

A Guide to

Social Care Services for Adults

in Rhondda Cynon Taf



Encouraging and supporting your
independence and wellbeing

Acknowledgements

A debt of gratitude is owed to the service users and carers who brought their valuable expertise and insight to the production of this social care guide.

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STRONG HERITAGE | STRONG FUTURE
RHONDDA CYNON TAF
TREFTADAETH GADARN | DYFODOL SICR

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(a list of words and terms used in this guide with their meanings)

Please note: the inclusion of a named organisation in this publication does not automatically signify our recommendation or approval of the organisation or of the service it provides. You should take the usual precautions when considering using any of the services offered by organisations listed in this publication and ensure that the services offered and the terms on which they are to be provided meet your requirements before entering into any arrangements with such an organisation.

General Information

Introduction

We work with adults in Rhondda Cynon Taf who need support, care or protection in order to live safely and independently in their own homes, within their local communities while enjoying a reasonable quality of life.

To do this, we plan and direct our services to encourage independence.

Typically, we help:

- frail, older people
- adults with a physical, sensory or learning disability
- people living with a long term illness (including mental ill health)
- people who misuse substances (like drugs or alcohol)
- people who need support to care for someone else

What sort of services do we provide?

Here are some examples of our services:

- providing information and advice
- delivering care and support in the home
- making homes more accessible for disabled people
- arranging supported activities in day centres and other community settings
- protecting vulnerable adults from harm or neglect
- organising a move into a care home when living at home is no longer possible
- supporting people who care for others

Seeking our support

If you, or someone you care for, need help from us, you can contact us yourself or give permission to your doctor or other health professional to do so on your behalf. This is called making a referral.

We work jointly with the health service, private organisations and voluntary groups, housing services and others to help people overcome difficulties by providing support to meet your individual needs. If you are having problems in coping, you can ask us for support by contacting our **First Response Team**. A member of the team will be happy to learn more about your circumstances and provide advice and information that may help or arrange for an assessment of your social care needs if your situation warrants it. See the next section for more details.

Contact details for our First Response Team is below:

Telephone 01443 425003 (calls cost the price of a local call)

Email socialservices@rctcbc.gov.uk

Assessing your needs

Following your initial contact through our **First Response Team**, your support needs may require further investigation. In these cases, our **Single Point of Access Team** will assess new service users to get a better understanding of the difficulties you are facing and whether you are eligible to receive our support. By discussing your situation with you and making an assessment of your needs, we will be able to determine your suitability for our support and the likely length of our involvement in supporting you in overcoming your difficulties.

If you require temporary support for a while to help you recover from a short-term setback such as a period of ill-health, a stay in hospital or a time of instability or vulnerability in your life our **Short-term Intervention and Care Management Service** is there to help. This approach is aimed at service users whose needs are less complex and works to prevent a long-term dependency on public services.

If we think your needs are more complex or require continued support over a longer period of time (more than 3 months), we may involve a longer-term intervention. This support is designed to maintain independent living and is delivered by our **Locality Teams**. This approach will enable us (and, in many cases, partner organisations) to work with you to plan your care and deliver support appropriately.

Carers look after family members, partners, friends or neighbours in need of help because they are ill, frail or have a disability and the care they provide is unpaid. If you have a carer, they may be entitled to an assessment of their own needs.

Eligibility for services

We have to make sure that the services we provide are given to people with the greatest need. We use our eligibility criteria, based on guidance from the Welsh Government, to decide our urgency of response for everyone. The four levels of need are divided into Critical, Substantial, Moderate and Low.

We will continue to meet the needs of people who are assessed as having critical, substantial, moderate or low levels of risk, but those who have moderate or low levels of risk will not always receive services arranged directly by us. Instead, you may be offered advice, information, and guidance about the availability of other appropriate services that could offer you support.

Critical – when:

- Life is or could be threatened;
- You have, or are likely to develop, major physical or mental health problems;
- You are (or could be) experiencing extensive loss of choice and control over vital aspects of your immediate environment;
- You have been or might become abused or neglected (self or other);
- You cannot (or might not be able to) carry out vital personal care, domestic or other routines;
- Vital involvement in work, education or learning is or could be lost;
- Your vital social support systems and relationships will or may be lost;
- You cannot or may not be able to carry out your vital family and social roles and responsibilities.

Substantial – when:

- You have significant physical or mental health problems or you are likely to develop such problems;
- You are (or could be) experiencing significant loss of choice and control over your immediate environment;
- You cannot (or might not be able to) carry out most of your personal care, domestic or other routines;
- Involvement in many aspects of work, education or learning are or may be, lost;
- Most of your social support systems and relationships will or may be lost;
- You cannot or may not be able to carry out some of your family and social roles and responsibilities; and they are significant and important to you and to others.

Moderate – when:

- You cannot (or might not be able to) carry out several personal care, domestic or other routines;
- Several aspects of work, education or learning are or could be lost;
- Several of your social support systems and relationships will be or could be lost;
- You cannot or may not be able to carry out several of your family and social roles and responsibilities.

Low – when:

- You cannot (or might not be able to) carry out one or two domestic or other routines;
- Involvement in one or two aspects of work, education or learning are or may be lost;
- One or two of your social support systems and relationships will be lost or may be lost;
- You cannot or may not be able to carry out one or two of your family and social roles and responsibilities.

Planning your care

Your care plan will be drawn up and agreed with you and the organisations involved in meeting your needs. The plan will describe the services we will provide or arrange for you, for what length of time and how often you receive them to reach the agreed goals. As everyone is different, support is provided that meets your individual needs.

If you wish, we will take into account the views of your family, your carers and professional people who understand your difficulties.

If you receive long-term care as part of your care plan, we will check regularly to review the services you receive and make sure that they continue to meet your assessed needs.

You may wish to consider an alternative to receiving services delivered directly by us.

Direct Payments can provide cash payments for you, instead of services, to enable you to arrange and pay for your own care arrangements to meet your assessed need. You must keep records showing that you have spent the payments properly.

For more information, go to **page 9** or ask for our **Direct Payments** fact sheet.

Sharing your personal information

We collect and hold sensitive personal information about people who use our services to enable us to provide the best possible care. We have a duty to treat this information confidentially but also rely on sharing information about you with our partners in order to deliver health and social care services efficiently.

We will only share your personal information with your permission. By sharing information, all the agencies involved in delivering services to you won't need to ask the same sort of questions over and over again.

If you do not wish us to share your personal information with our partners, you have every right not to give your consent, or to withdraw it at any stage. We will respect your wishes, but it may result in you having to provide similar information to a number of different organisations. We will record all our meetings with you on file, which you have a right to see.

The **Data Protection Act** gives you the right to know what information is held about you and sets out rules to make sure that this information is handled properly. If you wish to see the information we hold about you, you should make a request in writing to the Corporate Policy Team at the address below. **An administration fee may be payable.**

The Pavilions, Cambrian Park, Clydach Vale, Tonypany CF40 2XX

The **Freedom of Information Act** gives you the right to obtain information held by public bodies, unless there are good reasons to keep it confidential. Contact our Freedom of Information Officer in writing at:

The Pavilions, Cambrian Park, Clydach Vale, Tonypany CF40 2XX
or email freedomofinformation@rctcbc.gov.uk

What to do if you are not happy with the service you receive

Make an appeal about our decisions

If you do not agree with our decision about your eligibility to receive our support, you have every right to question our decision or appeal against it. Our appeal process can be used to challenge our decisions or to make sure that we have arrived at our decisions fairly.

Comment or complain about our services

Finding out if you are pleased or disappointed with the service we provide will help us to improve the way we help you and others in the future. We aim for high standards but sometimes things do go wrong. Unless you tell us, we will not know that you are unhappy. If you contact us, we will be able to work with you to try to put things right as soon as possible.

Our **Representation and Complaints Unit** is based at:

Ty Elai, Dinas Isaf East, Williamstown, Tonypany CF40 1NY

Telephone 01443 425451; Email welisten.complaints@rctcbc.gov.uk

If you have a complaint about a health service you've received, you can ask for help from **Cwm Taf Community Health Council**. They may be able to offer advice and advocacy with your case. Their contact details are:

Cwm Taf Community Health Council, 10 Maritime Offices, Woodland Terrace, Maesycoed, Pontypridd, CF37 1DZ

Telephone 01443 405830; Email enquiries@cwmtafchc.org.uk

Website www.wales.nhs.uk/sitesplus/903/

Paying towards your care costs

There may be a cost for some or all of the services you receive from us. The Welsh Government provides guidelines for local authorities in Wales when they seek contributions from people receiving social care services to recover some of the costs of providing them. Some charges are fixed and are the same for everyone, others are means tested and depend on your income and savings. We will tell you about these charges before we do anything, so you won't receive any unexpected bills.

For more information, ask for our '**Fairer Charging Policy**' fact sheet.

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Our **Welfare Rights Team** may be able to help you to make sure you are receiving all the benefits to which you are eligible. See page 8 for more information about benefits, finance and dealing with debt.

We can also provide information about paying towards the cost of living in a care home, where the charges are calculated using a national set of rules. You will be expected to pay something out of your regular income and the rest will depend on your savings and assets.

Contact us and ask for our '**Paying for Residential and Nursing Home Care**' fact sheet.

For more information about Care Homes in Rhondda Cynon Taf see **page 23**

Your rights and entitlements

The **Equality Act** aims to protect disabled people and prevent disability discrimination in areas like employment, education, access to goods and services and it encourages public bodies to prioritise equality of opportunity for disabled people.

We are required by law to develop a **Disability Equality Scheme**, outlining how we, as a council, will promote equality of opportunity for disabled people in the area and for staff working for the council.

You can get more information from the **Equality, Diversity and Social Justice Team**
Telephone 01443 424075; Email equality@rctcbc.gov.uk

Further information

We produce fact sheets about our social care services with contact details about other organisations that may be able to help you. The availability of fact sheets is noted throughout the publication and a full list of our fact sheets can be found on **page 29**.

Support available for service users

Advice, guidance, advocacy and counselling

We produce a fact sheet about the support available to help you know your rights and access support to make informed decisions.

Contact us for our '**Advice, Guidance, Advocacy and Counselling**' fact sheet.

Benefits, finance and dealing with debt

Living with a disability usually involves extra costs, although disabled people do not receive any automatic payments. You will have to apply for benefits you think you may be entitled to receive.

The way benefits are determined by the Department for Work and Pensions is complicated and there are frequent changes but these 3 simple rules usually apply:

- the benefits system expects you to find out what you are entitled to, so it is useful to seek out expert advice
- always inform the office paying your benefit of any changes in your circumstances
- always keep copies of letters and notes of telephone calls you've had with staff, including times and dates

We have a team of **welfare rights advisers** who can provide support to our service users. Contact us for more information or to ask for help.

You may find the following websites useful for further information:

- **www.dwp.gov.uk** - the Department for Work and Pensions website
- **www.gov.uk** - the Government's public website, it also has 'Benefits Adviser' - an online tool to check what benefits you are entitled to without having to give your name. They also have a benefits enquiry line which provides information for disabled people and carers on a wide range of benefits
Telephone **0800 882 200**; textphone **0800 243 355**
- **www.turn2us.org.uk** - also has a benefits checker that may help you to work out your entitlement to benefits.
- **www.disabilityalliance.org** - is a useful source of benefits information

If you have debt problems, **National Debtline** is a national telephone helpline for people with debt problems. The service is free, confidential and independent.

Telephone 0808 808 4000; website www.nationaldebtline.co.uk

Caring for someone

Carers look after family, partners, friends or neighbours in need of help because they are ill, frail or have a disability and the care they provide is unpaid. We recognise that caring for someone can be very rewarding, but it can also be demanding, stressful and tiring.

We know that carers do much of the caring in Rhondda Cynon Taf and we value the care that they provide. If you care for someone on a 'regular and substantial' basis, we are committed to supporting you in ways that will help you to care.

If you are a carer and think that you may need help, you can ask us to assess your needs independently of the person you care for. After the assessment, we will discuss available support and services.

Our **Carers Support Project** provides information and support for carers.

Contact them in any of the following ways:

CarersLine freephone 0808 100 1801; Email carerssupportproject@rctcbc.gov.uk

Contact us and ask for our **Carers A-Z Guide** for more information.

Community Meals

For a small charge, our **Community Meals Service** provides meals for people of all ages who would otherwise find it difficult to make themselves a cooked lunch. We can also provide the service for a short period of time if you are recovering from a period of ill health and are experiencing temporary difficulties.

Catering Direct, Ty Bwyta, Graig Wen, Maerdy, Rhondda CF43 4TW

Telephone 01443 744150; Email mealsonwheels@rctcbc.gov.uk

Direct Payments

Direct Payments are available to anyone who is eligible to receive our support. The scheme will enable you to receive a regular sum of money (the Direct Payment) that you can use to buy services to meet your assessed needs. Direct Payments can be used to pay for any social care services, except permanent residential care (but can be used for occasional short stays at respite centres).

It is not extra money to spend as you choose. Direct Payments come from public funds and we must make sure that they are spent properly and that records are kept.

Direct Payments will not be viewed as income, so your income tax and/or benefit situation will not be affected by receiving these regular payments.

Contact us for our '**Direct Payments**' fact sheet.

Alternatively, you can contact **Dewis Centre for Independent Living**. They provide a support service for disabled people and their carers who wish to use direct payments.

Dewis Centre for Independent Living, Amber House,

Upper Boat Business Park, Upper Boat, Pontypridd CF37 5BP

Telephone/Textphone 01443 827930

Email info@dewiscil.org.uk; website: www.dewiscil.org.uk

The Welsh Government has a section on Direct Payments in their website. The link below will give you more information:

www.wales.gov.uk/topics/health/socialcare/directpayments/

Drugs and alcohol abuse

We work in partnership with colleagues in Health and the voluntary sector to provide services that enable people who misuse illegal drugs, alcohol, volatile substances (like aerosols and glue) and prescribed, or over the counter medication to improve their quality of life, to reduce the risk of harm and offer opportunities for lifestyle changes.

Support provided may include:

- counselling and advice
- residential and community rehabilitation
- medical help, for example prescriptions and GP support
- support to the person who cares for you

If you or someone you care for needs help, contact **The Drug and Alcohol Single Point of Access** for all substance misuse services - (DASPA). This is a one call number which provides advice, information and an easy route into services for those affected by substance misuse. Calls will be answered by a skilled and experienced worker who will be able to provide advice and information and complete a triage assessment ensuring efficient access to the most appropriate service. Service users, family members, concerned others and professionals seeking advice or who wish to make referrals to all substance misuse services across Cwm Taf including TEDS, Drugaid, Merthyr Integrated Drug & Alcohol Services (MIDAS), Community Drug and Alcohol Teams (CDATs) and Rhondda Integrated Substance Misuse Services (RISMS) can contact DASPA:

Telephone 0300 333 0000 (free from landlines, local rate from mobiles)

Email daspa@daspa.org.uk

Substance Misuse Rhondda Cynon Taf is an internet site where people who live or work in Rhondda Cynon Taf can access information on drugs and alcohol.

Website www.substancemisuserct.co.uk

Education, training and supported employment

Support is available to people with disabilities who want to gain new skills, find paid work or remain in employment.

Contact us and ask for our 'Education, Training and Supported Employment' fact sheet.

Emergency Duty Team

Deals with social care issues that happen outside office hours, at weekends or bank holidays and that cannot wait for our offices to reopen on the next working day.

Telephone 01443 425012

In non-emergencies, you can contact us by email or visit our website

Email: socialservices@rctcbc.gov.uk

Website: www.rctcbc.gov.uk/healthandsocialcare

Help leaving hospital

We work alongside our colleagues in health services to make sure that your return home from a stay in hospital is safe and comfortable. A plan for your discharge from hospital will be drawn up to make sure that you get the most appropriate support when you return home. It will also mean that leaving hospital need not be delayed unnecessarily. You can receive our social care services free of charge for the first six weeks while you are settling back at home.

Contact us for more information.

Cwm Taf Local Health Board plans and delivers health care in an area that covers the local authority areas of Merthyr Tydfil and Rhondda Cynon Taf County Borough Councils. It serves a population of about 325 000 people.

Cwm Taf Local Health Board,

Ynysmeurig House, Unit 3, Navigation Park, Abercynon CF45 4SN

Telephone 01443 744800; Website www.wales.nhs.uk/sitesplus/865/

Home Care Service

Our **Home Care Service** can help with getting up and getting dressed, help at meal times or other personal care needs that you can no longer manage yourself. In most cases, this service is offered to people who would otherwise have to leave their own homes and live in residential care.

Contact us for more information or ask for our '**Home Care Service**' fact sheet.

Our **Community Occupational Therapy** services can help you to make changes to your home to improve access in and around the building. After discussing the difficulties you are facing they would assess whether any works of adaptation would be 'necessary and appropriate' to solve your access problems. A means tested Disabled Facilities Grant (DFG) may be available to help meet the costs of adapting your home.

Contact us for help or information or for a copy of our '**Community Occupational Therapy**' or '**Disabled Facilities Grant**' fact sheets.

Housing

We provide a number of services that offer support, advice and guidance about housing issues.

Our **Housing Advice Centre (HAC)** provides support or guidance to overcome housing related problems.

11 – 12 Gelliwastad Road, Pontypridd CF37 2BW; **Telephone 01443 485515**

Our **Housing Solutions** scheme maintains a disabled person's waiting list in partnership with the main providers of accessible accommodation in Rhondda Cynon Taf. The scheme allocates adapted and accessible accommodation to meet people's specific housing need.

Telephone 01443 485515; Email housingsolutions@rctcbc.gov.uk

The **Supporting People Team** supports any tenant or homeowner who is having difficulties maintaining their home situation.

11 – 12 Gelliwastad Road, Pontypridd CF37 2BW; Telephone **01443 485515**

Email SupportingPeopleTeam@rctcbc.gov.uk

The **Safe AT Home / Telecare service** provides a range of detectors that are placed around your home to help manage and minimise risks to your health and home environment. There is a wide range of detectors available which are linked via a Lifeline Unit to our 24 hour response centre.

Telephone 01443 239104; Email safeathome@rctcbc.gov.uk

Learning disability services

Everyone with a learning disability is able to develop with the correct support and opportunities. We believe that making a real contribution to society and becoming a valued individual in the community should be within everyone's reach.

We have two Community Support Teams, each made up of workers with a variety of skills from health, education and social care backgrounds. This 'multi-disciplinary' way of working enables us to provide a broad range of specialist services.

We can help with things like:

- arranging respite (with link families or in respite homes)
- offering home support
- planning for the future
- coping with difficult behaviour
- planning for daytime opportunities
- meeting health needs
- advising on leisure time pursuits
- discussing educational and / or training needs
- providing supported living
- helping to find and hold down a job, with support if needed
- encouraging service users to say what they feel (advocacy)

If you or your carer think that you may need help, you can approach any of the agencies mentioned in the '**Seeking our support**' section and ask for an assessment of your needs (**see page 2**).

Or you can contact your nearest team

West Team – serving the Rhondda Valley and Pontyclun area **01443 436937**

East Team - serving the Cynon Valley, West as far as Llantwit Fardre and South as far as Taffs Well. **01685 875481**

Email either team at **socialservices@rctcbc.gov.uk**

We also offer support to the person who cares for you, '**Caring for someone**' on **page 9** provides more information about this service.

Mental health services

Any one of us could experience poor mental health at some time in our lives. In most cases, the problems being experienced are only temporary and recovery will be complete. However, some people suffer severe and protracted mental health problems, which may require long-term treatment.

We have three Care and Treatment Planning Teams (formerly, Community Mental Health Teams) covering each of the three areas, Rhondda, Cynon and Taff Ely. Each team is staffed by a range of health and social care professionals who can provide secondary health services support and guidance for adults under the age of 65 years who are living with poor mental health.

If we think you are eligible for our support, we will, working in partnership with health care providers, independent agencies and voluntary sector groups, help you overcome poor mental health in a way that promotes your independence and improves your quality of life. This support may be provided in your own home, within the community or in a more specialised setting.

If you or your carer think that you may be suffering with poor mental health, you can approach your GP to discuss the difficulties you are experiencing. He or she may refer you to one of our Care and Treatment Team, or you can contact your nearest team

Rhondda CATPT Telephone 01443 424350

Cynon CATPT Telephone 01443 715100

Taff Ely CATPT Telephone 01443 486856

Email socialservices@rctcbc.gov.uk

Contact us for our **Mental Health** fact sheet listing other organisations that may be able to help.

We also offer support to the person who cares for you, '**Caring for someone**' on **page 9** provides more information about this service.

Mobility aids and equipment

If you are having difficulty handling small things or moving safely around your home, we may be able to supply, fit and give you instruction in the correct use of equipment designed to make things more manageable or accessible and so improve your independence.

The service we will provide to you may include:

- offering suggestions and practical help on how particular problems can be solved safely. This may involve advising you on using new techniques to cope better with daily living (like dressing, washing, bathing, mobility, cooking and eating meals, transferring to or from a bed, chair or toilet)
- overcoming loss of mobility and dexterity by supplying specialist equipment to help with everyday tasks
- looking at ways to adapt your home to make it more accessible and discussing grants for which you may be eligible to help you pay for the work
- advising you about the choices you have when considering moving to more suitable accommodation, if adapting your present home will prove difficult
- if you have a carer, providing them with practical assistance and advice to enable them to continue caring for you safely and comfortably
- referring you to our **Intermediate Care and Rehabilitation** service if we agree that you would benefit from a short period (usually up to 6 weeks) of active reablement (support) to improve your independence and quality of life

Our **Adaptations and Community Equipment Service** (ACE Service) can supply and fit a large range of equipment. We can also advise on other agencies that can supply aids that we wouldn't usually provide.

For example, mobility aids like walking sticks, zimmer frames and wheelchairs are usually obtained by visiting your GP at your local surgery or health centre.

If these measures aren't sufficient to help you manage independently, we can advise you about making adaptations to your home to improve access in and around the building.

You may be eligible to be considered for means tested grant aid to undertake the adaptations. A grant can be used to finance items such as stair-lifts or ramps, the fitting of wider doorways to improve wheelchair access, even building an extension to your home, if this will help you to continue to live safely in the community.

Contact our **Private Sector Housing Unit** for more information on grant aid.

Ty Elai, Dinas Isaf East, Williamstown, Tonypanydy CF40 1NY

Telephone 01443 425725; Email socialservices@rctcbc.gov.uk

Older people

Advancing age may bring all sorts of problems with it. A lack of mobility, failing eyesight and hearing, perhaps difficulties with managing every day things that didn't used to be a problem. There may be something we can do to help if you are eligible to receive our support. If you have problems with day to day living, you may benefit from receiving some of our services.

We have eight **Locality Teams** that work on behalf of older people who are finding every day life difficult and need long-term support as a consequence of that.

We can offer the following services to people eligible to receive our support:

- support in the home
- aids and equipment to help daily living
- housing adaptations/ alterations
- day centres and day activities
- home delivered meals
- advice about sheltered accommodation or care homes
- temporary help if you are returning home from a stay in hospital
- information about luncheon clubs, older people's welfare groups and other organisations working to benefit older people

If you or your carer think that you may need help and support, contact us and ask for an **'assessment of your needs'** (see page 3).

We also offer support to the person who cares for you, **'Caring for someone'** on page 9 provides more information about this service.

Older People's Mental Health Services

Our **Locality Teams** have the specialist skills to provide services for older people (over 65) experiencing poor mental health (like anxiety, worry or sadness about events) or adults of any age with a dementia (like memory loss, a decline in social or verbal skills or uncharacteristic lapses in judgement). We work to ensure that our service users make the most of their skills and abilities at each stage of their illness. We seek to preserve people's dignity and promote their confidence, which will in turn maintain their quality of life. We will safeguard their wellbeing while encouraging independence, within the boundaries of reasonable and acceptable risk.

Our Locality Teams cover the whole of Rhondda Cynon Taf. They provide specialised services for older people (over 65 years) experiencing mental ill health, including:

- Community support services, designed to help people continue their routines at home and in the community
- Home care services to support and monitor people at risk while assisting in carrying out daily living tasks such as washing and dressing
- Day care, respite care and sitting services
- Assistive technology such as telecare systems to improve a person's safety in the home while reassuring a carer.
- Residential and nursing care, when living at home is no longer possible

If you or your carer think that you may be suffering with poor mental ill health or dementia, contact us and ask for an **'assessment of your needs'** (see page 3).

For more information, contact us for our **'Older People's Mental Health'** fact sheet which lists a number of organisations that may be able to help.

We also offer support to the person who cares for you, **'Caring for someone'** on page 9 provides more information about this service.

Physical disabilities

If you have a physical disability, we can provide services that aim to improve your quality of life and promote independence and independent living if you are eligible to receive our support. Our **Locality Teams** work to promote the independence of people with physical disabilities who are finding every day life difficult.

If you are eligible to receive our support, we can provide help in the home and in the community, such as:

- equipment and home alterations
- help in your own home with personal care, domestic support and assistance with independent living
- advice about moving into a care home or special needs housing
- support from our Intermediate Care and Rehabilitation service, often following a stay in hospital
- information about specialised transport and Blue Badges
- respite care at residential centres to provide a break, both for you and the people who help with your care
- day care that provides the opportunity to meet others using the facilities
- Independent Living Preparation Houses that provide the opportunity for people to develop skills and experience independent living

If you or your carer think that you may need help and support, contact us and ask for an **'assessment of your needs'** (see page 3).

We also offer support to the person who cares for you, **'Caring for someone'** on page 9 provides more information about this service.

Rehabilitation or reablement

Is offered to people who have suffered an illness or accident and would benefit from short-term (usually no more than 6 weeks) support to enable them to regain their strength and independence. If you are experiencing a temporary problem with managing at home or you are getting better following a stay in hospital, our **Intermediate Care and Rehabilitation Service** may help you to avoid having to be admitted to hospital when not necessary or leave hospital earlier than would otherwise be possible through the additional care that the service can offer.

The **Intermediate Care Service** is provided free of charge for a maximum of 6 weeks, but the service will only be given for as long as you remain in need of our assistance.

Contact us for more information or for a copy of our **'Intermediate Care and Rehabilitation Services'** fact sheet.

Respite services

Respite or short-term care is a service that benefits both carers and the people for whom they care. Respite care services look after a dependent person temporarily so that their carer can have a break. Such breaks should provide a positive experience for both the person cared for and the carer, to improve the quality of their lives and support their relationship. Services may cover a period ranging from a few hours to a few weeks. The main types of respite care we can provide are:

- overnight care in a residential home (for older people)
- day care in centres providing structured activities (for older and disabled people)
- overnight sitting in person's own home (for older and disabled people)
- sitting in person's own home evenings and weekends (for older and disabled people)
- overnight care in a specialist short-term care house (for people with a learning disability)
- hospice and hospital-based care (for people with a terminal illness)
- one to one support to access daytime activities

Respite care is available for people who provide a substantial amount of care for others, such as:

- a son or daughter caring for his or her elderly parents
- a parent supporting an adult son or daughter with an illness/disability
- a husband or wife looking after a disabled partner

Your GP can advise you about hospital-based and hospice respite care available, or contact us for more information.

Safeguarding vulnerable adults

Some adults are less able than others to take care and protect themselves from harm or exploitation. This is often because the person:

- has a learning disability
- has mental health problems
- has become frail or mentally infirm with advancing age
- has a physical or sensory disability
- lives in poverty
- is homeless
- or is misusing substances, like drugs or alcohol

We work in partnership with other agencies (health, the voluntary sector and the police) to protect vulnerable adults from all forms of abuse.

Contact our **Adult Safeguarding Team** if you are concerned about the wellbeing of a vulnerable person or ask for our '**Safeguarding Vulnerable Adults**' fact sheet.

Telephone 01443 425425; Email socialservices@rctcbc.gov.uk

If you feel that a criminal offence has occurred, you can contact South Wales Police. **Telephone 101**

Sensory loss

(deaf and hard of hearing, blind and partially sighted)

If you are having difficulties with your hearing or sight, we may be able to help you to achieve greater independence to lead a fuller and more inclusive life. Our Sensory Services Team is made up of specialist workers who have the experience and training to help people with a sensory loss. We have a duty to maintain registers of people living in Rhondda Cynon Taf who are blind, partially sighted or deaf. These registers help us to develop services and are used to involve people who use our services in the planning process.

We help you to maintain your independence and live more safely by advising on practical, everyday living and services such as:

- Help you to extend the skills you already have or to learn new skills, such as reading Braille
- Tell you about equipment that may help you with some of your difficulties, e.g. an amplified telephone or a flashing doorbell
- Provide information on a range of environmental equipment or advise about interpreter or communicator services

If you or your carer think that you may need help and support, contact us and ask for an **'assessment of your needs'** (see page 3).

For more information, contact us for our **Sensory Services** fact sheet which lists other organisations that may be able to help.

We also offer support to the person who cares for you, **'Caring for someone'** on page 9 provides more information about this service.

Travel and transport

There are a number of community transport organisations that operate in the locality. They have wheelchair accessible vehicles that provide a door-to-door service for people with mobility difficulties.

Contact us for our '**Community Transport Services**' fact sheet

If you have a disability, you may be eligible for help to hire or buy personal transport suitable to meet your needs.

The **Motability Scheme** allows you to use the higher rate mobility component of your Disabled Living Allowance or the enhanced rate of your Personal Independence Payment towards hiring a new car or buying a new or used car, mobility scooter or wheelchair on hire purchase. Motability may also be able to help towards the cost of adapting the vehicle. Visit Motability's website for details:

www.motability.co.uk or telephone 0845 456 4566

The **Department for Transport (DfT)** can provide practical advice on driving, car adaptations and car choice, both for disabled drivers and passengers. You can read more on the DfT's Access for Disabled People webpage:

www.gov.uk/government/organisations/department-for-transport

Telephone 0300 330 3000

The **Wales Disabled Drivers' Assessment Centre** is based at Rookwood Hospital in Llandaff, Cardiff and offers a free information service for disabled and elderly people, their families and professionals; vehicle choice with control options and advice on ability to learn, continue to drive or return to driving; assessment and advice for passengers getting in and out of vehicles and about safe loading of wheelchairs and other equipment.

www.wmdas.co.uk or telephone 029 2055 5130 for more information.

The **Blue Badge Scheme** provides privileges for some people with physical disabilities or sensory loss. Visit a One4All Centre to apply for a Blue Badge or email

Bluebadge@rctcbc.gov.uk

Alternatively, visit the Welsh Government's Blue Badge information page:

<http://wales.gov.uk/topics/transport/integrated/bluebadgescheme>

The **Bus Pass Free Travel Scheme** entitles people aged 60 or over and people with certain disabilities to travel free of charge on local bus services throughout Wales.

Visit a One4All Centre, **telephone 01443 494700** or **email**

transportationservices@rctcbc.gov.uk

Care Homes in Rhondda Cynon Taf

Giving up your own home and moving to a care home is a big step to take. We may be able to help you to look at the choices and arrive at a decision. You will be expected to pay towards the care home's fees; the amount you pay will depend on your financial circumstances and is calculated on the basis of a national set of rules. You will be expected to pay something out of your regular income, the rest will depend on your savings and assets.

Care homes are either:

- **residential homes** that provide support and personal care. Any medical or nursing care you may require from time to time will be provided through your doctor and carried out by a visiting district nurse
- **nursing homes** which must have qualified nursing staff on duty at all times. Some nursing homes can also provide personal care for residents who don't require regular medical or nursing care (see Care Categories in the care home table)

The National Health Service (NHS) will pay a contribution towards nursing home fees if you require nursing services from trained nursing staff while living there. If your health needs are considerable because of a long-term illness, severe disability or a complex physical or mental health problem, you may be assessed as needing **Continuing NHS Healthcare**. In this situation, the health service may purchase a place for you in a private home and pay your fees in full.

We have a duty to make sure that your care home is providing the care you require to meet all your needs during the time you live there. Our **Review Team** will look at your care home placement every year to make sure it continues to meet your needs.

For further information ask for our '**Review Team**' fact sheet.

Care homes must be registered and to achieve registration they must meet specified standards, laid down by the **Care and Social Services Inspectorate Wales**. They are inspected regularly to ensure that they continue to meet the required standards.

You can visit the Care and Social Services Inspectorate Wales's website to view the latest inspection reports of all the care homes listed here. Their website is:

<http://cssiw.org.uk>

Other useful websites for finding out more about care homes include:

www.carehome.co.uk provides detailed information on most RCT care homes

www.bettercaring.com

www.yourcarehome.co.uk

www.payingforcare.co.uk is an impartial website providing information on all aspects of care funding.

A Guide to Social Care Services for Adults in Rhondda Cynon Taf

Contact us for our fact sheets 'Choosing a Care Home', 'Care homes in Rhondda Cynon Taf' and 'Paying for Residential and Nursing Home Care'.

Care homes offering only residential care in Rhondda Cynon Taf

Residential home	Care categories	
	Personal care	Personal care and dementia
The Beeches Care Home Bethuel Street, Aberdare CF44 7HJ Telephone 01685 870616 Email amorebeeches@priorygroup.com Website www.amorecare.co.uk		*
Bronllwyn Residential Home Colwyn Road, Gelli, Pentre CF41 7NW Telephone 01443 435873	*	*
Cae Glas Resource Centre Cardiff Road, Hawthorn, Pontypridd CF37 5AH Telephone 01443 841234		*
Clydach Court Resource Centre Brithweunydd Road, Trealaw, Tonypanyd CF40 2UD Telephone 01443 433283		*
Cwmaman Care Centre Morris Street, Cwmaman, Aberdare CF44 6HW Telephone 01685 884696 Email info@cwmamancarecentre.co.uk Website www.cwmamancarecentre.co.uk	*	* + younger adults
Dan-y-Mynydd Residential Home Bronwydd Avenue, Porth CF39 9AD Telephone 01443 685944		*
Duffryn Ffrwyd Manor Residential Home Old Nantgarw Road, Nantgarw, Cardiff CF15 7TE Telephone 01443 843068		*
Ferndale House Resource Centre Station Road, Ferndale CF43 4ND Telephone 01443 730614	*	*
Garth Olwg Residential Home Main Road, Church Village CF38 1BT Telephone 01443 203466	*	

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	Care categories	
	Personal care	Personal care and dementia
The Laurels Care Home 52 Brook Street, Williamstown, Tonypanydy CF40 1RE Telephone 01443 440550 Email thelaurels1@live.co.uk	*	*
The Laurels Residential Home 23 Meirion Street, Trecynon, Aberdare CF44 8NA Telephone 01685 871218	*	
Maesteg House Residential Care Home Aberdare Road, Mountain Ash CF45 3PT Telephone 01443 479497	*	*
Maesyffynnon Residential Home Club Street, Aberaman, Aberdare CF44 6TN Telephone 01685 873295	*	*
Parc Newydd Residential Home Green Park, Talbot Green CF72 8RB Telephone 01443 237848	*	*
Penrhos Residential Home Old Station Yard, Llantwit Fardre CF38 2LZ Telephone 01443 206329	*	*
Pentre House Residential Home Pentre Road, Pentre CF41 7DJ Telephone 01443 441929	*	*
Taliesin Residential Home Bridge Street, Tonypanydy CF40 2TU Telephone 01443 436666 Email paulbryngwyn@btinternet.com	*	*
Tegfan Resource Centre Llewellyn Street, Trecynon, Aberdare CF44 8HU Telephone 01685 878485	*	*
Troedyrhiw Residential Home Troedyrhiw Road, Mountain Ash CF45 4LD Telephone 01443 473520	*	*
Ty Gwynno Care Home Hafod Lane, Hopkinstown, Pontypridd CF37 2SD Telephone 01443 408848 Email ty.gwynno@fshc.co.uk Website www.fshc.co.uk	*	
Ystrad Fechan Residential Home Station Road, Treorchy CF42 6HN Telephone 01443 773300	*	*

Care homes offering both residential and nursing care in Rhondda Cynon Taf

Nursing home	Care categories	
	Nursing care	Nursing care and dementia
Zoar Residential Home Marion Street, Clydach Vale, Tonypany CF40 2DN Telephone 01443 432262 Email info@zoarcarehome.co.uk Website www.zoarcarehome.co.uk	*	*
Aberpennar Court Care Centre Windsor Road, Mountain Ash CF45 3BH Telephone 01443 477677 Email aberpennar@shealthcare.co.uk Website www.shealthcare.co.uk	* plus personal care	
Aspen House Nursing Home 37 Coedpenmaen Road, Trallwn, Pontypridd CF37 4LR Telephone 01443 491491 Email aspenhousecarehome@btconnect.com	* plus personal care	
Duffryn Ffrwyd Manor Nursing and Residential Home Old Nantgarw Road, Nantgarw, Cardiff CF15 7TE Telephone 01443 843005	* plus personal care	*
Glyncornel Nursing Home Hen Glyncornel, Llwynypia, Tonypany CF40 2JF Telephone 01443 432277	* plus personal care	
The Hollies Care Home 98 Old Merthyr Road, Pontypridd CF37 4DG Telephone 01443 400644 Website www.hallmarkhealthcare.co.uk	* plus personal care and palliative care younger adults	
Llantrisant Care Home Old Llantrisant Road, Llantrisant, CF72 8LQ Telephone 01443 239001 Email enquiries@llantrisantcarehome.co.uk Website www.llantrisantcarehome.co.uk	* plus personal care	
Meadowlands Care Centre Abernant Road, Aberdare CF44 0PY Telephone 01685 879292 Email meadowlands@hc-one.co.uk Website www.hc-one.co.ukk		*

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	Care categories	
	Nursing care	Nursing care and dementia
Oakwood Nursing Home Hazel Drive, Landare Park, Aberdare CF44 8DB Telephone 01685 881210 Email oakwood.nursinghome@tiscali.co.uk	* plus personal care	*
Pontypridd Nursing Home Maesycoed Road, Pontypridd CF37 1HZ Telephone 01443 486623 Website www.comfortcarehomes.co.uk	* plus personal care	*
Rhondda Care Home Tyntyla Avenue, Ystrad, Pentre CF41 7SU Telephone 01443 435668 Email enquiries@europeancare.co.uk Website www.europeancare.co.uk/rhondda	* plus personal care	*
Ty Eiren Care Home Parc Eiren, Thomastown, Tonyrefail CF39 8EE Telephone 01443 675010 Email ty.eiren@fshc.co.uk Website www.fshc.co.uk	*	
Ty Pentwyn Nursing Home Pentwyn Road, Treorchy CF42 6HD Telephone 01443 778010 Email tyentwynnh@btconnect.com	* plus personal care	
Ty Porth Care Home Cemetery Road, Porth CF39 0BH Telephone 01443 680011 Email info@europeancare.co.uk Website www.europeancare.co.uk	*	*
Ty Ross Nursing and Residential Home Ross Rise, Ninian Street, Treherbert CF42 5RD Telephone 01443 778305 Email warren.warren@sky.com	*	*

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Nursing home	Care categories	
	Nursing care	Nursing care and dementia
<p>Willows Care Home Llanwonno Road, Perthcelyn, Mountain Ash CF45 3LJ Telephone 01443 475717 Email willows.perthcelyn@craegmoor.co.uk Website www.craegmoor.co.uk</p>		*
<p>Ysguborwen House Llwydcoed, Aberdare CF44 0AX Telephone 01685 872606 Email info@ysguborwen.com Website www.ysguborwen.entadsl.com</p>	* plus personal care	* plus personal care

Further Information

We hope you have found the information in this booklet helpful.

We have tried to include as much information about our services as possible to help explain to you what we may be able to do to offer you support to meet your social care needs.

If you would like more detailed information about any of our services, we can provide you with fact sheets and guides.

See page 30 for the full publication list.

You can request any factsheets by:

- telephoning **01443 425003** and speaking to a member of our First Response Team
- emailing **socialservices@rctcbc.gov.uk**
- viewing them online by visiting our website
www.rctcbc.gov.uk/healthandsocialcare

All our information can be made available in other languages and in the following formats:

- large print
- Braille
- compact disk

For information about local and national organisations, visit NHS Direct Wales' website to access their database **www.nhsdirect.wales.nhs.uk** or telephone **0845 46 47**.

Publications List

Action Towards Independence Scheme describes how groups of individuals with physical disabilities meet to achieve targets they set for themselves.

Advice, guidance and counselling lists organisations delivering local services

Benefit and Consumer Advice Agencies provides information about organisations offering advice and support regarding benefits

Can I see my file? Provides information as to how you can arrange access to the information we keep about you.

Care home information:

Choosing a Care Home offers practical advice to help you with your decision.

Paying for Residential and Nursing Home Care explains the financial rules when moving into a care home.

Review Team monitors how well the care home of residents is serving them and meeting their agreed needs.

Carers A-Z Guide is a directory of help available to support carers in meeting their caring responsibilities in Cwm Taf.

Comment, complain or appeal about our services or decisions (how to) advises about how you can let us know if you are dissatisfied with us (also available in an easy to read version).

Community Occupational Therapy Services describes the support that our Occupational Therapists can provide in rehabilitation and improving access in the home.

Day Care Centres describes the service offered by our 5 core day centres.

Day units for people with dementia gives details about Lewis Merthyr and Tonteg day units.

Deprivation of Liberty Safeguards (DOLS) When a person lacks the mental capacity to make decisions about the care or treatment they need, and may be at risk if that care is not provided, it is sometimes in their best interests to deprive them of their liberty.

Direct Payments details how you can choose to receive regular payments to purchase services to meet your assessed needs.

Disabled Facilities Grants gives more information about the means testing process for grant aid and the steps involved in adapting your home to help daily living.

Disabled Person's Parking Bay explains the process of making an application for a restricted access parking bay outside your own home.

Fairer Charging Policy provides information about contributing towards the cost of your community care services. Also Reviews and Appeals with regard to our Fairer Charging Policy.

Home Care Service provides details of how we can help in the home to maintain your independence.

Home delivered meals gives more details about our Community Meals service.

Independent Living Service provides support on an individual or group basis within a variety of community settings.

Intermediate Care and Rehabilitation Services outlines how our team provides a rehabilitation service.

Learning Disability Services provides information about the support we provide to people with a learning disability.

Mental Health Services provides information about the support we provide to people living with poor mental health.

Older People's Services provides information about the support we provide to people over the age of 65 years.

Paying for Residential and Nursing Home Care explains the financial rules when moving into a care home.

Physical disability services provides information about the support we provide to adults with a physical disability.

Protecting vulnerable adults explains how we work in partnership to safeguard the wellbeing of vulnerable people.

Protection of property describes our duty to manage a person's home and belongings when they are no longer able to look after them themselves.

Review Team monitors how well the care home of residents is serving them and meeting their agreed needs.

Sensory Loss Services provides information about the support we provide to people with a sight or hearing loss.

Supporting Carers gives details of the help we can provide to people caring for others. Also see Carers A-Z Guide (**page 30**).

Supported Housing Services explains how we support vulnerable people to manage, maintain or move on from their current living arrangements.

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Glossary

the meaning of words and terms used in this guide

Abuse – ill-treat, harm, hurt, take advantage of

Adaptations – alterations to a person's home to make life easier

Advocacy – speaking on behalf of someone else

Agencies – organisations, often working in partnership with us

Amplified – made louder

Appeal – ask to reconsider / rethink / reassess a decision

Assessment – is the process of finding out and judging information to find a solution to any given situation

Assets – a person's money, belongings

Assistive Technology – equipment to safeguard older and disabled people around the home

Benefits – money from the Department for Work and Pensions (Social Security)

Braille – writing for the blind, made from raised dots

Carer – a person who is unpaid (except for being in receipt of a Carer's Allowance) and looks after or supports a relative, friend or neighbour who needs help with their day-to-day life.

Chronic illness – serious, long term illness

Communicator – a person who speaks for you if you are unable to

Community Meals – meals delivered to your home

Contributions – money paid towards care

Counselling – sharing a situation with someone to help find solutions to a problem

Dementia – illness which causes loss of memory, concentration, and judgment

Direct Payments – Money given to you to pay for private care to meet your needs

Discrimination – treating people differently / unfairly

Efficiently – effectively, with no waste

Eligible / Eligibility – qualify, entitlement, able to have

Eligibility criteria – a list of needs that must be met to qualify for our help

Empowers – allows / lets

Enduring – long lasting

Exploitation – taken advantage of

Finance – money

Hospice – nursing home for people with an illness from which they won't recover (terminal)

Independently – able to act for / look after yourself

Individual – a single person

Inspection – checked / looked at closely

Interpreter – person who translates from one person to another

Legislation – laws made by the government

Means tested – your money and belongings are taken into account (looked at)

Mobility aids – items that help you to move around easily

Monitor – check / watch and keep a record of

Multi-disciplinary – group of members with lots of different skills

Neglect – to not care for something / someone

NHS – National Health Service

Nursing home – provides medical care for people who do not need to be in hospital, but need support because of a disability, illness or serious condition

Physical Disability – an ailment of part of the body

Public authorities – organisations serving the public

Reablement – help / support given to recover after an illness/injury

Record – write down

Referral – making contact to ask for help

Registered – named on an official list

Rehabilitation – help/support given to recover after an illness/injury

Residential – providing living accommodation

Respite – temporary care which provides a break / rest for the carer and cared for

Sensory Loss – deaf and hard of hearing, blind and partially sighted

Social Care – help for people in the community

Substantial – big, large, a lot

Supported – assisted, helped

Telecare systems – a range of equipment that is placed around the home to help minimise risk

Terminal illness – an illness from which a person won't recover

Uncharacteristic – unlike a person, unusual

Vulnerable – unprotected, at risk of being physically, financially or emotionally hurt



