2. Contact Us

How to contact us:

- ◆ Livingston Social Work Centre: ☎ 01506 777777
- ◆ Bathgate Social Work Centre: ☎ 01506 776700
- ◆ Broxburn Social Work Centre: ☎ 01506 775666
- ◆ Via your local clinic, hospital or health centre

3. Do you need help to read this?

We can provide this information in different ways such as:

- Braille
- British Sign Language (for deaf people)
- Tape (for people who cannot see or read)
- Other languages such as Urdu or Chinese
- CD Rom

If you need help to read this please contact us.

UK information about getting products that help people to remain independent is available in:

[Shqip](#) Albanian | [اے بی آر اے](#) Arabic
[বাংলা](#) Bengali [中文](#) Chinese
[کس راف](#) Farsi [Français](#) French
[ગુજરાતી](#) Gujarati [Soomali](#) Somali
[Español](#) Spanish [Português](#) Portuguese
[Türkçe](#) Turkish [ودرا](#) Urdu

4. What are the aims of the service?

We aim to support older people and carers with information about the services, benefits and choices available, helping you to stay independent and healthy. We can offer practical help such as aids and adaptations to the home where required.

If you are ill, frail, disabled or unable to cope then you can ask for an assessment.

5. Who can use the service?

West Lothian has over 20,000 people aged 65+. If you are under 65, please check the Adults Services leaflet. You may qualify for support if you are aged 65 or over and live in West Lothian.

- ◆ Do you live alone?
- ◆ How are you coping with dressing, walking, money and household management?
- ◆ Are you at risk? For example, at risk of a fall?
- ◆ How is your mental health and memory?
- ◆ Have you recently been in hospital?

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| <p>6. How do I apply for the service?</p> | <p>To apply for an assessment, ask at your local Health Centre or any of the following:</p> <ul style="list-style-type: none"> ◆ Livingston Social Work Centre: ☎ 01506 777777 ◆ Bathgate Social Work Centre: ☎ 01506 776700 ◆ Broxburn Social Work Centre: ☎ 01506 775666 ◆ St.John's Hospital Social Work Unit: ☎ 01506 524088 |
| <p>7. What is an assessment?</p> | <p>We can visit you to discuss what your needs and wishes are and how we can help you with them. The assessment may take just one visit or it may take some time to complete. In most cases an assessment must be carried out before any services or support are recommended. Most people now receive a single shared assessment – i.e. with your agreement, health and council staff working in partnership can share information to make it easier for you and improve communication.</p> <p>The purpose of the assessment is to look at the support you receive and to determine your needs. It takes into account your own situation – family, housing, social life, leisure activities, your age, health and any support already in place.</p> <p>We can also carry out a separate assessment for your carers on request.</p> |
| <p>8. What happens next?</p> | <p>Practical support available includes:</p> <ul style="list-style-type: none"> ◆ Help with health needs, housing equipment and adaptations ◆ Help with meals, laundry and shopping ◆ Personal care service ◆ Home Safety Service – technology such as flood/heat detectors, wandering devices, home security and Careline support ◆ Welfare benefits advice – are you missing out? ◆ Who to contact in an emergency ◆ Local day support centre |
| <p>9. How much will it cost?</p> | <p>There are no charges for information and assessments. We can often help you claim extra welfare benefits to pay for the support you need. Depending on your individual circumstances, you may be asked to help pay for some services or equipment (such as hot meals or a ground floor bathroom extension to a house that you own). It is your choice whether to use these services or not and who should provide you with the service.</p> |
| <p>10. How do I apply for the service?</p> | <p>To apply for an assessment, ask at your local Health Centre or any of the following:</p> <ul style="list-style-type: none"> ◆ Livingston Social Work Centre: ☎ 01506 777777 ◆ Bathgate Social Work Centre: ☎ 01506 776700 ◆ Broxburn Social Work Centre: ☎ 01506 775666 ◆ St.John's Hospital Social Work Unit: ☎ 01506 524088 |

10. Our mission statement

- We aim to support adults and older people who have a permanent physical, mental or learning disability, are frail or unable to cope by:
- ◆ Carrying out an assessment of need
 - ◆ Ongoing co-ordination and care management of appropriate services in order to meet that need such as day support and day care, employment and work experience, independent advocacy, personal care, respite care and short breaks for carers.
 - ◆ Ensuring that customers income is maximised
 - ◆ Monitoring and reviewing the service provided to ensure that all involved are happy with the service provided
 - ◆ Providing a service of equal quality to all with no discrimination on the grounds of race, religious beliefs, disability, language, gender, age or sexual orientation
 - ◆ Respecting privacy, dignity, choice and independence

11. Standards of service

We will do the following:

- ◆ Make sure there are no barriers to receiving the service, such as language. We will accept referrals to the service by people who need the service, or on their behalf with consent by a relative, carer or other agency. We can be contacted in person, by phone, in writing or by e-mail.
- ◆ Make a decision about the priority of the situation within 24 hours and inform the customer and referrer of this decision in writing within 3 working days.
- ◆ Carry out an assessment of need within 12 weeks of receiving a referral or 5 working days if the situation has been defined as high priority. In emergencies a duty worker will be available during working hours Monday to Friday. The emergency duty team are available outwith working hours.
- ◆ Carry out this assessment of need in the individual's own home, permanent residence or day centre placement.
- ◆ Notify in writing or by phone who will be visiting and give a mutually acceptable appointment.
- ◆ Always show identification
- ◆ Make sure that the assessment process including how and where information will be stored is explained fully to the customer and their representatives and that they understand this process
- ◆ Provide a written record of the assessment within 7 days of the assessment, which will include particular areas that have been assessed and any advice provided. This is an ongoing process and we want to make sure that everyone involved is happy with what is written before it is signed by the individual or someone on their behalf
- ◆ Welcome relatives, carers or any individual who may be involved throughout the assessment. We will make sure that if carers are involved they always get an opportunity for an assessment of their own needs to be carried out. This can be done without the person they are caring for being there. A different assessor can be identified if they wish.
- ◆ Once needs have been identified by the assessment process information will be given about the type of services available to meet that need or other choices that may be considered. For example, provision of care at home to assist with dressing. This service will be made available as soon as possible.
- ◆ Make sure that if the needs identified during the assessment cannot be met, for example due to lack of availability of care staff or respite beds, that this information is collated and managed centrally and reviewed monthly.
- ◆ In order to give the customer choice and control of the provision of some services they may be offered Direct Payments allowing them to purchase services independently.

11. Standards of service cont'd

- ◆ Make sure that the charges for the services provided are explained to the individual and their carer before it begins. The scale of charging depends on income and any savings the individual has and they have a choice whether to go ahead with this or not.
- ◆ Always respect confidentiality but with permission from the individual we will share information with other agencies and services such as Housing and Health to ensure all relevant services and benefits are accessible.
- ◆ In some circumstances a risk to the individual or others may be identified which the customer is not aware of or does not agree with. This may lead to our involvement without the individual's consent. Our staff are fully trained in adult protection and our guidelines for conduct are available on request.
- ◆ Review and monitor new Care Home placements after 3 months to ensure that it continues to meet the needs of the customer. We will fully involve the customer and anyone involved in his or her care in this review process. A written copy of this review will be provided. Thereafter all parties will be contacted annually and offered a formal review if necessary.
- ◆ Acknowledge any complaint or suggestion within 5 days.
- ◆ We will measure our performance against these standards and publicise the results. For some standards we will measure by asking customers, partners and stakeholders how they think we perform by sending them a questionnaire. The views of our customers are important to us as they help influence future service developments.

12. Emergency contact numbers

In the event of an out of hours, social care emergency:

- ◆ Telephone 01506 777401 or 777402
- ◆ Fax 01506 777403
- ◆ Minicom (textphone) 01506 777404

13. Suggestions and complaints

Please let us know how we can improve the service. Please talk in the first instance to a member of our staff and if you are not happy with their reply you can contact their Team Manager.

Alternatively you can pick up a Points Of View form from any council information office which can be returned to us via Freepost. You can also contact the council's customer service centre ☎ 01506 775547 or email customer.service@westlothian.gov.uk

If you want to make a written suggestion or complaint about any social work service you can address it as follows:

Head of Social Policy
Strathbrock Partnership Centre,
189a West Main Street,
Broxburn, EH52 5LH
☎ 01506 775547

You can contact the Care Commission at any time - ☎ 0845 60 30890

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| <p>14. Other useful services</p> | <p>West Lothian Council – all enquiries ☎ 01506 775000 Older People’s Assessment Team ☎ 01506 776700 Housing ☎ 01506 776301 Care At Home leaflet ‘New Horizon’ guide to services Carers of West Lothian ☎ 01506 771750</p> <p>Council run care establishments for older people: Limecroft Care Home, Dedridge, Livingston ☎ 01506 460171 Whitdale Care Home, Whitburn ☎ 01501 744445 Craigmair Interim Care Home, Craigshill ☎ 01506 777633 Burngrange Care Home, West Calder ☎ 01506 872346 Whitdale Day Centre, Whitburn ☎ 01501 742924 Limecroft Day Centre, Dedridge, Livingston ☎ 01506 460151</p> |
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