

Adult Social Care and the support available



Coventry City Council

ONE
COVENTRY

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○ What is Adult Social Care?

Adult Social Care provides a wide range of care and support to adults with physical or learning disabilities and physical or mental health needs. Care and support is the term used to describe the help that adults of various ages might need at any point in their lives. Care and support may include washing, dressing, eating, getting out and about, and keeping in touch with friends or family.

The type of care and support you may require is based on your needs and what you want to achieve. This handout gives an idea of the different types of care and support available so you can decide which is best suited to your needs.

○ Types of support available

Information, advice and advocacy

Many organisations in Coventry provide information, advice and advocacy services. Some services offer a wide range of general advice and information. There are also specialist services that can help people with specific needs.

The Council works with organisations like Age UK Coventry, The Carers' Trust - Heart of England, Alzheimer's Society and Grapevine, ensuring people can obtain information and support to help them when they need it most. They can help people find information about services, benefits, entitlements, financial advice and support with any issues affecting them.

Advocacy is when a person - called an advocate - speaks or acts for you. Advocates are not linked to the Council. Advocates give your views and wishes, look after your rights and represent your interests. An advocate protects people who are vulnerable by speaking up for them and being there to represent their interests. It helps people with physical or learning disabilities, older people and those with mental health needs to make the right choices and decisions about their health and social care.

Carers' Support

Several organisations in Coventry provide support for carers. The Carers' Trust - Heart of England (formerly Coventry Carers' Centre and Crossroads Care - Coventry and Warwickshire) is the main hub in the city for carers' support. It can help with information and advice, support groups, short breaks (replacement care), emergency support and training. They also support young carers through the Children in Need funded project run at the Centre. Some other organisations also provide carers' support in a range of ways, sometimes indirectly through supporting the person with care and support needs (residential respite/day services/information services).

○ Support to live at home

Equipment to help with day to day living

Many pieces of equipment and products can help you to live as independently as possible by making everyday tasks easier and safer. These can help with things such as:

- domestic tasks, such as kettle tippers and perching stools
- bathing, such as bath boards and seats
- using the toilet, such as raised toilet seats and commodes
- mobility, such as hoists, specialist beds and chairs

Sometimes it may be helpful to make changes to your home, for example, adding grab rails, widening doors, or fitting a stairlift.

Telecare

Telecare Carelines is a 24-hour service that provides and monitors different equipment and sensors. This equipment can be worn or put in a person's home to help them remain independent. When alarms go off, a neighbour or friend, a service organised by us, or emergency services will be alerted and come to the person in need of aid.

Home support

Home support, also known as domiciliary care, is a service provided by paid care workers. Care workers will visit someone's home to help them manage their daily tasks. Support can include (but is not limited to) personal care, giving medication, washing and making sure people's good health and wellbeing are maintained. Providers of home support in Coventry can help people and are available without the need for Adult Social Care to be involved.

Personal assistant

A personal assistant is someone you choose and employ to give the support you need in the way that suits you best. Support may include cooking, cleaning, helping with personal care such as washing and dressing, and other things such as getting out and about in your community. You can pay a personal assistant through direct payments or a personal budget.

Home meals

Commonly known as Meals on Wheels, home meals are pre-packed meals delivered to people who can't prepare meals and do not have other support. In Coventry, we work with a provider called ICare that provides meals to people in contact with us and people who choose to buy meals privately.

Incontinence laundry

This service is open to people who meet certain criteria. The service helps people who struggle to handle their laundry loads due to certain conditions they have. The service involves delivering a set of sheets, sized either single or double. Each pack of pre-packed sheets contains two-bed sheets and one draw sheet that are ready to use. Once delivered, the old sheets are collected for washing.

Supporting your carer to take a break

Carers need a break from time to time. Caring long-term can have lasting effects on a person's health and wellbeing. But you might need additional support while your carer is away. You can arrange cover when your carer wants to take a break from their caring role, often called replacement care. This support needs to be flexible, as different people will require different levels of help. Replacement care can include flexible short breaks or respite care.

Day opportunities, community activities and employment support

Day opportunities

Day opportunities, sometimes known as Day Services, help people to live as independently as possible in the community using buildings such as Day Centres and community-based support. Most of these services help people to get involved in community activities with the support of paid care workers. Day opportunities can either be in groups or for individuals. If you are looking for activities to do in the daytime, evenings and weekends, take a look at our Community Activities Directory: cid.coventry.gov.uk/kb5/coventry/directory/adult.page?adultchannel=3

Employment Support for people with disabilities

The Employment Support Service (TESS) is part of the Council's Employment Team. TESS specialises in providing supported employment services for disabled adults and young people in Coventry, including people with learning disabilities, autism and with severe and enduring mental ill health.

○ Supported housing options and residential care homes

Sheltered housing

Sheltered housing means having your own flat or bungalow in a block or on a small estate. Most developments or schemes provide independent, self-contained homes with front doors. Many developments also have their own manager, either living on-site or nearby, who runs the scheme and helps arrange any services residents need. Managed schemes will also usually have shared facilities, such as a lounge for residents to meet, a laundry room, a guest flat and a garden.

Housing with Care

Housing with Care, occasionally known as Extra Care, are homes designed for frailer adults and older people needing various levels of on-site aid and support. People who live in Housing with Care have self-contained flats with front doors and a legal right to live in the property. Housing types include blocks of flats, bungalow estates and retirement villages. These are popular choices among older people because they can be an alternative to a residential or nursing home. In Coventry, a range of Housing with Care schemes are run by the Council or private companies.

Shared Lives

The Shared Lives Scheme is a personalised service that provides people with disabilities with the support they need to live independently in the community. This support is given by Shared Lives Carers and their families using their family home. Shared Lives placements can be for an extended stay, short break, or short stay.

Residential Care Homes

A residential care home is an accommodation that provides support for people who need regular help or supervision. There are a range of homes across Coventry that the Council either runs, or purchases services from. The Council also purchases several places outside the city for reasons such as specialist services being unavailable locally or customer choice. In Coventry, there is a range of different care homes, each catering to people with varying needs and disabilities, for example, dementia. Some care homes are registered to provide both residential and nursing care.

Nursing Homes

A nursing home is like a residential home but with a nurse or nurses on-site to support people with health-specific issues. The NHS may be able to help with the cost of these placements with NHS Continuing Healthcare funding. If you, a family member, or someone you care for is thinking about residential or nursing care, contact Adult Social Care Direct. We will discuss whether you would benefit from living in a nursing home and assess your needs before choosing a residential care or nursing home. There is alternative support that might better fit your situation if a nursing home is unsuitable. You can use this guide to find out more about the different options available:

www.nhs.uk/conditions/social-care-and-support-guide



○ Contact Adult Social Care Direct

Call **024 7683 3003**
or E-mail: ascdirect@coventry.gov.uk or visit
www.coventry.gov.uk/health-social-care

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format please email ascdirect@coventry.gov.uk

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres ascdirect@coventry.gov.uk

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