

2011-12

Adult Social Care Service Standards



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

www.rbkc.gov.uk

Introduction

Our service standards tell you what you can expect from Adult Social Care. They apply to you if you use services provided by us, or if you are a carer looking after someone who either uses these services or is eligible to use them.

We are committed to ensuring that people who use services provided or commissioned by us are treated with dignity at all times.

Our staff work to these standards and we monitor how we are meeting them on a regular basis. Please let us know if you think we are not meeting these standards. Your feedback helps us to improve our services.

1. Giving you information and advice, and helping you gain access to support

Anyone living in the Royal Borough of Kensington and Chelsea can come to us to find out about social care or other services that may meet their needs. We provide guidance and information to help you access relevant help and support as easily as possible.

When you come to us for information, advice or help to access services you can expect that we will:

- make it easy for you to get in touch by providing a range of ways to contact us*
- make our services easy to use by providing clear guidance and information about opening hours and access arrangements
- use plain English in our publications and written information. If asked we will provide information in different formats or languages
- offer an interpreter if you need one
- answer your call quickly, if you phone, and try to give you a full response at the time you call or visit. If we cannot respond straight away we will take your details, explain who is dealing with the matter and tell you when you can expect a response
- seek to understand and clarify what your enquiry is about and provide you with good quality information and advice that will help you to make choices
- pass your details on to a relevant team or service promptly if you are eligible for an assessment of your needs
- try to give you information and advice about other services if they are more suitable for your needs.

***How to contact Adult Social Care for information and advice:**

In person: The Customer Service Centre based at The Town Hall, Hornton Street, W8 7NX provides 'one stop' face-to-face information and advice on Council services. The centre is open Monday to Friday, 8.30am to 5pm.

By telephone: You can call SocialServicesline on 020 7361 3013 Monday to Friday, 8.30am to 5.30pm.

By email: socialservices@rbkc.gov.uk

Search our People First web pages for information and advice:

www.rbkc.gov.uk/peoplefirst

2. Assessment – working out what you need

If you think you need help to manage your daily life you may be eligible for an assessment. An assessment is when Adult Social Care staff discuss your needs with you in more detail to find out if you qualify to receive support from us. If you look after an adult who gets help from Adult Social Care in Kensington and Chelsea you can also have an assessment to look at your own needs.

If you have an assessment you can expect that we will:

- complete your assessment with you within 28 days of first contact
- clearly explain the assessment process from the start, and what your options are at each stage of the process
- make sure that you take part in the assessment as much as possible and give your own views about what you need and what is important in your life
- offer you an interpreter or an advocate if you need help to communicate your views
- arrange some temporary support for you whilst we are completing your assessment, if you have a serious or immediate need
- involve other specialists in your assessment if needed. If we do this we will tell you who, why and how long the specialist assessment will be
- offer a carer's assessment to the person who looks after you, if relevant, to look at their own needs
- give you a copy of your completed assessment and a statement of needs which will tell you whether you are eligible for support from us or not
- try to give you information and advice about other services more suitable for your needs if, as a result of the assessment, you are not eligible for help from us.*

We have a leaflet available called *Supporting your independence: how Adult Social Care can help you* which tells you more.

For more information on carers' assessments see the Carers' Information Pack published by Carers Kensington and Chelsea

*For more information and advice go to: www.rbkc.gov.uk/peoplefirst

3. Working out your personal budget

Once we are clear about your needs and that you are eligible for support from us, we work out your personal budget. A personal budget is the amount of money we think you need to pay for your support each week, based on your particular situation. A personal budget is aimed at giving you more choice and control over the services you receive, so you can decide which type of service you need and who you would like to provide it. If you are a carer and are eligible for support you will receive an annual personal budget.

If you are eligible for support from us you will get a personal budget and can expect that:

- during your assessment we will explain what a personal budget is, how it works and what your options are for managing it
- following your assessment we will send you a letter that tells you how much cash will be allocated to your personal budget. (Please note that you may need to contribute to your personal budget depending on your financial circumstances.)
- once we have told you how much you will get, we will agree with you how you can use your budget to make your own arrangements for support. This is called your support plan
- if you are managing your own personal budget and arranging your own services:
 - you will get a personal budget agreement to sign once your support plan is agreed. The agreement will outline your responsibilities in relation to your personal budget and how you manage it
 - your personal budget will be active no later than 28 days after we have received a signed copy of your personal budget agreement form
- we will review your personal budget with you at least once a year or sooner if your circumstances change.

Full details of personal budgets and a number of factsheets are available on the People First website www.rbkc.gov.uk/peoplefirst/legalandmoneyadvice/payingforyourcare/personalcarebudgets

4. Working out your financial contribution

If you are eligible for support from us you may be able to receive services free of charge. Alternatively you may have to pay something towards the cost or even meet the full cost. This depends on your income and financial circumstances. Council staff will visit you at home and carry out a financial assessment. This works your ability to contribute to your care and how much you will be asked to contribute. Our contributions policy sets out how it works. It does not apply to services to support carers.

If you are offered a financial assessment, you can expect that:

- you have the right to refuse it. However if you do not want to talk about your financial situation to the Council, you will have to pay the full charge for your services
- our financial assessment team will aim to complete your financial assessment within two weeks of your case being referred to them
- your financial assessment will be handled sensitively and confidentially. The information you provide will not be shared with any other agencies or organisations, except in certain circumstances. If we need to share any of your information with a third party, we will only do so with your agreement
- you will be able to arrange for someone else to be present if you wish
- we will arrange for you to be visited somewhere else (other than your own home) if you prefer
- we will make sure you are left with the minimum amount of money to live on as set by central government
- if you feel you have exceptional or additional needs, you can ask us to look at your case again. This is called a financial review
- we will write to you to confirm the outcome of your financial assessment.

We have a leaflet available called *Contributing towards the Cost of Care* which tells you more.

5. Support planning – working out how to meet your needs

In order to have a personal budget agreed by Adult Social Care, you will need to have a support plan. A support plan tells us how you will use your personal budget to meet your needs safely, in the way that suits you best.

If you have a support plan, you can expect that:

- you will be able to complete the support plan with help from Adult Social Care, an independent support broker* (if you are a service user) or with family and friends. Your support plan will be agreed with you within ten days of a referral
- once your support plan is agreed you will be given a copy to sign
- within a year of starting your personal budget, we will review your care to check that it is still meeting your needs. We will arrange to visit you at a convenient time to do this
- if there is a change in either the amount or type of care you need, or the amount of money you have, we will work with you to review your situation and adjust your support plan and care as needed.

* An independent support broker is somebody who is not employed by the Council.

6. Providing care and support services

The Council directly provides a variety of services that deliver care and support to people who have an assessed need, or their carers. This can be practical, personal or emotional care and support. We will treat each person as an individual by offering services focused on their particular needs. All our services are aimed at helping you to live your life as independently as possible.

If you receive a care and support service from the Council, you can expect that we will:

- reply to all referrals within seven days, indicating what will happen next, and arrange to meet with you within 14 days to introduce you to our service
- give you clear information about the service, when the service is available, and how to contact us
- provide you with something in writing that describes the individual care and support you will receive from us in order to meet your support plan, describing the service arrangements and planned outcomes
- ask your views (and those of your carer) about any decisions that need to be made about how your needs are met
- invite you to any meetings that are held to discuss your needs and the service you receive
- contact you if there are any problems with your service to let you know what the alternative arrangements will be
- review your service with you at least once a year. We will let you know in advance when this will happen.

The above service standards apply to Adult Social Care services provided directly by the Royal Borough of Kensington and Chelsea. We also have contracts with a variety of different organisations providing care and support to residents in the borough. If you receive your support from another organisation, we expect them to have their own specific service standards for the service they provide.

7. Keeping personal records

We keep a case record about your care needs, the services you receive and the contact you have with Adult Social Care. We need to obtain and keep certain pieces of personal information about you so that we can plan and provide efficient services to you. Most of the information we obtain is recorded on a secure computer system. Some personal information may be kept in paper files.

If we keep personal records about you, you can expect that:

- all the information we keep will be handled in accordance with the Data Protection Act 1998, which is the law dictating how organisations should handle personal information
- records will only be accessed by those staff who need to use them and all staff will be required to keep your personal information confidential
- we will ask your permission to share any of your personal information with other people (for example, your GP or your family members). However, in exceptional circumstances, it may be necessary to share information without your consent
- any request you make to see a copy of your records or a piece of information that we hold, will be responded to as soon as possible, and not later than 40 days after your request is received
- if you think the information we hold about you is inaccurate, you can request for it to be changed.

We have a leaflet available called *Your Records - what you can expect* which tells you more.

8. Keeping adults safe from harm

The Council has a duty to protect vulnerable adults from abuse. Abuse can happen anywhere, and can vary from treating someone in a disrespectful way which significantly affects their quality of life, to causing actual physical suffering. We are committed to preventing the abuse of adults and responding promptly when abuse is suspected.

If you have contacted us about your safety or that of someone else, you can expect that:

- your concerns will be taken seriously
- your enquiry will receive prompt attention. A member of staff will talk to you, as quickly as possible. If you are contacting us about someone else, we will contact them as quickly as possible:
 - if there is immediate danger we will aim to visit you or the person about whom you are concerned, straight away
 - if there is a significant risk of harm we will aim to visit you or the person concerned within 24 hours
 - for other reports of abuse we will normally visit within five working days.
- the person dealing with the report will work with you, or the person about whom you contacted us, to help make any decisions. We will provide help and support in taking action to try to end the abuse and ensure that it does not happen again
- we will make sure you are told what is happening and will keep you involved if you so wish. Your wishes and views are a central part of the process
- you will be able to nominate someone to contact us on your behalf if you wish, or someone to speak and act for you
- we will not normally take action or share information with other people without the permission of the person who is being abused. The only exception to this is in situations where other people may be at risk of abuse, or the person is not able to make decisions for his/herself because of mental disability
- we will provide you with feedback of the outcome of any investigations.

More information is given in our leaflet *Safeguarding adults from abuse or mistreatment*.

9. Involving you and other people who use our services

The views of residents and people who use our services and their carers are important to us. We want people to have the opportunity to be involved and tell us what they think, to help us develop or improve our services. We will regularly consult with you, or someone acting on your behalf, about any services you regularly receive from us, and will involve you in any major policy or service changes that affect you.

When we are consulting or involving you, you can expect that:

- we will aim to involve you in ways that are appropriate to you and the purpose of the consultation. This may be through reviews, questionnaires, surveys or focus groups, and may be in writing, by phone or in person
- when we are consulting with you about our policies or services we will explain clearly what the purpose is and how we would like you to be involved
- we will be clear about the time by which we need you to respond
- we will give you feedback about the outcome of your involvement and what we intend to do as a result of your input.

The Kensington and Chelsea LINK (Local Involvement Network) is a network made up of members of the local community who share a passion for health and social care issues. The LINK is independent and works with you to take action, investigate community concerns and find solutions. The LINK will also keep you up to date on any changes to health and social care locally and nationally.

You can join or contact the LINK by telephoning 020 8968 7049/6771 or emailing rbklink@hestia.org or writing to: Kensington and Chelsea Local Involvement Network, Unit 25, Shaftsbury Centre, 85 Barlby Road, London W10 6BN.

10. Responding when things go wrong

We need to know whether our services are meeting your needs and being delivered effectively. If things go wrong we want to hear from you so that we can look at how we can put things right and improve. We believe that people should feel able to complain, without worrying about being treated differently as a result.

We hope that issues can be quickly resolved locally whenever possible. If not we have a complaints procedure and our Customer Care and Complaints Team aims to provide an efficient and helpful response to you.

If you have a complaint or comment about our service, you can expect that we will:

- give you clear information and advice about how to make a complaint or comment and how the complaints process works
- offer you support if you need help to make a complaint or comment, for example an interpreter or an advocate
- take your complaint or comments seriously
- write to you within three working days of your complaint to let you know who is handling it and agree a reasonable date for response. We will aim to find out what happened and deal with your complaint as quickly as possible
- keep you informed of the progress of your complaint if there are any delays
- provide you with a full and fair response in writing. We will tell you how we will put things right for you where we can and how we intend to improve our services where needed
- tell you how to progress your complaint if you disagree with our response.

Our leaflet *Comments, complaints and praise about Adult Social Care Services* explains how you can tell us how you feel about our services.

You can contact the Customer Care and Complaints Team by telephoning 0800 587 0072, faxing 020 7938 832, emailing HSSCustomerCare@rbkc.gov.uk or writing to: Royal Borough of Kensington and Chelsea, Customer Care and Complaints Team, Adult Social Care, The Town Hall, Hornton Street, London W8 7NX

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Social Servicesline

Tel: 020 7361 3013

Email: socialservices@rbkc.gov.uk