

Hackney : caring for people in the community / Hackney Social services Dept.

Contributors

Hackney (London, England). Social Services Department.

Publication/Creation

Hackney, London : Hackney Council, 1993.

Persistent URL

<https://wellcomecollection.org/works/us4dtpyj>

License and attribution

Conditions of use: it is possible this item is protected by copyright and/or related rights. You are free to use this item in any way that is permitted by the copyright and related rights legislation that applies to your use. For other uses you need to obtain permission from the rights-holder(s).



Wellcome Collection
183 Euston Road
London NW1 2BE UK
T +44 (0)20 7611 8722
E library@wellcomecollection.org
<https://wellcomecollection.org>

Hackney – Caring for People in the Community

PLEASE READ THIS LEAFLET IF YOU LIVE IN HACKNEY – AND...

- think you need to live in an Old People's Home or Nursing Home
- have difficulty living on your own or with others – through disability or illness – and feel you need somewhere else to live
- need more help around your own home to prevent your having to move
- think you know someone in this sort of situation.

This leaflet explains how you can get help and advice after the law on Community Care changes in April 1993.

WHY THE NEED FOR THIS LEAFLET?

Because from April 1993 there will be big changes in the way help is provided for people unable to live on their own without some support – whether at home or in a residential home.

From 1 April, the Department of Social Security will no longer pay for residential care. Instead Hackney's Social Services Department will provide the money.

This leaflet has been produced by Hackney's Social Services to tell local people what to expect under the new arrangement and where to go for help.

If you live in a neighbouring borough – like Islington, Tower Hamlets or Waltham Forest – you will need to contact your own Council for more information.

If you are a Hackney resident, please remember to contact Hackney's Social Services before making any arrangements to go into a nursing or residential care home – even in an emergency – unless you or your relatives can pay the home's fees in full.

WHAT SORT OF HELP IS ON OFFER THROUGH COMMUNITY CARE?

Hackney's Community Care arrangements aim to assess your specific needs and try to find the best way to meet them. This might mean providing services like meals-on-wheels, domestic help and personal care for people in their own homes – as well as care at day centres, residential or nursing homes and short-stay accommodation.

This type of help is designed to support people so that they can continue to manage at home on their own or with friends or family.

Support comes from a wide range of organisations – including the Council, voluntary organisations, private agencies and the National Health Service.



22500506486

HOW WILL THINGS WORK FROM APRIL 1993?

Hackney's Social Services Department will assess the needs of local people requesting community care – and co-ordinate the facilities provided.

Doctors and health workers will still be responsible for providing health services such as chiropody and district nurses.

Three specialist services have been set up to cover the main elements of community care offered in the borough.

INFORMATION AND ADVICE

- Available to all, this service offers advice on the sort of support you can expect – both in terms of money and service. It also explains where to go for further advice and assessment.

COMMUNITY CARE SUPPORT

- Available to people who need an assessment or emergency help, this service offers care arrangements to suit people's individual requirements – such as care in a day centre or domestic support.
- Residential care will be available only when everything possible has been done to help people stay in their own homes. Anyone who needs a complex mixture of support will receive help from their own Care Manager.

CARE MANAGEMENT

- Available to people who will otherwise need residential or nursing home care, this service arranges whatever mixture of care arrangements is necessary to meet individual needs – drawn up with the person in question.
- It also helps people to choose and arrange a residential place.
- Health Services – such as nursing care – will continue to be available through local GPs, who remain the first point of contact of people with concerns about their health.

WHO IS ENTITLED TO HELP?

Anyone who feels s/he needs support can contact the Social Services Department. An assessment will then be made in consultation with the person concerned and her/his carer.

There are many calls on Social Services resources, so priority will be given to people needing to go into a residential or nursing home – and to people needing a lot of support at home.

Every individual's needs are different – so each situation is assessed independently to cater for the person in question.

Social Services staff will be happy to explain exactly how the assessment process works.

WHAT ABOUT PEOPLE WHO DO NOT SPEAK ENGLISH?

Interpreters will be on hand to make sure everything is clear.

HOW MUCH DOES THE SERVICE COST?

COMMUNITY CARE SERVICES IN YOUR OWN HOME

- If you need a range of services, a charge of £5.00 a week will be made – except meals, which you pay for separately (£1.20 per meal).
- If your income is on, or below the basic Income Support level – plus £10.00 – there will be no charge for services. We will help you to claim all the income you are entitled to.

IN NURSING OR RESIDENTIAL HOMES

- The charge here will depend on your income and savings.
- Up to an agreed level, Social Services will help to meet the charge made by a particular home.
- It is always possible for friends or relatives to help out with payments above the agreed level. Care Managers will draw up contracts with the 'third-parties' in these cases – but remember there is a risk you may have to move if the money dries up for any reason.

WHAT ABOUT CONFIDENTIALITY?

Anything you say to Social Services will be treated in the strictest confidence within the department. You will be asked for your permission if the information needs to be passed to another agency, except in an emergency.

Only in the interests of a better standard of care will information be shared with other professional colleagues such as GPs, who are themselves bound by confidentiality.

HOW CAN YOU HAVE YOUR SAY?

Please let us know about your experiences of the new system – whether good or bad – so that we can tell what you, the users, think about the service provided.

If you have a complaint, there is a separate leaflet explaining the Complaints Service. Otherwise you can telephone the 24-hour Complaints Line on 081 986 7218.

WHERE TO GO FOR MORE INFORMATION AND HELP

A Community Care Team has been established in each Social Services Area Office and in the hospitals. If you require community care services please contact the team at your local office below;

SOCIAL SERVICES AREA OFFICES:

(see map on back page)

- North West Area (for N4, N5, and N16, west of railway line)
17 Manor Road, N16 5PE
Tel: 081 802 0951
- North East Area (for E5 and N16, east of railway line)
30 Clapton Square E5 8HZ
Tel: 081 986 8111
- South West Area (for N1, E1, E2, EC1, EC2 and part of E8)
4-12 Drysdale Street N1 6ND
Tel: 071 739 7600
- South East Area (for E9, E10, E15 and part of E8)
35 Beechwood Road, E8 3DY
Tel: 071 249 4434

IF YOU REQUIRE SPECIALIST SERVICES CONTACT

- The Learning Difficulties Team
7 Marcon Place, E8 1LP
Tel: 071 241 3198
- The Sensory Impairment Team
7 Marcon Place, E8 1LP
Tel: 071 241 3198
- HIV/Aids Services
100 Shepherdess Walk, N1 7JN
Tel: 071 253 7403 (Social Work line)
071 250 1390 (General enquiries)

The Government has published two leaflets on Community Care. These are available from information and advice centres and local social security offices.

COMMUNITY CARE CHANGES IN APRIL 1993, Department of Health leaflet DHCC1. Explains community care changes in general.

CARE IN THE COMMUNITY, Changes in Income Support and other Social Security Benefits from April 1993, Department of Social Security, leaflet SSCC1. Particularly useful for people who were in residential care before 1 April 1993.

Hackney has also published a Community Care Plan. This is a detailed document which identifies community care needs and resources and how they are to be allocated across service areas.

WELLCOME INSTITUTE LIBRARY	
Coll.	wc:IMC:mc
Coll.	pam
No.	WT27.BE5
	1993
	H 12 h

