



London Borough
of Hounslow

ADULT SOCIAL CARE SERVICES

What is available and how to get it

This leaflet tells you what social care services are available for adults, who can have them and how to obtain them.

What type of social care services are available?

Housing and Community Services offer a range of services designed to help maintain your independence within your home. And when living at home becomes too difficult, we can offer a choice of suitable homes that will provide you with the care that you need.

There may be a cost for these services.

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Adult Social Care Services include:

- Help, information and Social Work assessments;
- Home care and home meals service;
- Occupational therapy and equipment to help you remain independent within the home;
- Housing grants for adaptations to meet the needs of people with a disability;
- Mobility/rehabilitation training for people with visual impairment;
- Day Care Services to provide care, rehabilitation and work opportunities;
- Incontinent Laundry Service;
- Practical advice on financial matters;
- Respite Care – short stays to give carers a break; and
- Residential Services

Who can get help?

- Mentally and physically frail older people
- People with a learning, physical or sensory disability
- People who suffer long term illness, mental health needs or drug or alcohol problems
- People who look after relatives or friends who are disabled, frail, ill or otherwise at risk

We have a legal responsibility to look after the welfare of vulnerable adults. This means that we could be involved in situations where people may be at risk of harm or abuse.

How do I get a service?

If you are having difficulty managing your normal day to day tasks at home, or you are looking after someone who is unable to cope without your assistance, contact the Adult Access team - details are given on the back of this leaflet.

We will provide you with information on services and ask you a series of questions about:

- your health;
- the support you get from others;
- what you can and can't manage around the home;
- the kind of help you feel you need; and
- the type of accommodation you live in.

The information you provide will help us to identify whether you meet the eligibility criteria for services or whether you should be redirected to other services that may be able to assist.

If it seems that you may be eligible, a Social Worker will carry out an assessment in your home on a day and time to suit you.

Will I have to pay?

Assessment for eligibility is free, but we do have to charge for many of the other services. For some services, such as the Home Meals service, everyone pays the same amount. In other cases, how much you pay will depend on how much money you have.

A financial assessment will be carried out with you by the visiting Social Worker.

For further details, or to arrange an assessment, contact:

The Adult Access Team

41 New Heston Road, Heston, TW5 0LW

Monday - Friday 8:45am - 5pm

Sign language video link available

Telephone: 020 8583 3100

Fax: 020 8583 3187

Minicom: 020 8583 3186

email: adultsocialcare@hounslow.gov.uk

For details of all London Borough of Hounslow services, visit the web site at www.hounslow.gov.uk

This leaflet can be supplied in community languages, large print, audio tape/CD or Braille. Contact the Communications Team:



020 8583 3535



hcscommunications@hounslow.gov.uk

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