

Services for older people

what you need to know



Many older people rely on their family or friends to provide support and care.

It is important that these carers have some time to themselves and we will consider this when working with you to arrange the services you need.

There is a booklet for carers called 'Caring for carers – a guide to meeting your needs', which can be obtained from Social Care Direct or via **www.durham.gov.uk**

IMPORTANT:

All Durham County Council staff carry identification with them. Please check this before allowing anyone into your home.

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As we get older it can become difficult to manage on our own without help and support. Even doing ordinary things around the home like getting washed and dressed or cooking a meal can become difficult. Sometimes this is because we have become ill, or have been in hospital and need some help until we get better.

This type of help and support is often referred to as social care and this booklet tells you about the social care services that are available to help and support older people living in County Durham.

The booklet will explain how to find and choose the right social care services to meet your individual needs.

Asking for help is sometimes the hardest thing to do - this booklet will tell you who to contact to ask for that help.

2 Accessing social care and support services

If you live in County Durham and think you would benefit from social care support, your first point of contact should be Social Care Direct. Contact details are shown on the back of this booklet.

When you get in touch with Social Care Direct, you will be asked questions about yourself and your situation. Social Care Direct will try to give you the advice or information you are looking for and may arrange for you to have an assessment of need.

What is an assessment of need?

This is a way of looking at your needs, and with your help, working out how these could be met. A social worker or social work assistant will arrange to visit you at home. Provided that you meet certain criteria you may be eligible for funding towards your care and support.

With your consent, this process may involve other professionals and carers, family or friends already involved in supporting you in your day to day living.

What happens during the assessment?

With your help, the member of staff carrying out your assessment will need to find out about those things that are causing you problems. Examples of some areas of your life that may be discussed are:

- Coping with your personal needs - for example, getting up, getting washed and dressed, going to the toilet
- Coping with domestic and household tasks
- Your physical and mental health needs
- Getting around, both inside and outside your home
- Any leisure, recreational or social needs
- Who is providing help to you now
- Where you are living
- Financial matters

What might we be able to offer?

It is important that Durham County Council can offer support to those people whose independence is most seriously affected by their needs.

To make sure this happens, we use a set of rules issued by the Government. This tells you who is eligible for social care services, depending upon their needs and circumstances. We have developed a separate booklet called “Eligibility criteria for adult social care” which details this. If you have not seen this booklet then you should ask the person who carries out your assessment to give you a copy.

What happens after the assessment?

If you are eligible for care and support services then the different ways of meeting your needs will be discussed with you. Sometimes there may be a cost involved, and this will also be discussed. See separate section ‘Paying for services’ on page 24.

Once we have agreed with you what your needs are, they will be written down along with actions to meet these identified needs. Your needs will then be evaluated against our eligibility criteria for services. This is called a care plan and you will receive a written copy of this so that it is clear to you what has been agreed.

Your care plan will be reviewed at the end of the first six weeks to ensure that it is meeting your assessed needs. Further reviews will be carried out at least annually so that we can be sure your assessed needs are still being met.

What if you do not qualify for any services?

If you are not eligible for services, then we will advise you on other ways that you might get appropriate help and value for money.

Self Directed Support

Durham County Council is committed to the principles of personalisation including Self Directed Support.

Self Directed Support is about making social care services more personalised to you and giving you more choice and control of your own care or support arrangements. This gives you independence and flexibility over how your care and support is provided.

If you are eligible for care and support services, under Self Directed Support you will be given the opportunity to complete your own Self Directed Support Questionnaire, with support available if required.

The questionnaire collects information about you and your needs and, with your full involvement, works out how your needs are best met. Provided that you meet certain criteria you may be eligible for care and support services and the Council may help towards the cost of this.

Money that you are allocated by the Council is called a 'Personal Budget' and can be used to purchase the services you wish to receive, provided they are safe, legal and meet your care and support needs, as shown in your care and support plan.

There are different ways of managing your Personal Budget:

Direct Payments give you the maximum amount of flexibility so you can manage your Personal Budget yourself, with or without support; paying for your own care and support services or employing your own staff. You can choose to receive all or part of your Personal Budget as **Direct Payments**.

The Council can manage your Personal Budget on your behalf and you will still have some choice and control over the goods and services that you receive. This is called a **Virtual Budget**.

The Council can provide a **commissioned service** where services are arranged on your behalf.

You can have a mixture of the above and can discuss this with your social worker or care co-ordinator.

There will be help and support available as you decide which options are best for you.

More information can be found at
www.durham.gov.uk/yourlifeyourchoice

Support with making decisions

Every day we make decisions about lots of things in our lives. The ability to make decisions is called mental capacity. Some people have difficulties making decisions either some or all of the time. This could be because they have:

- Dementia
- A mental health problem
- A brain injury or stroke
- A learning disability

The Mental Capacity Act ensures that the rights of these vulnerable adults are protected. It also enables people to plan ahead for a time when they may lose capacity. Under this Act you can have access to an independent advocate (this is a person who speaks up for others) who will ensure that your wishes are considered.

If you want to know more about the Mental Capacity Act, Social Care Direct can send you more detailed information.

Sharing information about you

We are required by the Data Protection Act 1998 to obtain your consent to share information about you with other agencies and organisations who may be involved in providing services to you.

By sharing information with other agencies we will be able to get a better understanding of your needs. This will enable us to provide you with the most suitable service. If you do not give your consent to this, it may be difficult to provide you with some of the services you need.

Access to personal records

Durham County Council provide a wide range of social care services to members of the public. In order to do this efficiently, we collect personal information about the people we provide services for.

This information is treated as confidential. You have a right to gain access to your own records should you wish to do so. We have developed a separate leaflet called 'Access to Personal Social Care Records for Adults in County Durham' which is available from Social Care Direct.

Your views about adult social care services

We encourage people to tell us what they think about any aspect of our service. We want to know if people feel we could do something better or if we are doing something well. It is by listening to service users and their carers that we can find out what people really think about the way social care services are arranged or provided and how things might be improved. Further information about this can be obtained from Social Care Direct, your social worker or the person carrying out your assessment.

3 Help and support in your own home

Support in your own home is ideal for people who wish to remain independent in their own home but need help with some day-to-day activities and tasks.

Reablement

Reablement is about providing people over the age of 18 years with the opportunity to relearn/regain some of the skills they may have lost as a consequence of poor health, disability or accident and to gain new skills that will help them to develop and maintain their independence.



The Reablement Service provides personal social care, help with activities of daily living and other practical tasks. This is done in such a way as to enable you to develop and regain both confidence and practical skills to carry out these activities independently.

The service provides intensive reablement up to a maximum of six weeks for people who are eligible for home care services, before a long term home care service is provided. If still eligible, any long term home care service will be provided by an alternative independent sector provider after the period of reablement.

Home care

Home care is when someone comes into your home to help you with:

- Personal care - such as washing and bathing, eating and drinking, getting up and going to bed
- Domestic tasks - like preparing meals, doing laundry, ironing, cleaning and/or shopping

If you are assessed as needing home care after receiving the Reablement Service, Durham County Council will help to arrange this with you. At present there are two ways to do this. You can use a Durham County Council contractor or, if you receive Direct Payments, you can pay for your own care and support, which means that it can be arranged so it is flexible and individual to your needs.

Whilst every effort is made to ensure you will continue to receive your home care support from the same supplier, it may be that over time this needs to change. This could be for a number of reasons - for example, if you go into hospital for any length of time and need home care support on your return home. If this is the case, you can be assured that any proposed changes will be discussed with you and anyone else involved in your care before any decision is taken.

For more information on home care providers contact Social Care Direct.

Meals to your home

Chilled or frozen meals for reheating in your home are available throughout the county. Some organisations selling frozen meals also rent suitable small freezers for storing these meals.

Durham County Council does not pay for this service but we can help you arrange for meals to be supplied by a provider of your choice. Alternatively, you may wish to arrange for meal deliveries yourself and most of the organisations will provide a direct service if requested. For more information on meal providers contact Social Care Direct.

Care Connect

This is a service operating throughout the county which enables you to speak to a member of staff on an intercom system from your own home. This scheme is intended to provide emergency help, support and reassurance instantly in your own home should you need it. You may also be supplied with a pendant to wear that can be used to call for help in an emergency. Depending on the circumstance, a member of staff will be sent to your home to help you. This service is available 24 hours a day, 365 days a year.

The scheme is available to all vulnerable residents. There is normally a small charge for the service, but this will be discussed with you. However, you may be entitled to a free service if you have an assessed support need and are in receipt of certain benefits.

Telecare

Telecare is the name we give to the use of sensors and other equipment that can recognise when there is a problem or emergency situation in your home.

Telecare can be used to help:

- People at risk of falls
- People at risk of hypothermia
- People with early onset dementia who may start to go out of their homes at inappropriate times
- People who are becoming forgetful and leave their cooker rings on or taps on
- People at risk of night seizures
- People who forget to take their medication

Sensors and other monitoring equipment are installed in your home and linked by telephone to the Care Connect community alarm service or by a pager to a family member.

These sensors can detect if you have an accident in your home, if you are unwell or you need help or perhaps because you have fallen. Care Connect or your carer will be automatically alerted that there is a problem and an appropriate course of action is taken. This may be to send a mobile warden, to contact your relative or carer, GP or the emergency services.

More information about Telecare can be obtained from Social Care Direct or from the person carrying out your assessment of need.

Equipment Advice Service

The Equipment Advice Service is an information-based service helping people to live independently. Information is provided via telephone, e-mail and face-to-face as well as through a specially designed website. The service is available to anyone who lives in County Durham and has difficulty managing everyday activities. You may also be a relative or carer of someone with a disability.

There is a limited range of equipment available for demonstration purposes, as well as an extensive range of catalogues, leaflets and information relating to both equipment and national and local community services.

Your equipment needs can also be assessed online using our free self-assessment tool. The system can look at specific areas where you think help is needed in your home and will ask specific questions about you in order to assess what equipment or information would help you.

For further information please call 0191 384 6726 and to access the self-assessment tool please visit www.equip-yourself-durham.gov.uk

Adaptations

If you have a severe disability, you may feel that you need some adaptations or alterations to your home.

To start the process, an occupational therapist would need to visit you, talk to you about your needs and carry out a special assessment. They will advise what your options would be and what would be best for you.

This could mean minor or major alterations. Examples of minor adaptations are the provision of grab-rails beside your bath or toilet, or a handrail that can be inside or outside your home, close to steps or stairs. A major adaptation could involve structural alterations to your home, for example, the widening of a door for wheelchair access.

If you are considering adapting your home yourself, then Durham County Council can provide a list of approved registered traders.

Details can be obtained at www.durham.gov.uk/registeredtraders or telephone 03000 261 016. A leaflet with further information on the Registered Traders Scheme is also available.

County Durham Handyperson Service

The Handyperson Service carries out small repairs and home maintenance tasks and is provided by Three Rivers Housing Association. You will be asked to pay for the materials used, and labour which is £10 per visit if the job takes more than 30 minutes. This may not apply if you receive benefits.

For further details or to book a repair call 0191 375 3705 or e-mail handyperson@threerivershousing.co.uk

Carer support (including carer breaks)

There are a variety of services available through Durham County Council that are aimed at providing carers with a break from their caring role, such as sitting and day services. Such services aim to be flexible and to meet an individual's needs. These services are usually provided to the person you care for, which in turn gives you a break from your caring role. Adults needing care may have to contribute towards the cost of some of these services.

However, it is worth noting that carers are not normally financially assessed for carer breaks where the cared for person receives the service that enables you to have a break.

Durham County Carers Support offers a range of services which may support you in your caring role.

It may be worth considering contacting Durham County Carers Support to find out how they can help you. For the details of Durham County Carers Support and other carer support organisations, contact Social Care Direct or visit either www.durham.gov.uk/carers or www.durhamcarers.info

Carers can also register for a free service which arranges for replacement care should they be unable to perform their usual caring role because of a carer emergency. For more information on the Carers Emergency Support Service, please telephone 01388 773 884 or ask Durham County Carers Support for details.

Books on Wheels

Durham County Council libraries offer a free home delivery service for anyone who finds it difficult to get to a library because of health or mobility problems, if they have no-one who can go for them. To be considered for the service please contact the Books on Wheels team on 03000 263 789.





The Blue Badge Scheme

This is a European arrangement of parking concessions for people with permanent walking difficulties, whether they are drivers or passengers. The scheme is also available for people who are registered blind and people with severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. Information is available from The Department for Transport which gives details about the strict rules which govern the use of the Blue Badge and who is eligible. There is a fixed charge for Blue Badges.

For further information see

www.gov.uk/browse/driving/blue-badge-parking

To apply for a Blue Badge, contact Durham County Council's

Blue Badge Team on telephone: 03000 269 425

or e-mail Spennymoor.Messages@durham.gov.uk

Concessionary Travel

A County Durham concessionary travel permit is available to all eligible residents of County Durham. There is no charge for the issue of the permit and it entitles you to free travel on many bus journeys. For further details contact Durham County Council on 03000 26 0000 or call into your local Council office.

Access Bus

The Access Bus scheme caters for people who have problems getting out and about. How old you are or whether or not you receive a service from the Council does not affect your entitlement. To qualify for the scheme you must have a significant mobility problem and this can range from problems with walking, being a wheelchair user, having a sensory impairment (blindness, deafness), breathing problems or difficulty getting to a local bus stop because of your health.

The Access Bus runs to a timetable and offers a door to door service. To use the scheme, you must become a member. Details of the full eligibility criteria and how to apply to become a member of the scheme can be obtained from the Travel Response Centre on 0191 383 5383.

Link2

Link2 is an accessible dial-a-ride bus for people making local journeys (up to five miles) for which there is no other suitable bus. Link2 also provides an enhanced service for those unable to access mainstream public transport due to mobility issues.

For details call the Travel Response Centre on 0191 383 5383.





Some people are unable to care for themselves in their own home 24 hours a day, 7 days a week. A range of services have been developed where people can receive care and support away from home for a time, but return to their own home afterwards. This care can be anything from a few hours during the day to a few weeks care in a residential home. The aim is always to help people to retain their independence for as long as possible.

Being away from home, even for just a few hours, can be a welcome change and an opportunity to meet other people. It can also be a break for anyone who helps to look after you when you are at home.

Day care

Day care can provide you with the opportunity to get out of the house and meet new people. It can provide you with a break from routine, give you the opportunity to take part in activities, learn new skills and hobbies and to have a meal. It will also give your carer(s) a break. Day care is available at day centres and community centres throughout County Durham.

If you need transport to take you to a day centre, this will be discussed during your assessment.

Activities and community services

There are many activities organised within local communities which you can access. If you would like information about what is available in your area and any charges involved, please contact Social Care Direct. You can also visit your local library to find out about community events and activities or to borrow a book or use a computer. Please ask your social worker for a library leaflet.

Community services give you the opportunity to get support to gain access to community based resources and activities.

These services offer care and support and are particularly good if you need to regain independence following a stroke, fall, hip replacement or similar problem.

All community services that you choose to receive must be safe, legal, and meet your care and support needs as identified in your care and support plan. You can talk to your social worker or care co-ordinator to find out what options may be best for you.

Community services may also be available to those people who wish to make their own private arrangements for care and support.

For more information on community service providers please contact Social Care Direct.



Durham Information Guide (DIG)

DIG is a free online database which can help give you more choice over who provides your care and support services and when they are delivered. DIG can help you with a variety of information and ideas to help meet your needs. You are able to search the database by using keywords, by organisation, service, geographical area or type of service and can print the information that you need.

You can access DIG from any device with an internet connection by visiting www.durham.gov.uk/dig

Short term care (sometimes called respite care)

This is where people are admitted to a care home for a short period or temporary stay. It can give you and/or your carer(s) a break. Short term care can be arranged in a residential or nursing home or, alternatively, it may be possible to provide services to give you the support you need in your own home.

You might need short term care for a number of reasons:

- You may need to consider a stay in a care home following an admission to hospital and until you are independent enough to return home
- In order to prevent an admission to hospital
- While awaiting a suitable place to live

Further details about short term care are available by contacting Social Care Direct.



Intermediate care

Intermediate care is aimed at preventing unplanned admissions to hospital, or unnecessarily prolonged hospital stays if hospitalisation has been needed. These services will help you recover faster, maximise your independence and are free for a maximum of six weeks depending on your assessed needs. Intermediate care teams are made up of social workers, nurses and therapists and the services they provide include supported hospital discharge, crisis response, residential and mobile rehabilitation, home care support as well as residential and day services.

6 Choosing a new place to live - your options

At some point, it may become impossible to remain in your own home and live independently and safely. If this is the case, there are a number of alternatives to think about and it is important to make the right decision.

We have developed a booklet called “A Guide to Residential, Nursing and Extra Care” to help you to decide what is right for you. To obtain a copy of this booklet contact Social Care Direct.

The types of accommodation you might need to think about are described here.

Choosing a new place to live is a big step and requires a lot of thought.

Extra Care

Extra Care offers older people an alternative to moving into a care home by providing specially designed housing and 24 hour care and support.

Moving into Extra Care is like moving house rather than a move into residential care. Tenants in Extra Care have their own flat in a specially designed housing complex with 24 hour care and support available on site. Tenants are encouraged to furnish their flats to their own tastes. All tenants have a tenancy agreement and pay rent to the housing association who own the scheme.

To find out more about Extra Care you should contact Social Care Direct to request an Extra Care information pack.

Residential care homes

If you feel that you can no longer live in your own home, but do not require nursing care, then residential care may be right for you.

In a residential home, the emphasis is on providing personal care

and support, such as help with washing and dressing. If there is a limited need for nursing care in a residential care home this is usually provided by the Community Nursing Service, who would visit the home to see you.

All residential homes are monitored by the Care Quality Commission to ensure they meet the essential standards of quality and safety as required by the Health and Social Care Act 2008. Ask a member of staff at the residential home to see the Quality and Risk Profile of the home.



Nursing homes

Nursing homes provide nursing care for residents and are required to have professionally qualified nurses among their staff to ensure professional cover 24 hours a day.

If you feel that you need nursing care, you will need an assessment by a social worker and a registered nurse.

If nursing care is required, your social worker will help you find a home which meets your care needs.

The level of nursing care you need will determine how much your weekly charge will be. This will be explained to you at the time of your assessment of need.



Social care, unlike health care, is not free to everyone. If you have savings or investments over a certain amount, or if your income is enough to cover the cost of your care, the Council will expect you to pay part or all of the costs.

There are two separate and different charging systems. One is for residential care and the other is for the whole range of non residential services such as home care, day services and community involvement activities.

Durham County Council will carry out a financial assessment to help decide how much you will have to pay.

What is a financial assessment?

This is the way that we work out how much you can afford to pay. When we carry out the financial assessment you must give us information about your income and savings. If you don't, you will be asked to sign a form to say you agree to pay the full cost of the service.

Who will carry out the financial assessment?

A member of staff from Durham County Council will arrange, usually by a pre-arranged telephone call, to collect the information to calculate your charge. As part of this process you will then be offered a benefit check and help/advice to complete any claims for benefits to which you may be entitled.

You may have a member of your family or a friend present if you choose, or we will arrange for an independent advocate to help support you through this process. If you prefer, you may visit our office so that the financial assessment form can be completed in your presence.

Any information you give will be treated in the strictest confidence.

Welfare benefits

As part of your financial assessment you will be offered a welfare benefits check and, where appropriate, will be assisted in completing a claim for benefits to which you may be entitled.

When will you find out how much you will have to pay?

In most cases we will be able to tell you how much you will have to pay straight away. You will also be notified in writing and have a copy of the financial assessment form sent to you.

If home care is arranged to cover an emergency situation this may be started before a financial assessment can be carried out. If this is the case, any charges will not normally be backdated more than four weeks from when we notify you of the assessed charge where the delay has been caused by the Council.

What if you do not agree with the amount you have been assessed as having to pay?

If you feel that the charge is more than you can afford to pay, you can ask to have the charge reviewed. This review will be carried out by a manager from Durham County Council within three weeks of your request and you will be given the decision in writing.

If you are still not satisfied you can use the official complaints procedure. A factsheet on how to make a complaint will be in your Care Plan Pack or you can get another copy from your social worker or from Social Care Direct.

Getting financial advice that's right for you

There is a range of information to help you understand the way in which care can be funded and other issues to consider. You may also wish to take independent financial advice before taking any decisions. We have a factsheet called "Advice if you are considering long-term care in County Durham" which gives more information on this subject. Please ask your social worker or care co-ordinator for a copy, contact Social Care Direct or visit www.durham.gov.uk/helpforadults

What if your circumstances change?

To take account of increases in benefits, private pensions and the cost of living, we will review your charge in April every year. This is known as a financial re-assessment. It is calculated automatically as we know how much benefits have gone up. We will also carry out a more detailed review each year and if requested, will review any savings/capital that have been included in the financial assessment every six months to see if the charges should be reduced.

Ways to pay

The preferred method of payment for any charges you have to pay is Direct Debit. Alternatively, you will receive an account every four weeks. At the moment there are five ways you can pay this:

1. At the Post Office/PayPoint with the invoice
2. By debit card (details are provided on the bill)
3. By returning the payment slip with a cheque to the address supplied
4. Via the Council's website (details are provided on the bill)
5. By telephone or on-line banking (details are provided on the bill)

For meals to your home and day services the usual method of payment will be by cash payment at the point of service delivery.

The formal charging policy

If you would like a copy of the formal charging policy approved by the Council, please ask the person who is carrying out your financial assessment or contact Social Care Direct.

Action on Elder Abuse

Action on Elder Abuse works to protect, and prevent the abuse of vulnerable older adults.

PO Box 60001, Streatham, London SW16 9BY

Helpline: 0808 808 8141

Website: www.elderabuse.org.uk

Advocacy Service

Advocacy is about enabling you to either 'speak up' for yourself (self advocacy) and/or having someone else speak on your behalf (citizen advocacy).

Durham County Council advocacy services are available to all client groups and include services specifically for service users with learning disabilities, those who lack capacity, vulnerable adults and people who may have an issue with their support.

Contact Social Care Direct on:

Telephone: 0845 8 50 50 10

Text Message: 0778 602 7280

Textphone: 01429 884 124

Age UK

Tavis House, 1-6 Tavistock Square, London WC1H 9NA

Freephone Helpline: 0800 169 6565

Website: www.ageuk.org.uk/countydurham

Age UK County Durham

County Office, 7 Atherton Street,
Durham DH1 4DJ

Telephone: 0191 386 3856

Website: www.ageukcountydurham.org.uk

Alzheimer's Society

Devon House, 58 St Katherine's Way, London E1W 1LB

Alzheimer's Helpline: 0300 222 1122

Website: www.alzheimers.org.uk

Benefits Agency

The Benefit Enquiry Line offers information on the available state benefits and how to claim them for people with disabilities or sickness, for carers and for their representatives.

Freephone Helpline: 0800 88 22 00

Freephone Textphone: 0800 24 33 55

(Monday to Friday 8.00am to 6.00pm)

Website: www.gov.uk/benefit-enquiry-line

British Telecom services for older and disabled people

BT's Age and Disability Advisors will be happy to help with any enquiries about equipment or services for people who are older or disabled. BT has stores across the country where you can speak face to face with an advisor.

Freephone Helpline: 0800 800 150

Text Direct: 18001 0800 800 150

(Open 8.00am to 8.00pm weekdays and
9.00am to 6.00pm on weekends)

Website: www.btplc.com/inclusion

CareAware

CareAware is a non profit making, advisory and advocacy service specialising in elderly care funding advice in the UK.

PO Box 8, Manchester M30 9NY

Helpline: 0161 707 1107

Website: www.careaware.co.uk

County Durham Access Bus Scheme / Link2

Travel Response Centre, Passenger Transport, Environment,
County Hall, Durham DH1 5UQ

Telephone: 0191 383 5383 Textphone: 0191 383 6472

Customer Access Points

- Barnard Castle – Council Offices, Teesdale House,
Barnard Castle DL12 8EL
- Bishop Auckland – Old Bank Chambers, 45 Market Place,
Bishop Auckland DL14 7NP
- Chester-le-Street – Council Offices, Civic Centre,
Newcastle Road, Chester-le-Street DH3 3UT
- Consett – 36-38 Front Street, Consett DH8 5AQ
- Crook – Council Offices, Civic Centre, North Terrace,
Crook DL15 9ES
- Durham City – Millennium Place, Durham DH1 1WA
- Seaham – St John's Square, Sophia Street, Seaham SR7 7JE
- Spennymoor – Council Offices, Green Lane,
Spennymoor DL16 6JQ
- Stanley – Front Street, Stanley DH9 0SU

Direct Payments

Telephone Social Care Direct on 0845 8 50 50 10

Text message: 0778 602 7280

Textphone: 01429 884 124

Website: www.durham.gov.uk/directpayments

Durham Information Guide (DIG)

Durham Information Guide (DIG) is a free online database offering information to help you or the person you care for find the advice, community groups, services or products to help enjoy a better life.

E-mail: dig@durham.gov.uk

Website: www.durham.gov.uk/dig

Equipment Advice Service

Telephone: 0191 384 6726

E-mail: equipmentadvice@durham.gov.uk

Website: www.durham.gov.uk/equipmentadvice

Independent Age

Independent Age aims to provide free information and advice to older people, their families and carers.

6 Avonmore Road, London W14 8RL

Helpline: 0845 262 1863

Website: www.independentage.org

NHS Direct

Confidential healthcare advice and information 24-hours a day.

Telephone: 0845 46 47

Website: www.nhsdirect.nhs.uk

Parkinson's UK

The helpline is able to reassure, offer advice, information and support to anyone affected by Parkinson's, giving people the confidence to manage the condition.

215 Vauxhall Bridge Road, London SW1V 1EJ

Telephone Helpline: 0808 800 0303

Website: www.parkinsons.org.uk

Personalisation Team

Freepost RSCJ-YXET-UUZE, Durham County Council, Children and Adults Services, Commissioning Service, County Hall, Durham DH1 5UG

Telephone: 0191 372 5598

Textphone: 01429 884 124

Text Message: 07786 027 280

E-mail: personalisation@durham.gov.uk

Website: www.durham.gov.uk/yourlifeyourchoice

Red Cross

The British Red Cross provides short-term support to vulnerable people in the UK.

British Red Cross - Northern England Office, Croft House, Western Avenue, Newcastle Upon Tyne NE4 8SR

Telephone: 0191 273 7961

Website: www.redcross.org.uk

Stroke Association

Can provide information about a stroke and stroke prevention in a range of languages.

17 Marquis Court, Team Valley, Gateshead NE11 0RU

Telephone: 0303 3033 100

Website: www.stroke.org.uk

Welfare Rights

Durham County Council's Welfare Rights Team can help claimants to gain better access to Social Security benefits by providing advice and information, checking people's eligibility and may be able to represent claimants at appeal tribunals.

Telephone: 03000 268 968

(Public advice open Monday to Friday 9.00am to 12noon)

E-mail: welfare.rights@durham.gov.uk

Local offices

The Dales

- Teesdale House, Galgate, Barnard Castle DL12 8EL
- 1 Kensington, Cockton Hill Road, Bishop Auckland DL14 6HX
- Civic Centre, North Terrace, Crook DL15 9ES

Derwentside

- 1 Woodland Court, Greencroft Industrial Park, Annfield Plain, Stanley DH9 7BF

Durham and Chester-le-Street

- Hopper House, Atherton Street, Durham DH1 4DL
- 129 Front Street, Chester-le-Street DH3 3BL

Easington

- St John's Square, Sophia Street, Seaham SR7 7JE

Sedgefield

- Council Offices, Green Lane, Spennymoor DL16 6JQ

Local offices are open Monday - Thursday 8.30am to 5.00pm and Friday 8.30am to 4.30pm.

[illegible]

Notes

[illegible]

How to access social care services

To find out more about the services in this booklet contact:

Social Care Direct

Telephone:

0845 8 50 50 10

Textphone:

01429 884 124

Text Messaging:

07786 027 280

E-mail:

scd@durham.gov.uk

Website:

www.durham.gov.uk

For your convenience, or if you don't wish to use your own telephone, you will find the addresses of local offices on page 33 which you can visit to make a phone call to Social Care Direct.

Please ask us if you would like this document summarised in another language or format.

altformat.awh@durham.gov.uk

03000 261 381