

Independent Living Service

working with you and for you to support your independence

We provide support on an individual or group basis within a variety of community settings to enable you to achieve a more independent life style. We will support you to identify and pursue opportunities of your choice to reach your individual goals. For example, you may wish to participate in activities in your local community to improve your quality of life as well as your overall health and well-being.

The service we provide will take into account your full views as well as others involved in your care, such as carers, where appropriate.

How we support you

When you start to use our service you will be linked with a **key worker** who will discuss and agree a plan of support that best suits your assessed needs. This is called your 'Individual Plan', which shows what type of support you require and how this will be provided, in line with your Care and Support plan or Care and Treatment Plan. You and your key worker can discuss changes to this plan at any time.

For example, we can support you to:

- find activities that will give you opportunities to meet people in a suitable setting
- introduce you to community facilities to help you develop skills and make new friends
- manage everyday tasks such as shopping, budgeting and maintenance of your home
- be able to use facilities in your community more confidently, such as community centres, sports centres and libraries
- identify opportunities to develop and improve existing skills
- increase your confidence using public transport in order to become more independent
- maintain your health and well-being through a variety of means, for example going to leisure centres
- attend all relevant appointments and manage weekly activities
- identify other ways of finding support, and learning and development opportunities
- gain employability skills through volunteering work placements
- protect your individual rights and responsibilities

Hours of Service

Normal hours of service are Monday to Thursday from 8.30 am to 5pm and from 8.30am to 4.30 pm on Fridays. We can also support you outside of these hours, such as evenings or weekends, when a specific activity has been identified as meeting your assessed needs and can only be undertaken at these specific times.

Transport

When referring to the Independent Living Service your Care Co-ordinator will assess your needs in respect of transport. We offer a range of support programmes to promote independent travel and you will be actively supported and encouraged to take up such opportunities.

Information sharing

When receiving Independent Living Services, your key worker may talk to people involved in your support. These may include social workers, community psychiatric nurses and other medical staff who will need to be informed about the service you receive, or any changes that are needed. Any information about your service will be treated in the strictest confidence, and shared only with the people that need to know with your permission, unless we feel you are an adult at risk.

Individual and carer involvement.

You and your carer will have opportunities, should you wish, to become involved in many different ways, in order to improve the services available to you. For example, you could help to recruit and train new staff or sit on service planning groups.

Your opinion matters

We need to know what you think of the services that you receive; this could be good or not so good. It is important that you feel able to let us know your opinion. This can be done in a number of ways, by talking to someone, phoning, writing or whichever way you feel comfortable. The main thing is to let us know.

Making contact

If you need to contact the **Independent Living Service** about any issues, then please use the relevant number shown below. If your key worker is unavailable you can leave a message and they will get back to you as soon as they can.

Rhondda Independent Living Service

Pentre Municipal Offices, Llewellyn Street, Pentre CF41 7BT
Tel: 01443 424350

Cynon Independent Living Service

Cynon Valley Principal Office, Llewellyn Street, Trecynon, Aberdare CF44 8HU
Tel: 01685 887883

Taf Independent Living Service

Ty Draw The Avenue, The Common Pontypridd, CF37 4DF
Tel: 01443 486856

Community Services Service Engagement And Complaints Team

Ty Elai, Dinas Isaf East, Williamstown, CF40 1NY
Tel: 01443 425003

Please visit our web pages to keep up to date with the latest information and news from our service:

www.rctcbc.gov.uk/adultsandolderpeople

This information can be made available in other formats (large print, Braille, audiotape and disk in English, Welsh and other languages)

To comment about this factsheet or any other information received from social services, please contact socialservices@rctcbc.gov.uk or The First Response Team on 01443 425003