Supporting your independence:
how Adult Social Care can help you

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If you are an older or disabled person or a person with a long-term illness, you might need help in your day-to-day life. Support can be long-term or short-term, for example, if you have to go into hospital you may need help for the first few weeks after you go home.

If you look after an adult on a regular basis, you may need support to help you to care for them, so you have time to yourself or to get on with other parts of your life.

This booklet tells you about some of the ways the Council, and other organisations, can help you.
What services does the Council offer?

There are some services that we can provide directly or arrange for you. If you prefer, we can set up a personal budget for you (see page 9) so you can organise your own support services. The services and personal budget available to you will depend on your circumstances.

For example:

- helping you with personal care, such as bathing and getting dressed, or with day to day tasks at home
- providing meals for you at home
- helping you to find day activities or get support to find work
- helping with any changes to your home so that you can continue to live there safely, such as equipment or adaptations
- helping you to get around by offering you free local travel, information on transport schemes such as volunteer drivers or a disabled person’s parking permit
• helping you to find out about benefits you are entitled to claim
• putting you in touch with local services that can provide support
• helping you to move into supported accommodation or residential care if you are no longer able to manage at home

How do I apply?

You can contact our Social Services line. The contact details are on page 12. If you are in hospital, you can ask to speak to someone from the hospital social work team.

We will need to ask you a few questions to find out if you qualify for our services. If you do qualify, we will discuss your needs in more detail with you and your family. This is called an assessment. There is more information about this on page 8.

The assessment can help you to understand the range of options available to you and your family. Having this assessment does not mean you will be forced into anything that you don’t want to do.
If you don’t qualify, then we will give you information about other organisations that may be able to help.

If you look after an adult, we will look at their needs, but you can also have your own carers’ assessment. This will help us to identify the services that could support you.

**Will I have to pay?**

The assessment is free of charge.

You may be able to receive services free of charge or you may have to pay something towards the cost. This depends on your income. We have a leaflet available: *Charging for Social Care Services for Adults in Kensington and Chelsea* which tells you more.
How do I get the support I need?

There are four simple steps to get the help you need to continue to live as independently as possible.

Accessing Adult Social Care

**Step 1:**
Assessment
working out what you need

**Step 2:**
Personal Budget
working out the cost of your care and what we will contribute

**Step 3:**
Support Planning
working out how to meet your needs safely

**Step 4:**
Review
checking your care is working well for you
Step 1: Assessment

Adult social care staff will look at your needs, this is called an assessment. The assessment can be done in your home or in hospital to help you to plan for your return home.

The assessment will include things like:

• your own view of what you need and what is important to you in your life

• the tasks you need help with, for example getting up in the morning, getting washed and dressed, shopping or housework

• your ability to pay for your care and how much money you will contribute.

The assessment process may take some time. You will need to complete a questionnaire and we will help you to do this. In the meantime, we will help you to do as much as you can for yourself. If you need immediate help, we will arrange some temporary care for you.
Step 2: Personal Budget

Once we are clear about your needs, we will work out your personal budget. This is the amount of money we think will cover the cost of your care.

Depending on your financial circumstances, you may be asked to contribute to this. You can manage the budget yourself or have a family member, a community broker (see page 10) or the Council manage it on your behalf. However the money is managed, we will give you as much choice and control as possible over how it is spent. This means you can choose the services that best meet your needs.
Step 3: Support Planning

When your personal budget has been agreed, either an adult social care worker or a community broker will visit you to help you to arrange your care.

A community broker is employed by a local organisation (not by the Council). They can help you to work out how to use your personal budget and tell you about the different options.

Your care needs and how these needs will be met, are recorded in a ‘support plan’. This is an agreement with us on how you will spend your personal budget to ensure your needs are met safely. When the support plan is agreed, you or your community broker or Adult Social Care will arrange the care you have chosen.
Step 4: Review

Every year, we will review your care to check that it is still meeting your needs. We will arrange to visit you at a convenient time.

If there is a change in either the amount or type of care you need or the amount of money you have, you can contact Adult Social Care and we will adjust your support plan and care as required. This might involve further assessment.

If at any time you have concerns about the people providing your care or support, you can contact us on the Social Servicesline - 020 7361 3013.
Your personal information

The personal information we collect about you will be used by the Council in line with the Data Protection Act 1998. Your information will be used to help provide you with support. To ensure that all the relevant people are aware of your care requirements, the information you provide may be shared with other Council departments or with partner organisations involved in providing you with support.

How to find out more or if you have any questions

Contact Social Servicesline
020 7361 3013 | socialservices@rbkc.gov.uk

Visit the Customer Service Centre
Kensington Town Hall
Monday to Friday, 8.30am to 5pm.

People with hearing impairments can contact our Sensory Team on minicom 020 7937 7232 or SMS 07980 211335.
Useful contacts

Local organisations

These organisations work alongside the Council. They can provide you with information and support. Some organise social and leisure activities. Organisations with a star (*) can act as community brokers.

**Action Disability Kensington and Chelsea***
020 8960 8888
Minicom
020 8964 8066
adkc@adkc.org.uk
www.adkc.org.uk

Support for disabled people in Kensington and Chelsea. ADKC can give you information and advice, for example about benefits you may be entitled to and help with filling out forms.
Age Concern Kensington and Chelsea*
(incorporating Sixty Plus)
020 7471 5555
information@ackc.org.uk
www.ackc.org.uk

Information and advice for older people on issues such as housing, benefits and transport. Provides some services such as home bathing, toenail cutting, shopping, gardening and support for people with dementia.

Chelsea Care*
020 7368 3318
info@chelseacare.com
www.chelseacare.com

An independent organisation set up by the Council. It provides personal care and support to enable people to live independently.

Citizens Advice Bureau
Chelsea: 0870 122 2313
Kensington: 0870 122 2313
www.citizensadvice.org.uk

Independent advice on a wide range of issues.
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Equal People*
0844 980 8667
www.equalpeoplekc.org.uk

A service for people with learning disabilities, 
supporting people to live independent lives.

Open Age
020 8964 1900
mail@openage.org.uk
www.openage.org.uk

Runs over 150 weekly activities and an employment 
programme for people over 50.

Vitalise Home Services*
020 7376 4640
homeservices@vitalise.org.uk
www.vitalise.org.uk

Provides essential services for older people, 
disabled people and carers. Offers personalised 
care and can arrange live-in support.
National organisations

Care Quality Commission (CQC)
03000 616 161
enquiries@cqc.org.uk
www.cqc.org.uk

Inspects registered care services, including home care agencies, care homes and councils. It provides a number of information leaflets about social care and how to choose a service that is right for you.

National Benefits enquiry line
Freephone 0800 882 200

Information about benefits that you may be able to claim.

Carers UK
0808 808 7777
www.carersuk.org

Advice and information for carers.
NHS Direct
0845 46 47
www.nhs.uk

24-hour health advice. Can also give you information about GP practices and health services near you. Your GP will be able to tell you about district nurses, who can help you with things such as changing dressings or managing incontinence.
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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 right.

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

Farsi
اطلاعات حاول 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 ниل 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