



What is community care?

The National Health Service and Community Care Act 1990, sets out how care should be provided by Social Service departments. Increasingly, this is in partnership with Health services such as GPs, District Nurses and Therapy staff. An important part of this is Intermediate Care services which can prevent people having to go into hospital and help them to return to their own home, much sooner with help if needed.

The NHS and Community Care Act cover those people who are:

- have a disability or sensory impairment;
- are chronically sick or terminally ill;
- misuse drugs or alcohol;
- are a carer;
- are over 65 with any of the above.



We aim to help our service users to live as independently and lead as satisfying a life as possible in their own homes. It is essential for us to consider the needs of carers. We also aim to provide services as fairly and equally as possible, taking into account an individual's particular needs.

What do Social Services do?

Care Managers employed by the Social Services Department have access to a wide range of information and services, any of which may be appropriate for potential individual users. Everyone's needs are different, so we aim to work with each person to agree their needs and how they might be met.

What might be in a package of care?

This might be in the form of services provided directly by the Local Authority, independent agencies or direct payments that will help you choose your own carers.

- might provide assistance with tasks that you are
- seeks to deliver a quality and nutritious meal at an appropriate time for a reasonable price.

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Do I have a say in what I receive?

Yes, your views are taken into account at every stage and we also encourage as a service user and your carer to take part in the planning of services. We would be interested to have your opinion of our services and to hear of any ideas you have for improving them.

We aim to help. However, if you are unhappy with the service we provide and want to make enquiries, or feel

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