Adult social care services for physically disabled people in Newcastle
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The Physical Disability Team works with people with:

- **Long-term neurological conditions** for example multiple sclerosis, acquired brain injury,

- **Chronic disease** for example cancer, chronic obstructive pulmonary disease; and,

- **Conditions that affect mobility** for example rheumatoid arthritis, spinal injuries.

We want to help you live safely and independently in your own home for as long as you can and support you to live your life.

**Who can we help?**

We may be able to help you if:

- you are over 18 and under 65;
- live in Newcastle; and
- think you need support because of a health condition or physical impairment.

We also work with people who are at risk of harm because of vulnerabilities resulting from a physical disability.

If you look after a relative, friend or child who cannot manage without help because of a health condition or disability, you are a carer and we may also be able to help you.

**How can we help?**

We work with people who are physically disabled to assess their needs and see if they are eligible for our help. When you contact us we will visit you to complete an assessment to see if you are eligible for our services.
The assessment could also be about equipment or adaptations you need to help you to be more independent or help other people give you the care you need.

People who are eligible for help may then receive assistance to set up a support package to help them. There are lots of ways we can do this, and we want to do our best to help you get the kinds of support you need, provided in the way that you want. For example we can arrange for care from an agency or help you by setting up a Direct Payment.

Direct Payments are when Adult and Culture Services make cash payments to you to buy the services or help you need instead of arranging them for you. For more information about Direct Payments contact Adult Social Care Direct for a copy of our leaflet. Contact details are at the back of this leaflet.

What is an assessment?

An assessment is when we talk to you about how you manage your daily living tasks. We talk about what help, if any, your family, friends, district nurse and other people give you, and what extra support you may need. We will look at the choices you have to improve your situation. If you have any children we will look at their needs too.

You may want a family member or friend to be with you to help you tell us about your care needs. If you find it easier to talk to us in another language, you can ask us to bring an interpreter when we see you.

There are different kinds of assessments for the different kinds of help you might need:

- A social worker or social care assessment officer can assess you for help with personal care or community access. Sometimes they can also assess for small pieces of equipment to help you to be more independent. This is called a Community Care Assessment.
• If you need specialist equipment like a hoist or you need changes to your home so that you can carry on living there then an occupational therapist or disability assessment officer will come and visit you to complete an assessment.

If we have decided you can get help from Adult and Culture Services then family and friends who are giving a substantial level of unpaid care may be able to have an assessment of their own needs. This is called a Carers Assessment.

What if you do not qualify for any services?

There may be times when we cannot help. If this happens we may be able to give you advice or put you in touch with other organisations that can help.

What can we help you with?

• Equipment and adaptations to your home to help you use your bath and toilet, get in and out of chairs, get up and down stairs, and get in and out of your home.

• Care in your home to help you wash, dress, stay safe and carry out other essential daily activities.

• Support to access the community if you cannot do so yourself without help. This might mean providing someone to go out with you, or giving you advice about local facilities and services that are accessible to people with physical impairments.

• Help to get back to, or start work if you need it because you have a physical disability. This might mean putting you in touch with organisations that can help you to re-learn skills you have lost as a result of injury or health problems.

• Services to help disabled parents look after their children.
Adult and Culture Services wants to help people live in the community for as long as possible, but sometimes the kind of help people need cannot be provided at home because it is not safe or practical. If you cannot be cared for at home we can arrange:

- Residential care when you need permanent 24-hour social care. This is not nursing care.
- A nursing home if you need social and nursing care.
- We can also provide support to help a carer (such as a partner, neighbour or other family member) to continue to care for you.

How can you ask for help?

You, a relative or friend can contact the Adult Social Care Direct Team who will refer you to the Physical Disability Team for a visit. Contact numbers are at the end of this leaflet.

If you are at serious risk of harm, this is an emergency and we will visit you on the same day you ask for help.

What happens after your assessment?

If you are eligible for services, we agree your care plan with you. Your care plan says:

- what services we will provide and how we will do this;
- who will provide services;
- when they should start; and
- if you need to pay.

Every year we look at your care plan to make sure the services you get are the services that you need. This is called a review.
Will you be charged for services?

We look at our charges for services every year. We will give you up-to-date information in our leaflets about charges. You can contact our Adult Social Care Direct Team and ask for more information about charges. Contact details are at the back of this leaflet.

Some equipment we provide is on loan or is free. If we adapt a private home you will need to be financially assessed and we will help you to apply for a Disabled Facilities Grant if you are eligible.

For services such as care at home, day care, residential and nursing care, we will financially assess you and charge you according to your ability to pay. If the cost of your care reaches a certain total we can help you apply to the Independent Living Fund to help meet the cost of your care package.

If you have complex needs that may meet NHS Continuing Health Care criteria we might need to talk to the NHS about the help that they can give.

Different kinds of funding may affect the amount you have to pay.

There is a standard weekly charge for services such as short breaks.
Looking after yourself

Newcastle City Council recognises that some adults can be vulnerable to abuse. This might be because they rely on other people to help them with their everyday needs, because they need support to communicate or because other people take advantage of them.

Abuse can be someone taking money from you, keeping you isolated from friends or family or physical violence.

If you are being abused or you think someone is treating you badly tell someone. You can report abuse to our Adult Social Care Direct Team on 0191 278 8377 or you can tell:

- Your social worker;
- District nurse;
- Care worker; or,
- A family member or friend that you trust and they can pass your concerns on to Adult and Culture Services.
Who can you contact to get help?

**Adult Social Care Direct**

The Adult Social Care Direct service is available Monday to Friday 8am till 6pm.

Adult and Culture Services
Shieldfield Centre
4 – 8 Clarence Walk
Shieldfield
Newcastle upon Tyne
NE2 1 AL

**Phone:** 0191 278 8377
**Fax:** 0191 278 8312
**Email:** scd@newcastle.gov.uk

If it is an emergency and you need urgent help during the evening or weekends, phone 0191 232 8520 and ask for our Emergency Duty Team.

If you, or a relative, are in hospital and are likely to need help with personal care, contact your social work team at the hospital.

**Other organisations**

**Blue Badge Car Scheme**

The Blue Badge Scheme is a European wide scheme which provides a range of parking benefits for disabled people who travel either as drivers or as passengers.

**Phone:** 0191 211 6111
**Textphone:** 0191 211 5449
Bus Passes

Sometimes disabled people are eligible for concessionary travel on public transport. For more information contact the phone number below.

Phone: 0191 211 6326
Textphone: 0191 211 6388

Carers Centre Newcastle

Carers Centre Newcastle is a support service for carers in Newcastle. It offers information, advice, activities, events, carers’ groups and one-to-one sessions with expert helpers including counsellors, welfare rights advisors, and relaxation therapists.

Phone: 0191 260 3030
Textphone: 0191 232 7445

Newcastle Young Carers Project

This service provides support for young carers.

Phone: 0191 212 0237

Welfare Rights

Welfare Rights can help you find out what benefits you might be entitled to.

Phone: 0191 277 2633

There are a number of organisations that can give advice and support to people who are living with long-term conditions. For details contact Adult Social Care Direct or Disability North.
Disability North (including Direct Payments Support Service)

Disability North aims to promote inclusion, independence and choice for disabled people and provides a range of information and advice services.

Newcastle Direct Payments Support Service provides information, advice, support and training for people who are considering and receiving Direct Payments and can give you as much or as little help as you need.

**Phone:** 0191 284 0480  
**Textphone:** 0191 285 7261

NHS Direct

NHS Direct is a 24-hour, confidential health information and advice service. It provides advice from qualified nurses as well as information about health conditions and local health services.

**Phone:** 0845 46 47
Are you satisfied with our help?

We want you to be satisfied with our help, and need you to tell us if we are succeeding. We would like your comments on our services and your suggestions for the future.

If you feel that something has gone wrong, or you do not like the way you have been treated, you should talk to our staff. If you prefer, you can ask a friend or relative to do this for you. We will do our best to sort out the problem without you needing to do anything else.

For more information about how to make comments or complaints about our services contact:

Adult and Culture Services
Newcastle City Council
Freepost NEA5336
Newcastle upon Tyne
NE1 1BR

**Phone:** 0191 211 6340
**Fax:** 0191 211 4955
**Textphone:** 0191 211 6388
**Email:** adultservices.customer@newcastle.gov.uk
If you need this information in another format or language, please phone the Customer Relations Team on 0191 211 6340 or email adultservices.customer@newcastle.gov.uk