

Services and care

for the person you support

VOCAL - Voice of Carers Across Lothian ● April 2017

This factsheet introduces some of the health and social care services and support available for **adults with support needs living in Edinburgh**. Please note that some services may have waiting lists in operation. For information about **carers' assessments** and **support services for carers** see the yellow factsheet '*Practical help for carers*'.

Arranging care and support services

There are a number of ways in which care and support services for the person you care for can be organised:

- **Privately** - if you know what support the person you care for requires and they are able to pay for it you can arrange this privately. VOCAL can help you find relevant information.
- **Local authority** - if the person you care for is eligible for support from the local authority then follow the steps on page 3.
- **Following discharge from hospital** - intensive support, called 'reablement', is available for six weeks after coming out of hospital. After this period ongoing support is offered if help is still required.

Waiving of charges for carers

The Social Care (Self-Directed Support) Scotland Act 2013 introduced the right for carers not to be charged for any support they receive as a carer. This does not apply to services that are provided to the person who is being cared for. In this case, the normal charging for non-residential care services will still apply.

Support is defined as *"any form of services of assistance which will help the adult to provide, or continue to provide, care for the person cared for."*

● **Free personal care**

The person you care for needs an assessment to see if they qualify for free personal care. They will qualify if they are 65 years old or over and assessed as needing support. They may have to pay for things like cleaning, laundry or washing up after meals.

● **Day care services**

A needs assessment is required if the person you care for wants to go to a day centre. Transport and meals are provided at a low cost. Some centres are specially designed for people with dementia, sensory impairment, physical or learning disabilities. A full list of day care services is available from - www.edinburgh.gov.uk

● **Terminal illness**

People who are terminally ill are entitled to free care.

Services for the person you care for

Services provided by the local authority require the person you care for to have an **eligibility assessment (see page 3)**. Most are chargeable and paid for by the person you care for (on a sliding scale depending on income) but some may be free if they are eligible. You may also choose to arrange and pay for care services privately.

	Free if assessed as eligible by health & social care and over 65 yrs of age	Usually charged for (some may be free depending on financial assessment)	May be available free through other agencies eg voluntary sector
PERSONAL HYGIENE <i>Includes washing, dressing, shaving, oral hygiene, nail care</i>	■		
TOILETING/CATHETER CARE <i>Help with going to the toilet or managing a catheter</i>	■		
GETTING UP/ GOING TO BED <i>Help in the mornings and evenings to prepare and get in/out of bed</i>	■		
MEAL PREPARATION & EATING <i>Help with preparation of up to 3 meals and snacks a day</i>	■	■	
TAKING MEDICATION <i>Help with remembering or taking medication</i>	■	■	
HOUSEHOLD CHORES <i>Help with household cleaning, shopping, laundry</i>		■	■
OVERNIGHT SUPPORT <i>Includes toileting, turning in bed and monitoring safety</i>	■	■	
DAYCARE <i>Includes social and group activities, lunch clubs and day centres</i>	■	■	■
HELP AFTER COMING OUT OF HOSPITAL <i>Short term care at home following discharge from hospital</i>	■		
GETTING A PERSONAL ASSISTANT <i>Support to find and employ a personal assistant</i>		■	
EQUIPMENT & ADAPTATIONS FOR THE HOME <i>Includes equipment and support to make adaptations to the home</i>		■	■
MONITORS & ALARMS FOR THE HOME <i>Includes personal alarms, movement sensors and smoke alarms</i>	■	■	■
REPLACEMENT CARE <i>Replaces care that you would normally give so that you can take a break</i>	■	■	■
BEFRIENDING/SITTER SERVICES <i>Trained staff spend time regularly with the person you care for</i>	■	■	■
GARDENING <i>Help maintaining your garden and outside areas</i>		■	■
HOME REPAIRS & MAINTENANCE <i>Help with DIY jobs and small repairs</i>		■	■

Arranging services and support through your local authority

The time it takes to arrange support services for the person you care for will vary depending on the complexity of their situation.

Eligibility Criteria

Priority is given to people who are at the greatest risk.

Four types of social care need are assessed: personal safety, personal care / domestic tasks, family and social responsibilities and carers' needs.

These are graded as *critical or substantial*, or *moderate or low* based on risk to personal safety and maintaining independence.

Most people are only eligible for social care services where they are assessed as having *critical or substantial* risk.

 **Call Social Care Direct**
0131 200 2324



 **Discuss and agree the needs of the person you care for**
Usually through a **community care assessment** carried out by a social worker, occupational therapist or community care assistant



Eligible for council services?
Usually eligible if assessed as having **critical/substantial** levels of risk

NO


↓ YES



 **Self-Directed Support - decide how to manage care services**

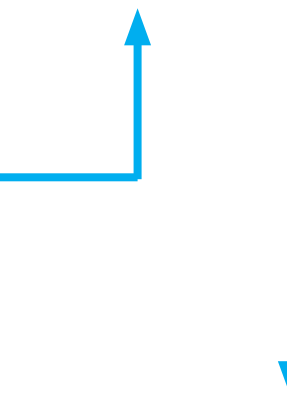
- Direct payment (person you care for arranges support)
- Person you care for arranges support through council or other agency
- Council arranges support or
- Combination of the above

Arrange care yourself
See page 4 for useful contacts

 **Eligible for financial support?**
Financial assessment to determine whether person you care for is eligible for financial support from local authority (and how much they may have to contribute).

NO

↓ YES



Services and support for the person you care for

Coming home from hospital

The process of planning what services and support someone may need when they leave hospital should begin as soon as they are admitted. For some people the process is simple, for others it can be more complicated. By the time someone leaves hospital they should know:

- how to contact relevant services
- what treatment will be provided
- how to use any equipment needed
- what, and how, medication will be given

A team of professionals in the hospital will work together to discuss discharge arrangements and a named person will be in charge of this plan. You should be given this person's name. For more details see NHS Lothian and City of Edinburgh Council's '*Leaving Hospital: a guide to discharge planning for relatives and carers*'. Contact VOCAL on **0131 622 6666** to request a copy.

Free nursing care

Free nursing care is available for people of any age who have been medically assessed as requiring nursing care services including podiatry, catheter care and wound management/dressings. This may not always cover equipment needed at home - this would be assessed by the local authority using social work criteria and processes.

Useful contacts

The Care Inspectorate - List of registered home care providers and inspection reports. This list is useful if arranging care privately.
www.scswis.com

Care Information Scotland - Telephone service and website with information about care services for older people living in Scotland.
www.careinfoscotland.co.uk

A-Z of NHS Lothian health services:
www.nhslothian.scot.nhs.uk/Services/A-Z/Pages/default.aspx

Over the Fence - Practical Self-Directed Support information and advice about arranging care for yourself or someone else.
www.overthefence.org.uk

Self-Directed Support Scotland - Information about Self-directed Support with a specific section for carers.
www.selfdirectedsupportscotland.org.uk

VOCAL website - For the most up-to-date information about the practical and financial aspects of arranging care for someone else.
www.vocal.org.uk

Carer events website - Free courses, events and workshops for carers on welfare rights, Self-Directed Support and many other issues affecting carers.
www.carerevents.co.uk

Lothian Council for Inclusive Living - Support for disabled people, people with long-term conditions and older people, to live independently in their communities.
www.lothiancil.org.uk

Edinburgh Choices
The City of Edinburgh Council's online directory of care and support services for people living in Edinburgh.
www.edinburgh.gov.uk/edinburghchoices