

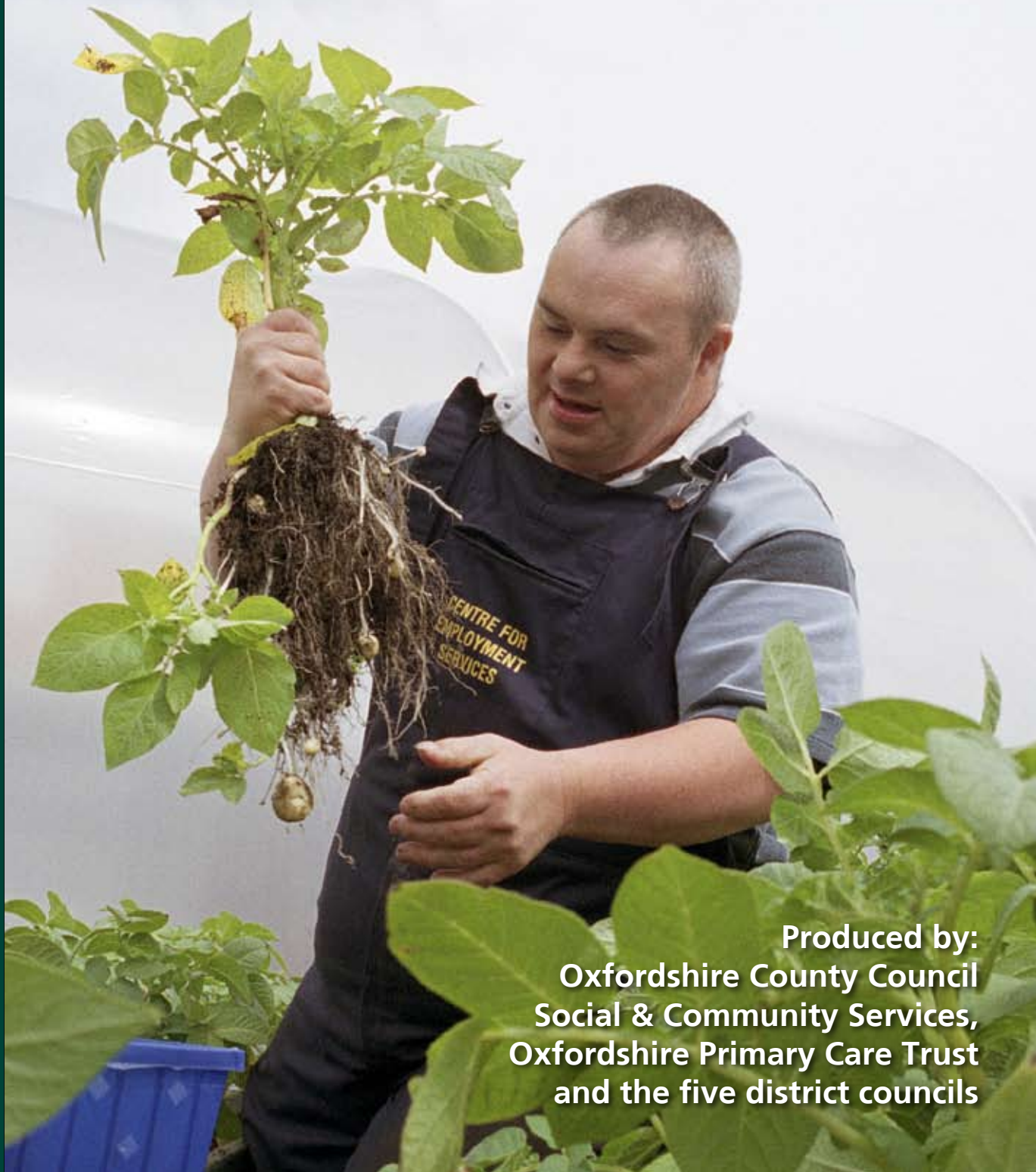


# BETTER CARE

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# higher standards

Oxfordshire's charter for long-term care



Produced by:  
Oxfordshire County Council  
Social & Community Services,  
Oxfordshire Primary Care Trust  
and the five district councils

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# Part I – Oxfordshire's charter for long-term care 2008/09

## I Introduction to the Charter

The local authorities in Oxfordshire and the National Health Service work closely together to ensure information and services are easily accessible to the community.

This Charter explains our values and the standards we set for our services. It provides details of the people you can contact for advice and practical help, and explains who to contact if you want to comment on the service you receive.

The Charter has been written by Oxfordshire County Council, in association with:

- West Oxfordshire District Council
  - South Oxfordshire District Council
  - Cherwell District Council
  - Vale of White Horse District Council
  - Oxford City Council
  - Oxfordshire Primary Care Trust
- ...and with advice from people from the local community.

### 1.1 Who is the Charter for?

The Charter is intended for carers of adults, and for anyone in Oxfordshire who is aged 18 or over and has difficulties associated with age, long-term illness or disability. We are committed to providing the highest possible standards of service, and believe this Charter will help you to judge how our services measure up to those standards.

### 1.2 Defining service users and carers

We define:

- ...a 'service user' (sometimes called a client or a patient) as an adult who receives or uses our services.

- ...a 'carer' as someone who provides (a substantial amount of) help (on a regular basis) to a relative, partner, friend or neighbour, with a physical or mental illness, a learning or physical disability, a substance-abuse problem or complications arising from age. Carers are not paid to be carers (though they may be able to claim benefits) and they do not always live with the person they look after. The care they provide may be personal practical care, emotional support or supervision.

Carers are not 'care workers' – the term sometimes used to describe members of staff and paid employees who provide services. Not everyone thinks of themselves as a carer – often people who are providing regular and substantial care see themselves as husband, wife, partner, son or daughter, or as a good friend or neighbour, rather than as a carer. However, as there is help specially designed for 'carers', it is important to let us know if you are caring for someone.

### 1.3 Your views count

As someone who uses our services, or cares for someone using our services, you have valuable experience of how well the system works. We welcome ideas about how to improve our services, or suggestions on how to make them more efficient.

We want to ensure you are receiving the highest-quality help and support; if services provided to you are not appropriate you need to tell us. We need the perspectives of both service users and carers in order to obtain an overview of our provision, and to adapt or change our services accordingly.

## 1.4 Our values

Oxfordshire County Council and the local NHS have agreed to adopt and work to a common set of shared values to ensure that adults receive appropriate and effective services. These values will ensure that significant weight is apportioned to person-centred care, that carers and family members are well supported and that services are provided appropriately.

Our staff will:

- be polite and honest, and treat you with respect
- respect your privacy and keep your personal records secure
- help you to get (and keep) your independence
- work with you to provide the services you are assessed as needing
- involve you and your carer (where appropriate) in making any decisions, and give you as much information as you need to make an informed choice about your care
- offer you support while you are caring for someone else
- help you to communicate with us, for example by using interpreting services or by providing information in different formats, such as on audiotape
- not discriminate against you because of your age, sex, race, religion, disability or sexuality

## 1.5 Helping us to help you

It is our aim to promote and publicise our services in the community so you can ask for what you feel you need. It would assist us in helping you if you:

- provide the information we may require about your financial and personal circumstances
  - listen to the advice we give you about services, treatment or medication
  - keep appointments (or tell us beforehand if you cannot make them)
  - tell us if your circumstances change and you think you need more or less help
- look after any equipment loaned to you

tell us if or how our services could be improved

## 1.6 Charter Champions

Our Charter Champions are the main individuals involved in Oxfordshire's Charter. If you would like to discuss any of the standards or issues set out in the Charter with the Charter Champions, their contact details are shown on page 30.

## 2 Helping you to find out about services

### 2.1 What you can expect from us

These are the standards you can expect from Social & Community Services, the NHS and Housing in Oxfordshire:

- We will ensure the right person helps you, and will contact them for you if you wish
- We will tell you what kind of help is available where you live
- We will assist you with the choices you may have to make
- If you are already in receipt of a service and need help from another organisation, we may, with your permission, share relevant information you give us with other professionals
- We will provide information in different formats to suit your needs – for example, in another language or in Braille
- We will give you details of advocacy organisations who can act for you or provide you with independent advice

### 2.2 How to contact us

#### **Social & Community Services (providing social services in Oxfordshire)**

If you require help and advice about social care needs (support to live independently, help in the home or residential care), the Access Team will help to link you to the services you need. Tel: 0845 0507 666.

**Emergencies:** The Emergency Duty Team (EDT) is available from 5pm to 8.30am, Monday to Thursday; from 4pm Friday to 8.30am Monday; and through bank holidays. Urgent advice or assistance is available on the free phone number 0800 833408. All calls will be taken by an experienced social worker.

#### **Health services**

Knowing how to access the right service at the right time helps you as well as the NHS.

**Self-help:** You may be able to treat yourself at home with over-the-counter medicines. Ask your pharmacist for expert advice, and remember to keep all medicines in a locked cabinet.

**NHS Direct:** NHS Direct is a free, confidential 24-hour advice and health information service staffed by nurses and professional advisors. You can call NHS Direct on 0845 4647 or visit NHS Direct online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) any time for immediate advice on what to do if you or a family member feels ill.

**Emergencies:** There are emergency departments at the John Radcliffe Hospital in Oxford and the Horton Hospital in Banbury. If you need help, call an ambulance...

- Stay calm and dial 999
- Describe your location (leave a light on and keep a look-out for the paramedics)
- Stay on the line until the operator has all your details
- Speak clearly

**Minor Injury Units (MIUs):** Can help with a range of complaints including strains, sprains, broken bones, dislocated fingers, minor bumps to the head, minor burns, splinters and stings. The two largest MIUs in Oxfordshire are at Abingdon and Witney. A further MIU can be found in Henley. Contact details can be found on pages 30-31.

**First Aid Units:** These are located at Bicester, Chipping Norton and Wallingford. Contact details can be found on pages 30-31.

**Family doctors (GPs):** General medical advice, jabs and tests, repeat prescriptions and referral to a specialist hospital are all available from your local GP practice. You may not need to see a GP – practice nurses, community nurses, health visitors (and sometimes pharmacists) are all at your GP surgery.

**Out-of-hours services:** You can access urgent advice or treatment when GP surgeries and dental practices are closed by using the Primary Care Trust's out-of-hours telephone number: 0845 345 8995.

Urgent medical care is available from 6.30pm to 8am on weekdays, at weekends and on bank holidays. In emergencies, call 999.

**Urgent dental care:** Urgent dental care is available from 6.30pm to 10pm weekdays and from 9am to 9pm at weekends and on bank holidays. You can access urgent dental treatment by calling 0845 345 8995.

## Housing

If you need advice about housing matters, you should contact your local district council housing office (see pages 32-33). They can advise you about the types of accommodation available to best suit your needs.

In addition, councils can provide financial assistance (for example Disabled Facilities Grant) for urgent repairs, improvements or adaptations, to enable you to remain in your own home or to improve your living conditions.

If you have an emergency housing enquiry, please call:

- Cherwell: 01295 252535
- Oxford City: 01865 249811
- South Oxfordshire: 01491 823000
- Vale of White Horse: 01235 520202
- West Oxfordshire: 01993 861010

For emergency homelessness enquiries (out of hours), please call the Social & Community Services emergency number: 0800 833408.

## 2.3 Advocacy, advice and interpretation/translation

It is not always easy to state your needs or make your views heard:

- You may find it difficult to think about what you need or may not feel able to talk about it to our staff

- You may disagree with a decision that has been made and feel uneasy about challenging this on your own
- You may want to make a formal complaint and need support to do so
- You may have difficulty if English is not your first language

An advocate may be able to assist. Local independent advocacy services are available to help you express your views and concerns. There are a number in Oxfordshire, which cover the specific needs of people with mental health problems, learning disabilities, physical disabilities and sensory impairment, and of older people. Contact details can be found on pages 36-37.

Patient Advice and Liaison Services (PALS) are now established across all primary care and NHS trusts as a support service for patients and their relatives. They provide information and advice about services available within the NHS and those of partner agencies, and answer questions about treatments and other related care enquiries. Telephone contact details can be found on pages 30-31.

Interpretation and translation services are now widely available across Oxfordshire. If your first language is not English, you can ask for interpretation and translation into a language of your choice to help you access services. If you are deaf or hard of hearing you can ask for a deaf interpreter. You are entitled to this provision, and agencies have a responsibility to provide it.

## 3 Understanding and responding to the needs of service users and carers

If you are facing a major change in your life because of an illness or disability, you can expect staff from Social & Community Services, housing and health organisations to work with you to identify what your needs are and to help decide how best they can be met.

You may also be able to receive help with your living and housing costs through social security benefits if you are disabled, have a long-term illness, have caring responsibilities or are becoming increasingly frail from old age (see paragraph 4.5 on page 12).

### 3.1 Referral and assessment of need

Useful points of contact may be the local Social & Community Services Access Team or an NHS resource such as a hospital or GP surgery. Here, they will talk with you about the nature of your needs and you will probably be referred for an assessment to a professional appropriate to your needs.

To be eligible for an assessment, you may have any health-related issues, such as:

- Sight difficulties
- Hearing difficulties
- Mental health problems
- Frailty because of old age
- Learning disabilities – please see Ridgeway Partnerships (page 31, section 14.2)
- Permanent, substantial physical disabilities
- Problems related to the misuse of drugs or alcohol

...or you may be a carer (see section 7 – Support for Carers)

Social & Community Services or Health – whichever is more appropriate – will act as the lead agency when you are assessed and when your care is planned. They will co-ordinate other agencies like Housing,

which may be involved in providing care for you, in both the assessment and delivery of services. You are entitled to refer yourself for an assessment, or a family member, friend or neighbour may refer you with your permission. You can also be referred for an assessment by any other agency.

With your permission, staff may share information about you with colleagues from other agencies. This will help them to help you, and save you from having to give the same information to a number of people.

We will only share the information you give us about yourself with Health, Housing and Social & Community Services with your permission.

There is a duty on staff to keep your information confidential. This means we only share the information you give us with staff who need that information to help you or to protect others.

We can give you information in other languages, and in other formats such as large print, Braille or audiotape.

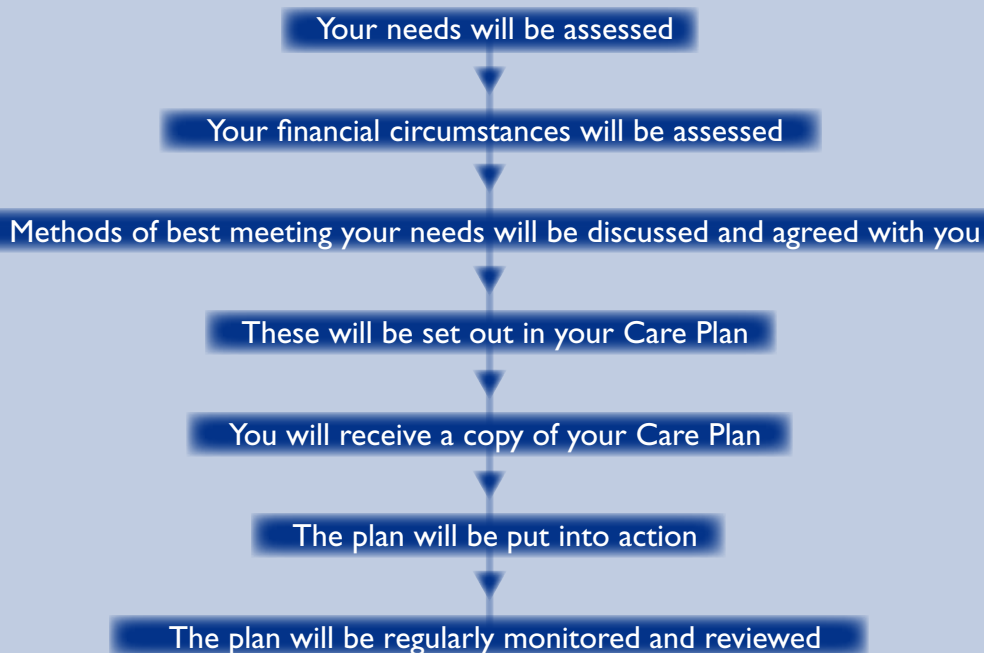
We will provide you with timescales around your assessment when we have taken some basic information about your needs.

Your housing department can tell you about timescales that will apply to your housing needs.

### 3.2 What does the process involve?

Health, Housing and Social & Community Services will assess your needs and work out how they might be able to provide help for you (or your carer) within the resources available.

## The assessment process:



Staff will work with you (and your carer) to make sure that you are fully involved in your assessment and that you understand the reasons for any decisions made. Of course, agencies have to work within set budgets and to use agreed eligibility criteria for all forms of assistance.

You can have a carer, friend, relative or advocate with you to help put your views forward.

Your assessment will include details of your financial circumstances (to calculate your contribution towards the cost of care), and may be followed by a Care Plan which will detail how those needs are to be met, the services which will be provided, and who will ensure they are delivered. You will receive a copy of this Care Plan.

You will be provided with information to enable you to challenge any decisions you disagree with. The plan will be put into action

The plan will be regularly monitored and reviewed.

### 3.3 Payments and charges

Depending on your financial circumstances, you may be expected to pay for or contribute towards the cost of your care. If so, we will give you a clear idea of what you can expect to pay and how the charges are calculated.

#### Non-residential services

In October 2002, the Government modified the process for charging clients who are receiving non-residential services (for instance home support or day care), in the 'Fairer Charging Scheme'.

Clients are financially assessed, taking into account all income, savings and investments, but excluding the value of their home. Offset against this are standard living costs (the current level of Income Support plus 25%); allowances are also made for costs that arise due to the client's disability – Disability Related Expenditure – which includes such things as extra heating, clothing, gardening and domestic work.

Every client will be seen by a financial assessor and will be offered a full independent benefits check. Clients have to pay for services if they are assessed as

being able to afford it; those with more than £20,000 pay the full cost of their care.

### **Residential and nursing home care**

The charging process is similar to non-residential services; the Department of Health has issued statutory guidelines by which clients must be financially assessed.

All income and savings are taken into account, but in this case the capital value of their former home (permanent residence), may also be taken into account depending on individual circumstances. The only allowance made will normally be Personal Expenses (currently £21.15 per week). Where capital held is over £20,000, clients pay the full cost of care.

With both non-residential and residential/nursing care, where the client pays less than the full cost, then Social & Community Services pays the difference. Individual booklets explaining the scheme are available – please see Section 15.

### **Health**

Most health services are free at the point of delivery, but there are some occasions when there may be charges, depending on your circumstances. These might include charges for prescriptions, dental and podiatry care, and equipment. You can get more information about these charges from Oxfordshire Primary Care Trust or an NHS trust. Contact details can be found in Section 14.

There may be help available with health costs for those on a low income. Call 0845 850 1166 for more information.

## **3.4 Other ways that we can help you**

If you do not want or need an assessment, there are still ways in which you can get help. We can provide information about services such as support and advocacy groups. You can then contact these groups yourself. Contact details can be found on pages 36-37.

## **3.5 Promoting equality of access for all**

Public authorities have general duties to promote equal opportunities relating to race, disability and gender, and to remove discrimination. Our responsibilities are set out in the:

- Disability Discrimination Act 2005
- Equality Act 2006
- Equal Pay Act 1970
- Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1975
- Mental Capacity Act 2005
- Human Rights Act 1998

We must also meet our employment duties for age, sexuality and religion or belief, as set out in the following legislation:

- Employment Equality (Age) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Religion or Belief) Regulations 2003

The Race Relations (Amendment) Act states clearly that race equality must be promoted in an active way. If your first language is not English, for instance, you can ask for interpreting services in a language of your own choice. You are entitled to this provision; agencies have a responsibility to provide it.

The Disability Discrimination Act also strives to ensure that people with a range of needs are not disadvantaged when looking for services.

Equality schemes for each organisation are available on their websites or on request. See Section 14 for details.

## 4 Finding a suitable place to live

If you are finding it difficult to cope at home or you think your present home is not suitable, then Health, Housing and Social & Community Services will work together with you to explore the range of options. These might be to:

- Help you to stay where you are. You might need repairs and adaptations, equipment, or support from nursing and other community health and social care services.
- Help you to move to another home. This might involve moving to:
  - A more-suitable house
  - Adapted housing
  - Housing with support (see paragraph 4.3)
  - Sheltered housing
  - Registered care home accommodation (see paragraph 4.4)

The aim is for you to live somewhere where you feel safe and which meets your particular needs. Your housing needs will be assessed as part of your request to go onto the Housing Register, or as part of a Community Care Assessment. You can expect:

- That the various agencies involved in your care work together effectively to ensure that you are given the best information and advice on the accommodation that will suit your needs.
- To be given an opportunity to choose the services that are most suitable for you, within the relevant eligibility criteria.

### 4.1 Living at home (equipment and adaptations)

Practical support should be arranged, wherever possible, to allow you to live safely at home, if this is what you want.

We will also provide information and advice about equipment (during or after your assessment). You can expect:

- To receive advice about any equipment that you may need to help you manage at

home. You should be told how long you will have to wait for this equipment and if you need to meet all or part of its cost.

- That where Social & Community Services have agreed to provide a piece of equipment that costs less than £1,000, they will provide it within three weeks of approval.
- That if you are eligible for a Disabled Facilities Grant (DFG), the grant will be approved by your district council within a reasonable time of your making a formal application.

The occupational therapists in the Social & Community Services directorate will offer advice and support if you require adaptations to your home to allow you to continue living there after your needs have been assessed. This support is also available to carers and/or other family members.

### 4.2 Affordable housing for rent

District council housing departments have a Housing Register, or Waiting List, which decides the order in which people who qualify are offered homes. The criteria by which decisions are made are based on the housing needs and circumstances of people who apply, including those who need support or care services.

Housing provision is dealt with by the five district councils in Oxfordshire. You can be added to the Housing Register by completing an application form, available from your local district council (see pages 32-33). Free housing advice is also available at all district councils housing departments.

Some district councils have transferred their houses to housing associations, but this will not affect how you make your application. District councils may also be able to nominate you to other housing associations that have homes in your chosen part of the county.

We aim to find you a new home quickly. The length of time between registering your application and receiving an offer of a new home depends on:

- Your housing needs, which are assessed using a priority system. Examples of housing need are over-crowding, the condition of the property you live in, or your medical and welfare needs (we will explain these to you)
- The number of points you have compared to other people on the Housing Register
- The areas you have chosen to live in
- The type of property you have asked for
- The number of suitable properties that are available

Extra priority can be added for serious health problems or disabilities, which may mean you will be able to move house more quickly.

The points total will decide how near the top of the register you are; we will send a letter telling you how your application has been assessed and explaining the options available. If you disagree with how your application has been assessed, we can explain how to appeal against the decision.

The local housing department will consider how your new accommodation will affect your carer, and ensure that they include your carer's needs within your housing assessment and when making an allocation of property.

### 4.3 Supported housing

Various types of supported housing are available, according to need, and will be discussed as part of a housing needs assessment. In some cases it may be possible to receive financial help with the cost of this support – for instance, through the Supporting People scheme (see paragraph 5.10, page 14).

Most councils and some housing associations operate a community alarm scheme, available to both tenants and owners. These alarms offer peace of mind by providing a link to

emergency help if needed. The housing department can advise on this service.

Sheltered housing is mainly available to the over 60s; here people live in a protective environment where a warden is normally resident on site to provide residents with a closer link to emergency help. (It is not the role of wardens, however, to provide formal care and support.)

Applications for sheltered housing can be made to the local district council housing department. Contact details can be found in paragraph 14.3, pages 32-33.

### 4.4 Registered care homes

There may come a time when you are unable to remain in your home even with the support of others. Social & Community Services can help and advise on the registered nursing or residential homes most appropriate to your needs.

A registered care home provides accommodation, meals and help with personal care tasks such as washing, dressing, bathing, getting into and out of bed, getting around and eating. Unless the care home is registered to provide services 'with nursing', nursing support is not provided, but residents are entitled to all NHS services that are otherwise available in the community.

Care homes 'with nursing' provide all of the support as described above, but also include nursing care from appropriately-qualified nurses employed by the home.

Most homes provide short respite breaks as well as long-term care.

If referred for residential or nursing care, a social worker/care manager will assess your needs, provide you with information about appropriate homes and assist you with visits to homes you may wish to consider. If you are not self-funding, a financial assessment will be undertaken in relation to payments (see paragraph 3.3, page 8).

## **4.5 State benefits relating to housing**

Your district council administers Housing Benefit; other benefits related to housing are administered by the Benefits Agency. Both agencies will be able to advise you about any other benefits that you or your carer may be entitled to.

The Benefit Enquiry Line provides confidential advice and information for people with disabilities, and for their carers or representatives, on the full range of social security benefits available and how to claim them. The line also offers assistance in completing certain benefit forms.

The line is contactable on free phone number 0800 882200 (text phone 0800 243355). Similar assistance is available from your local Citizens' Advice Bureau, council benefits office, and some voluntary agencies (see pages 36-38).

## 5 Helping people to stay independent

After you are assessed, we will advise you about services that are available, and agree with you the most appropriate help and any specific arrangements that might need to be made. This might include:

- The type of assistance needed
- When it is needed
- Who will be providing the assistance
- How long they will be with you
- Your religious and cultural needs
- When the service will be formally reviewed

### 5.1 Help and support at home

We will:

- Discuss with you how the service will be provided
- With your agreement, ask your carer for their views
- Let you know who will be coming into your home
- Agree with you when they will come
- Agree with you how long they stay and what they will do
- Tell you who to contact if there are problems with your service
- Answer any general questions you have
- Let you know who to contact if you think you are not getting the service as agreed
- Make sure our staff carry an identity card
- Make sure staff are suitably trained
- Give you a written copy of your Care Plan, including details of the care you will get and advice about who to contact in an emergency
- Review your Care Plan with you three months after the service begins, and thereafter every six-to-12 months

There are different types of services available to meet different needs. Our aim in providing assistance is to help you stay as independent as possible. Some of the services we provide are described below.

### 5.2 Day services

Day centres operate throughout the county, usually on a Monday-to-Friday basis (some open on Saturdays), catering for people with a wide range of needs. The centres offer a variety of activities and give people a chance to socialise, and also allow breaks for carers. Some centres may also offer intermediate care in the form of rehabilitative therapy services.

### 5.3 Community Meals Service

This is available countywide. It is a frozen meals service for those unable to prepare their own food. It is delivered weekly at reasonable cost and can take account of dietary and cultural needs. (A freezer and microwave are provided free of charge, returnable on termination of the service.)

### 5.4 Community Laundry Service

This is a countywide service for people unable to manage their own laundry needs. It is a weekly delivery and collection service, and can be accessed as a result of a care management assessment.

### 5.5 Shopping Service

Provided through Montclair, this home-delivery service is accessed via a care management assessment or directly by the public. There is a charge for this service.

### 5.6 Home care and personal help

This is help with personal care and other tasks of daily living with which you may be having difficulty carrying out yourself.

It can include assistance with feeding, help in toileting, preparing light meals, regenerating frozen meals, prompting medication, preparing laundry for collection and preparing shopping lists for the shopping

service, as well as other client specific duties. However, it does not include general housework.

This support is designed to enable you to remain as independent as possible.

Social & Community Services and Housing jointly fund the Anchor Trust to run a small-repairs scheme, to help older people remain safe and secure at home, and the Staying Put scheme, which provides free advice on home maintenance, improvements and safety. Contact details can be found on pages 32-33.

## 5.7 Equipment for everyday living

We can provide specialist equipment, such as mobility aids and alarm systems, to help people with physical disabilities remain in their own homes.

Social & Community Services has developed a Telecare system which provides a pendant alarm and/or a range of sensors which monitor risks and hazards in a person's home. Hazards such as a fall, an epileptic fit, a sink or basin overflowing, a gas appliance unlit or someone not returning if they go out, will all trigger an alert in the control centre.

Trained staff will then arrange a response. Telecare can also act as a prompt for taking medication.

Where appropriate, the local housing authorities fund building adaptations in people's homes via a Disabled Facilities Grant (DFG).

The housing authorities can also provide advice, and sometimes grants, to help you keep your home warm in winter. Contact details can be found on page 32-33.

## 5.8 Help from the health service

If you have a specific medical need, you may be eligible for health services such as:

- Nursing at home (district nursing)
- Physiotherapy

- Care of your feet (podiatry)
- Medical equipment and assistance in using it
- Advice on incontinence
- GP services

Help and advice can be obtained via GP surgeries, NHS Direct or Oxfordshire Primary Care Trust (PCT).

## 5.9 Direct Payments

If, having been assessed, you need support and are eligible for local authority funding, instead of having services arranged for you, you can now be given the equivalent funds to arrange and purchase the support yourself. This gives you more control and choice in how you are supported.

Your social worker/care manager will explain Direct Payments and how they will work for you. Social & Community Services will still support you with a Care Plan detailing your needs and how they are to be met. An officer from the directorate will set up reviews of your care plan on a six-monthly basis to ensure your needs continue to be met.

It is envisaged that more users will take up the Direct Payments option. For further details and advice please contact the Direct Payments Development Officer. Call 01865 374430 or email: [direct.payments@oxfordshire.gov.uk](mailto:direct.payments@oxfordshire.gov.uk).

## 5.10 Supporting People Programme

The Supporting People Programme provides funding for housing-related support to help people live independently in the community. Any vulnerable adult from the age of 16 may access the Supporting People Programme.

The kind of support available includes:

- Help with shopping and cleaning (if you have a specific disability or illness)
- Advice on housing-related issues, money, claiming benefits and filling in forms

- Help with personal safety and security at home (such as community alarms)
- Help in setting up and maintaining your home or tenancy
- Developing social skills
- Emotional support and advice
- Help in gaining access to other services
- Help in establishing social contacts and activities

The programme replaces previous sources of funding for housing-related support services (such as transitional housing benefit and social housing management grant), and is administered by Oxfordshire County Council in partnership with the district councils, the PCT and the National Probation Service (Thames Valley).

Many services funded by Supporting People accept direct applications from people who wish to receive their services. Some services can only accept referrals from other services or organisations. A directory of services is available on Oxfordshire County Council's website: [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

The Supporting People Team is based within the Social & Community Services directorate and can be contacted on 01235 469765 or via email: [Supporting.people@oxfordshire.gov.uk](mailto:Supporting.people@oxfordshire.gov.uk)

## 6 Getting the right healthcare

More healthcare is now provided under standards set by the government through national service frameworks. The frameworks set up so far include coronary heart disease, mental health and services for older people.

Primary care trusts (PCTs) are responsible for improving the health of local people, developing primary care (provided by general practices) and community services, and ensuring that health provision reflects need in the community.

Oxfordshire PCT is responsible for managing the local health care budget and is able to pool budgets with partner agencies. The PCT can also purchase secondary (hospital) care from NHS acute trusts and private providers.

The Department of Health has recently reduced its national targets, providing PCTs with much more leeway to consider local needs and priorities, and to agree targets with local authorities and other partner organisations. The PCTs work with local authorities to monitor the needs of the community and listen to public views.

They must also consider gaps in services and take account of the different needs and inequalities within the local population. All plans must be set against a stringent, evidence-based framework and provide value for money.

### 6.1 Your GP

You have the right to be registered with a GP; the PCT can offer advice and information on local GPs, dentists, opticians and pharmacies (chemists). You have the right to change your GP quickly and easily. If you have difficulty in doing this, the PCT can help you – contact details can be found on page 30.

### 6.2 Your dentist

If an NHS dentist accepts a patient for treatment, the NHS will contribute towards the cost of treatment. The amount that the NHS contributes depends on individual circumstances.

NHS dental care is free for:

- Children under 16 years
- Children under 18 in full-time education
- Expectant and nursing mothers
- People receiving Income Support

Other people on low incomes may be entitled to help with dental charges, even though they may not be entitled to full exemption. Please call Oxfordshire PCT dental helpline for more information on 01865 337267.

### 6.3 Your optician

An optician is responsible for testing eyesight and prescribing glasses and contact lenses. Glasses and contact lenses are not supplied through the NHS, but some people can get help with costs. If you require any further information about help paying for glasses or contact lenses, your optician can advise you.

### 6.4 Your pharmacist (chemist)

Pharmacists are health professionals who are readily available to give advice on treating common problems. While dispensing your prescriptions, your pharmacist will review and confirm that the medicine is appropriate. The pharmacist will also give you information on how to use your medication properly.

Most people have to pay for their prescriptions, but they are free or subsidised for certain groups of people (such as the over-60s). If you need any further information about help towards paying for prescriptions, your pharmacist can advise you.

## 6.5 Hospital services

If you have to go into hospital, staff will address your immediate care needs as well as work with you to look at any interim or long-term care arrangements you may require. They will ensure that your discharge from hospital is well planned and safe, so you have appropriate services to support you when you leave.

NHS services are provided, regardless of age, on the basis of clinical need alone. Some long-term conditions need specialist healthcare. If so, staff will:

- Give you information about your condition and medication
- Discuss different treatments with you
- Discuss the likely results of different treatments
- Listen to your views and concerns, and adjust care as appropriate
- Tell a friend or relative about your condition, if you want them to

People with a learning disability who are admitted to hospital are entitled to the services of an advocate. They will ask questions on your behalf and explain your treatment to you. If you require this service the ward will arrange it for you.

Other advocacy services may also be available – see paragraph 6.7.

## 6.6 Care plans

If you are assessed as needing a Care Plan (see paragraph 3.2, page 7), we may need to speak, with your permission, to other health or social care professionals to ensure that you receive appropriate care. These might include, for example, your GP, community psychiatric nurse, social worker or hospital consultant.

If you agree, we will also include your carer in this process.

Information received from professionals will be available to you, but will otherwise remain strictly confidential. Care plans are reviewed

regularly to ensure your health care needs continue to be met.

If, after discussing any healthcare concerns with a member of staff, you still have doubts, you can ask to see another member of staff or your GP to explain your concerns. You can also ask your GP to refer you for a second opinion.

## 6.7 Patient Advice and Liaison Services (PALS)

Patient Advice and Liaison Services (PALS) are available to anyone using health services. There is a PALS in every PCT and NHS trust. This service can help in the following ways:

- Provide information and signpost you to NHS services, external agencies (voluntary and community) and health-related support groups
- Listen and help in solving problems quickly
- Advise and support patients and their families and carers, and liaise with other departments/services where necessary
- Respond to patients concerns, if they are unhappy with improving access to health services for people with disabilities

Patient feedback is a key part of the PALS role. The views of people are seen as vital by the health Trusts and feedback is used to improve local services. PALS want to hear from patients about their experiences through the healthcare system.

Contact details are on pages 30-31.

## 7 Support for carers

A carer is someone who helps to support a relative, friend or neighbour of any age, who needs assistance to live at home due to frailty, physical or mental illness, or any type of disability.

The care they provide is not paid work, nor is it offered through a voluntary organisation.

Carers provide most care in the community; the care they provide may be personal or practical assistance, emotional support or supervision. Carers may or may not live with the person they support: some care from a long way away, and others care for more than one person; many carers are elderly and may be disabled themselves.

Carers can be any age: a young carer is anyone under 18 who helps look after a parent, sibling or relative; parent carers care for disabled children.

Carers should inform their GPs of their caring role so that any relevant health issues can be taken into account.

If you have been living with and caring for someone who is in local authority accommodation and who can no longer go on living there, you can ask for the housing department to transfer the tenancy to you.

### 7.1 Carers' centres

Carers need access to information about services and benefits for the person they care for, as well as those to support them in their caring role.

The three Carers' Centres in Oxfordshire provide support, advocacy, information and advice free of charge to the public. These services are available directly to all carers. All three centres have young carers projects which offer support to those under the age of 18.

Enquirers to the centres are offered office or home appointments. The centres can help with breaks for carers, group activities and trips, and can provide guidance on where further services or resources may be available. Callers can telephone or drop into the centres for information, advice or support.

Details of the Carers' Centres can be found on pages 35-36.

### 7.2 Other support for carers

#### Carer's assessments

Anyone aged 16 and over who provides substantial care on a regular basis (that is, where caring has a significant impact on your life) has the right to a carer's assessment, if the person they care for is or may be eligible for services from Social & Community Services. Even if the person they care for does not want assessment or services, the carer can still request a carer's assessment. Request for carers assessments can be made to the Social & Community Services Access Team on 0845 050 7666. Alternatively, if the person cared for already has a care manager or social worker, a referral can be made directly to them.

The assessment may be provided as a joint carer/client assessment or a separate carer's assessment. There is no cost for an assessment, but there may be a financial assessment of the person looked after if it is agreed to provide services directly to them.

The assessment will look at the needs of the person looked after, what the carer needs to help sustain the caring role, and whether they are eligible.

The Carers in Oxfordshire website [www.oxoncarers.org.uk](http://www.oxoncarers.org.uk) is hosted by Oxfordshire County Council and has been developed in partnership with Oxford

Carers' Centre to signpost carers to a vast range of local and national support. It includes information to help carers in their caring roles as well as in their wider aspirations for work, education, training and leisure

Tel: 01865 323627 or 323622

Email: [marcia.davis@oxfordshire.gov.uk](mailto:marcia.davis@oxfordshire.gov.uk)

[lajla.johansson@oxfordshire.gov.uk](mailto:lajla.johansson@oxfordshire.gov.uk)

For parent carers of disabled children, the local area Children's Assessment Team will provide family assessments to gauge eligibility for services. Where a service is provided, parents are encouraged to complete a carer's assessment; in other cases, information about alternative sources of support may be provided.

Those found eligible after a carer's assessment may be offered:

- Breaks for carers by providing services to the person looked after such as: a regular day service or activity, home care support, respite care (a place for them to spend a short time away), or relief to care (usually a sitting service at home)
- Adaptations and equipment to make it easier managing at home
- A one-off payment for a specific carers' service to support the carer in their caring role, such as counselling, practical assistance or training
- Information and advice, and signposting to specialist sources of support

### 7.3 Reviews

As a carer, you will be involved in reviewing both your needs and, with permission, the needs of the person you care for. Your assessment will be reviewed at least once a year or earlier if circumstances change.

For more information about the services offered to carers and for any other carer-related query, contact:

Marcia Davis/Lajla Johansson  
 Carers Development Officers  
 Social & Community Services  
 County Hall  
 New Road  
 Oxford  
 OX1 1ND

## 8 Comments, compliments and complaints

We welcome comments and suggestions about ways to improve our services and make them more appropriate to your needs. We would like to know what you think of our services and how they are working for you.

If you are not satisfied with our services, or if they do not meet the standards set out in this Charter, you have a right to complain. If you complain, this will not affect your right to use our services. We welcome your feedback and learn from the complaints we receive, so we can improve our services for everyone who needs them.

Firstly, you should speak to the staff working with you, or write to the person or manager responsible for the service concerned. If you want, you can ask a friend or a relative, an advocate (someone who can help put your views across) or one of the organisations listed at the end of the Charter, to help or represent you. Experience has led us to believe that your complaint is best resolved as close to the source of the problem as possible, and as soon as possible.

No matter what your complaint, you are always entitled to contact your MP. As a last resort you can go to court, though this may cost money and take a long time. Although Housing, Health, and Social & Community Services are increasingly working together to meet your needs, they are required by legislation to use three different complaint processes.

Information about these processes can be obtained by telephoning the relevant agency.

### 8.1 Social & Community Services

You can make a complaint to any member of staff; this will be forwarded to the Social & Community Services complaints service. The complaints service will acknowledge your complaint, and arrange for a manager to look

into the issues raised and to respond directly to you within stage one of the directorate's complaints procedure.

If the matter is not resolved to your satisfaction, there are two further stages to the process. You can ask for your complaint to be investigated by an independent person at stage two of the procedure; again, the complaints service will arrange this. If you remain dissatisfied, the complaints service will set up a review panel hearing at stage three of the procedure.

Complainants might also wish to contact their local county councillor, MP or the Local Government Ombudsman (see page 33 for contact details). Councillors' names, addresses and phone numbers are available from your local library and from the Press Office at County Hall (tel: 01865 815266).

If you would like more information contact the Access Team on 0845 050 7666 or via email: [Access@oxfordshire.gov.uk](mailto:Access@oxfordshire.gov.uk)

Should you wish to discuss any issues with staff from the complaints service, they have a 24-hour answerphone on 01865 854518.

### 8.2 The National Health Service

Complaints can be verbal or in writing, formal or informal. If you wish to complain about your family doctor, pharmacist, dentist or optician, you should make direct contact, as they will each have their own person responsible for receiving complaints. Staff in these practices will give you details of how to complain and will aim to respond within 10 working days.

If you want advice or further information on using this procedure, please contact the Patient Advice and Liaison Services (PALS), which work on behalf of the NHS and primary care trusts (see pages 30-31 for contact details). They may also be able

to help by arranging for a conciliator to be brought in. Conciliators are independent people appointed on behalf of Oxfordshire PCT to help resolve complaints. Further details of the PALS service can be obtained by visiting [www.oxfordshirepct.nhs.uk](http://www.oxfordshirepct.nhs.uk)

Matters involving NHS trusts and primary care trusts (the hospitals, ambulance service, and organisations covering mental health, learning disability and community nursing services) can be taken further by asking each trust's complaints manager for a formal investigation. You can also write to the Chief Executive of the appropriate NHS trust. If you do this you can expect a full written reply within 25 working days (see pages 30-31 for contact details).

If you are unclear who you should contact, please ring NHS Direct on 0845 4647. Staff will not be able to help you with your complaint, but will direct you to an organisation that can help.

If you have made a complaint and it has not been resolved, you can ask for an independent review by contacting the Healthcare Commission and, ultimately, complain to the Ombudsman through the office of the Parliamentary and Health Service Ombudsman – see page 31 for contact details.

### **8.3 Housing (district councils)**

All district councils have published complaints procedures and leaflets telling you how you can complain (see pages 32-33 for contact details). Tenants should always make complaints about their property to the landlord first.

Anyone unhappy about the outcome of complaints can contact the Local Government Ombudsman (see page 33).

# Part 2 – Joint annual report 2007/08

## 9 Introduction to the annual report

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This is the sixth annual report on the Oxfordshire Better Care, Higher Standards Charter. It measures our performance in 2007/08 against the standards set out in the Charter.

We have achieved much in past years, but we recognise that we need to make further progress to improve our joint work and the services we provide to the people of Oxfordshire.

There are identified Charter Champions for Health, the District Councils (Housing) and Social & Community Services. Contact details for the Charter Champions can be found on page 30.

### 9.1 Partnership working

The ongoing development of strong partnerships within the county is essential to the improvement of services across health, housing and social care.

The Health and Wellbeing Partnership Board was established in autumn 2007 to help local government and the NHS work closer together, along with the private/voluntary sectors, to improve our health.

Membership of the Board includes representatives from all these areas, along with service users and carers.

The role of the Board is to ensure all agencies are working together and to ensure greater understanding of the wide-ranging factors influencing well-being or causing illness.

Improving the environment in which we live and the lifestyles we lead is something that cuts across the responsibilities of several organisations. The Board therefore aims to deliver health improvements by:

- agreeing shared priority outcomes across partner agencies' organisational boundaries
- providing leadership that promotes action and monitors implementation of agreed priorities
- overseeing the development of personalised provision of care

Public health staff in the PCT continue to build on partnership work already under way, and to strengthen links with partner agencies, forming new alliances and ensuring a more seamless service.

### 9.2 Disseminating the Charter and telling people about our performance

Producing the Charter is one of a number of ways in which the local authorities and the NHS communicate with local people. However, the Charter is not intended as a stand-alone document.

In 2007 Oxfordshire PCT produced a five-year strategy, which sets out the organisation's key strategic commissioning priorities. The subsequent one-year Operational Plan sets out plans and budgets for 2008/09.

The Social & Community Services Plan 2006/07–2009/10 gives full information on the performance of the Social & Community Services directorate.

The local delivery plan produced by the Primary Care Trust gives information on plans and budgets.

PCT Board meetings include regular reports on performance. These are available from the PCT or via the PCT website.

The district councils produce annual reports on their performance, including their work as housing authorities.

For copies of these documents please contact the Charter Champions – details are available on page 30.

# 10 Findings

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## **10.1 Measuring service satisfaction**

Numerous ways of engaging with the community, and specifically with service users and carers, are used by Health, Housing, and Social & Community Services. The aim is to involve the public as much as possible in three main areas:

- The planning and management of individual services
- The identification of need
- The monitoring of services at a strategic level

Social & Community Services conducts annual surveys on the views of service users and carers. Information gathered from the surveys is presented in a report which is posted on the County Council website for public viewing.

Primary care trusts and NHS trusts also now conduct annual patient surveys to measure patient satisfaction, and use the results to improve services they provide or commission.

In addition, a variety of methods such as focus groups, surveys, workshops, public meetings and formal consultations are used to engage with patients and gather public views on individual services and proposed changes.

Under the terms of the new General Medical Services (nGMS) contract, each GP practice is required to conduct an annual survey of its patients. A national GP survey led by the Department of Health is also carried out annually to measure how well practices are meeting targets on access to primary care.

Each housing authority publishes indicators for housing services each year in its Best Value Performance Plan (see pages 32-33 for contact details).

## 11 Setting standards

Setting and meeting standards across Health, Housing and Social & Community Services is the key to providing the right services to local people.

### 11.1 The approach to standard- and target-setting

This Charter combines a range of measures that the Government has introduced to raise quality and reduce variations in the service provided by Health, Housing and Social Care. Included in these are:

#### **The Performance Assessment Framework (PAF) for Social & Community Services**

There are 55 Government performance indicators for Social & Community Services. These are used by Government to evaluate how well we are performing and to compare us with other local authorities.

#### **Best Value**

For all local councils, performance is monitored by a series of Best Value indicators. Annual reports are published on the councils' services and current levels of performance. National Best Value performance indicators are also used to measure the performance of authorities and to compare them. Each authority supplements the national indicators with its own local indicators.

#### **National Service Frameworks (NSFs)**

These frameworks will eventually cover all areas of health and social care, with direct links to partnership agencies.

To date, NSFs cover coronary heart disease, cancer, paediatric intensive care, mental health, older people, diabetes, long-term conditions, renal services, children, and the involvement of the pharmaceutical industry.

The Government has published these frameworks to improve standards and

provide the best basis for improving services locally. To this end, each framework:

- Sets national standards for a defined service or care group
- Puts in place strategies so these standards can be met
- Sets performance milestones against timescales for Health and the local authority, so that progress can be measured

In Older People's Services in Oxfordshire, for instance, following the implementation of the NSF, community-based health and social care has been improved, with a reduction in the number of medical admissions to hospital. Hospital and community rehabilitation services have also been developed, ensuring that individuals achieve their full potential for independence and reducing the need for hospital readmission.

This framework also establishes a joint commitment to ensuring users and carers are fully involved in decision-making. The Single Assessment Process is an important part of the NSF for Older People, and in Oxfordshire is being developed to include all adult groups. It is a strategy to share information about service users and their assessed needs with other professionals, and means that the duplication of information should be kept to a minimum.

The Single Assessment Process has now been implemented; it involves the development of computer systems that link with each other. It ensures, with the user's permission, that information is easily available to other appropriate professionals, enabling them to provide a better quality of care.

The main principle of the Single Assessment Process is that service users will be treated as individuals, with dignity and respect, and will be assisted in making choices about their own care.

## **Fair Access to Care**

The Government requires all councils to standardise the way decisions are made about provision of care. Local authorities use Fair Access to Care to make decisions on the allocation of care services in a fair, consistent and open way; eligibility is set to ensure that local resources are fairly allocated to those in greatest need, and that needs are measured against the risk to independence.

Fair Access to Care is designed to enable local people (irrespective of age, gender, sexuality, race, lifestyle, nature of illness or disability), in similar circumstances and with similar need, to receive services capable of achieving similar outcomes.

## **Supporting People**

The Supporting People Programme is a Government initiative which:

- Establishes a new policy and funding framework for providing housing-related support services for vulnerable people
- Makes a partnership of the local authority, health service and the probation service responsible for the programme

## **Valuing People: A strategy for people with learning disabilities**

This is a directive that sets out a programme of action for improving services based on the four key principles of:

- Civil rights
- Independence
- Choice
- Inclusion

Social & Community Services has incorporated these principles within its performance monitoring and business planning framework known as Planning into Action; this takes in the national agenda whilst reflecting local priorities. Partnership organisations have also adopted similar principles.

## **11.2 Target-setting in each lead service**

### **Social & Community Services**

The Social & Community Services directorate continues to develop and refine standards and target-setting in line with national policy objectives and local needs.

Every year, the Commission for Social Care Inspection assesses and rates the performance of each local authority and reviews how well it currently provides services and its future capacity. The ratings are published on a four-point scale: excellent, good, fair or weak. These are published in October or November.

By using the performance measures in this way, the directorate is able to use Government measures both to evaluate performance against its own aims and objectives and to identify where performance needs to be improved.

### **The NHS**

Every year, the Healthcare Commission assesses and rates the performance of each local NHS organisation. This is called the Annual Health Check.

The aim of the Annual Health Check is to promote improvements in healthcare for patients and the public. It replaces the old system of 'star ratings' and looks at a much broader range of issues than ever before.

Each October, the Commission publishes the annual rating for each organisation. This has two parts – quality of service and use of resources. The ratings are published on a four-point scale: excellent, good, fair or weak.

### **Housing authorities**

The district councils provide a framework for housing sections to monitor their performance.

# 12 Targets: How we performed in 2007/08 and our targets for 2008/09

We are committed to assisting people to remain in their own homes and communities for as long as they are able.

If people need residential or nursing care, or care and treatment in hospital, we will work with them to ensure it is of the right quality. We will also support them in returning to their own homes. In order to measure how well we do this, we use a suite of performance measures.

For 2008/09 PCT Boards will be asked to make a separate declaration on their compliance within this standard for their commissioning function.

This part of the report lays out some of the measures used to assess performance in 2006/07 and 2007/08, and sets some targets for our performance in 2008/09

## 12.1 Social & Community Services

Measure of our performance	Our performance		Targets
	2006/ 2007	2007/ 2008	2008/ 2009
Older people helped to live at home per 1,000 population	80	81	87
Adults with a physical disability helped to live at home per 1,000 population	4.2	4.3	4.9
Adults with a learning disability helped to live at home per 1,000 population	3.1	3.1	3.5
Adults with mental health problems helped to live at home per 1,000 population	2.7	3.1	4.0
% of equipment costing less than £1000 delivered within 7 working days (previously 3 weeks)	92	94	95
% of people receiving a statement of their needs and how these will be met	97	97	97
Intensive home care as a proportion of intensive home and residential care	10.6	11.5	11.8
Adults in receipt of Direct Payments per 100,000 population	84	166	250
Permanent admissions to residential or nursing care of people aged 65+ per 1,000 population	61	57	57

## 12.2 The Health Service

Before merging into a single primary care trust, the former individual Oxfordshire PCTs were assessed by the Healthcare Commission on two main areas – quality of service and use of resources.

Oxfordshire was rated 'fair' and 'fair' in 2006/07 for quality of service; the 2007/08 results are expected in autumn 2008.

Measure of our performance	Our performance		Targets
	2006/ 2007	2007/ 2008	2008/ 2009
Percentage of patients who are able to be offered an appointment to see a GP within two working days	100%	98.72%	100%
Percentage of patients offered an appointment to see a primary care professional within one working day	100%	95.88%	100%
Total time in A&E: % of patients waiting less than 4 hours in A&E from arrival to admission, transfer or discharge	98%	96.72%	98%
Percentage of Category A calls getting a first response within 8 minutes*	81%	75.08%	75%
Persons vaccinated against flu as a percentage of number of people aged 65+	79%	76.40%	75%

## 12.3 Housing

The local housing strategies provide a framework for housing services to monitor their performance.

The county council and district councils worked closely together to implement the Supporting People programme. This involved identifying existing supported and sheltered housing services, and opportunities to develop them, to benefit vulnerable people in Oxfordshire.

Together with external housing providers, they have set policies on how publicly-

funded housing support services will operate over the next five years, and have drawn up monitoring and review procedures to ensure they meet these objectives.

They jointly administer a grant funding these services to meet the requirements of local people (for instance, older people who wish to remain living in their own homes).

The Anchor Trust Small Repairs Service annually helps more than 1,000 households with occupants aged over 60.

Measure of our performance	DFG 2006/07		DFG 2007/08	
	Approved	Completed	Approved	Completed
Applications for Disabled Facilities Grants approved & work completed				
Cherwell	96	84	129	105
City	92	101	129	126
South Oxfordshire	147	139	132	135
Vale of White Horse	159	111	121	143
West Oxfordshire	36	34	55	44

# 13 Complaints

## 13.1 Social & Community Services

Complaints are a means of obtaining the views of service users and carers, and of identifying any problems in service quality and provision. Most issues are dealt with on a day-to-day basis without becoming formal complaints.

Where something becomes a complaint the majority of these are resolved at stage one of the Social & Community Services complaints procedures by managers responsible for the service area concerned. The directorate receives around 95 stage-one complaints per year; these provide invaluable feedback on how the directorate is performing.

The complaints service keeps a record of all complaints so that the information can be acted upon and used to raise standards and improve performance.

If a complaint has not been resolved to the satisfaction of the complainant at stage one of the procedure, the complainant can ask for an investigation at stage two. There are on average about 17 stage-two complaints per year, which are looked into by an independent investigating officer.

Sometimes the independent investigation does not resolve the issue raised to the satisfaction of the complainant and a stage-three review panel hearing can then be arranged. Each year there are around three panel hearings. The complaints service will administer all three stages of the complaints procedure and will keep complainants fully informed about what is happening.

Annual reports of complaints are published, and are available by calling the complaints service on 01865 854512 (answerphone), or via email:  
[scoscomments&complaints@oxfordshire.gov.uk](mailto:scoscomments&complaints@oxfordshire.gov.uk)

## 13.2 The NHS

Each health trust includes complaints within its annual report, which can be obtained from your NHS trust or PCT – contact details are on pages 32-33.

There is a commitment to ensuring that a) lessons are learnt from complaints, and b) there is co-operation if a complaint involves more than one agency to ensure that, from the point of view of the complainant, bureaucracy is kept to the minimum.

## 13.3 Housing

Each district council has its own separate complaints procedure. Details can be obtained by contacting the appropriate council directly.

## 14 Getting more help and information

### 14.1 Charter Champions

More information on the above and on developments in Oxfordshire can be obtained from any of the three Charter Champions:

#### **Devand Mahabir**

Project Officer,  
Oxfordshire County Council Social &  
Community Services  
County Hall  
New Road  
Oxford  
OX1 1ND  
Tel: 07795061470  
Email:  
devand.mahabir@oxfordshire.gov.uk

#### **Jackie Wilderspin**

Head of Partnerships and Health Inequalities  
Oxfordshire PCT  
Jubilee House  
5510 John Smith Drive  
Cowley  
Oxford  
OX4 2LH  
Tel: 01865 336721  
Fax: 01865 337094  
Email:  
jackie.wilderspin@oxfordshirepct.nhs.uk

#### **Richard Mills**

Allocations Manager  
West Oxfordshire District Council  
Housing Services  
New Yatt Road  
Witney  
Oxfordshire  
OX28 1PB  
Tel: 01993 861157  
Email: richard.mills@westoxon.gov.uk

### 14.2 Health

#### **Oxfordshire Primary Care Trust**

Jubilee House  
5510 John Smith Drive  
Cowley  
Oxford  
OX4 2LH  
www.oxfordshirepct.nhs.uk  
PALS: 0800 052 6088 or email:  
pals@oxfordshirepct.nhs.uk

#### **Abingdon Minor Injuries Unit**

Abingdon Hospital  
Marcham Road  
Abingdon  
OX14 1AG  
Tel: 01235 208730  
Open 7 days a week, 10am – 10.30pm

#### **Henley Minor Injuries Unit**

Townlands Hospital  
York Road  
Henley on Thames  
RG9 2EB  
Tel: 01491 637435  
Open seven days a week, 9am–8pm

#### **Witney Minor Injuries Unit**

Witney Hospital  
Welch Way  
Witney  
Tel: 01993 209056/209458/209456  
Open seven days a week, 10am–10.30pm

#### **Bicester First Aid Unit**

Bicester Community Hospital  
Kings End  
Bicester  
OX26 6DU  
Tel: 01869 604024  
Open 7 days a week, 6.30pm–11pm  
weekdays and 8am–11pm weekends

#### **Chipping Norton First Aid Unit**

Chipping Norton Community Hospital  
Over Norton Road  
Chipping Norton

OX7 5AJ  
Tel: 01608 648450 (please phone first)  
Open seven days a week, 8.30am–9pm

**Wallingford First Aid Unit**  
Wallingford Community Hospital  
Wallingford  
OX10 9DU  
Tel: 01491 208513  
Open weekdays, 8.30am–6.30pm

**Oxford Radcliffe Hospitals NHS Trust**  
**John Radcliffe Hospital**  
Headley Way  
Headington  
Oxford  
OX3 9DU  
Tel: 01865 741166  
[www.oxfordradcliffe.nhs.uk](http://www.oxfordradcliffe.nhs.uk)  
PALS: 01865 221473, or email:  
[palsjr@orh.nhs.uk](mailto:palsjr@orh.nhs.uk)

**Churchill Hospital**  
Old Road  
Headington  
Oxford  
OX3 7LJ  
Tel: 01865 741841  
[www.oxfordradcliffe.nhs.uk](http://www.oxfordradcliffe.nhs.uk)  
PALS: 01865 221473, or email:  
[palsch@orh.nhs.uk](mailto:palsch@orh.nhs.uk)

**Horton Hospital**  
Oxford Road  
Banbury  
OX16 9AL  
Tel: 01295 275500  
[www.oxfordradcliffe.nhs.uk](http://www.oxfordradcliffe.nhs.uk)  
PALS: 01295 229259, or email:  
[palshh@orh.nhs.uk](mailto:palshh@orh.nhs.uk)

**Nuffield Orthopaedic Centre NHS Trust**  
Windmill Road  
Headington  
Oxford  
OX3 7LD  
Tel: 01865 741155  
[www.noc.nhs.uk](http://www.noc.nhs.uk)  
PALS: 01865 738126, or email:  
[admin.pals@noc.anglox.nhs.uk](mailto:admin.pals@noc.anglox.nhs.uk)

**Oxfordshire & Buckinghamshire Mental Health Partnership NHS Trust**  
Chancellor Court  
4000 John Smith Drive  
Cowley  
Oxford  
OX4 2GX  
Tel: 01865 778911  
[enquiries@obmh.nhs.uk](mailto:enquiries@obmh.nhs.uk)  
[www.obmh.nhs.uk](http://www.obmh.nhs.uk)  
PALS: 0800 3287971, or email:  
[pals@obmh.nhs.uk](mailto:pals@obmh.nhs.uk)

**Oxfordshire Learning Disability NHS Trust Ridgeway Partnership**  
Slade House  
Horspath Driftway  
Headington  
Oxford  
OX3 7JH  
[www.oldt.nhs.uk](http://www.oldt.nhs.uk)  
LISTEN (PALS) 01865 228173, or email:  
[listen@oldt.nhs.uk](mailto:listen@oldt.nhs.uk)

**South Central Ambulance Service NHS Trust**  
Oxford & Bucks Division  
Old Road  
Headington  
Oxford OX3 7LH  
Tel: 01865 740100  
[www.southcentralambulance.nhs.uk](http://www.southcentralambulance.nhs.uk)  
PALS: 01962 892622, or email:  
[liz.rees@hantsam.nhs.uk](mailto:liz.rees@hantsam.nhs.uk)

**Healthcare Commission**  
Finsbury Tower  
103–105 Bunhill Row  
London EC1Y 8TG  
Tel: 02074489200  
[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)  
Email:  
[feedback@healthcarecommission.org.uk](mailto:feedback@healthcarecommission.org.uk)

**The Parliamentary and Health Service Ombudsman**  
Millbank Tower  
Millbank  
London SW1P 4QP  
Tel: 0845 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
[Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

## 14.3 Housing

### **Cherwell District Council**

Bodicote House  
Bodicote  
Banbury  
OX15 4AA  
Tel: 01295 221809  
Fax: 01295 221642  
Minicom: 01295 221572

#### **Benefits Office:**

Cherwell DC  
PO Box 27,  
Banbury  
OX15 4BH  
Tel: 01295 227022  
Fax: 01295 270028  
Minicom: 01295 221572

#### **Local offices:**

Banbury  
58 Bridge Street  
Banbury  
OX16 5QD

Bicester  
38 Market Square  
Bicester  
OX6 7YD

Kidlington  
Exeter Hall  
Oxford Road  
Kidlington  
OX5 1AB

#### **Small Repairs Scheme:**

Tel: 01869324290 (Penny Price)

### **Oxford City Council**

St Aldates Chambers  
PO Box 10  
Oxford  
OX1 1EN  
Tel: 01865 249811  
Email: [housing@oxford.gov.uk](mailto:housing@oxford.gov.uk)

### **Oxford City Homes**

Horspath Road  
Oxford  
OX4 2RH  
Tel: 0800 227676  
**Benefits**  
Tel: 01865 252849  
Fax: 01865 252065  
Email: [benefits@oxford.gov.uk](mailto:benefits@oxford.gov.uk)

#### **Local offices:**

Blackbird Leys Local Services Shop  
3 Cuddesdon Way  
Blackbird Leys  
Oxford  
OX4 6JH  
Tel: 01865 252849

East Oxford Local Services Shop  
174D Cowley Road,  
Oxford  
OX4 1UE

St Aldate's Local Services Shop  
109-113 St Aldate's  
Oxford  
OX1 1DS

#### **Small Repairs Scheme**

Tel: 01865 252242 (Will Jeffs)

### **South Oxfordshire District Council**

Benson Lane  
Crowmarsh Gifford  
Wallingford  
Oxon  
OX10 8HQ  
Tel: 01491 823000  
Fax: 01491 823001  
Email: [info@southoxon.gov.uk](mailto:info@southoxon.gov.uk)

#### **Housing Services**

Tel: 01491 823322  
Fax: 01491 823328  
Email:  
[housing.services@southoxon.gov.uk](mailto:housing.services@southoxon.gov.uk)

#### **Benefits Services**

Tel: 0845 612 2422 Fax: 01491 823571  
Email: [benefitssodcuk@liberata.com](mailto:benefitssodcuk@liberata.com)

### One Stop Shops:

Thame  
Thame Town Hall  
High Street  
Thame  
OX9 3DP  
Tel: 01844 212833  
Email: [oss@thametowncouncil.gov.uk](mailto:oss@thametowncouncil.gov.uk)

Didcot  
Didcot Civic Hall  
Britwell Road  
Didcot  
OX11 7JN  
Tel: 01235 812637  
Email: [oss@didcot.gov.uk](mailto:oss@didcot.gov.uk)

Henley  
Henley Town Hall  
Market Place  
Henley-on-Thames  
RG9 2AQ  
Tel: 01491 576982  
Email:  
[lhastings@henleytowncouncil.gov.uk](mailto:lhastings@henleytowncouncil.gov.uk)

### Anchor Staying Put and Small Repairs Scheme

Tel: 01491 823895  
Email:  
[stayingput.southoxfordshire@anchor.org.uk](mailto:stayingput.southoxfordshire@anchor.org.uk)

### Vale of White Horse District Council

Abbey House  
Abbey Close  
Abingdon  
OX14 3JE  
Tel: 01235 520202  
Fax: 01235 53217  
Housing fax: 01235 547629  
Email: [housing@whitehorsedc.gov.uk](mailto:housing@whitehorsedc.gov.uk)

### Benefits

Tel: 01235 540326  
Email: [benefits@whitehorsedc.gov.uk](mailto:benefits@whitehorsedc.gov.uk)

### Local offices:

Faringdon Area Office  
The Corn Exchange  
Gloucester Street  
Faringdon  
Tel: 01235 520202

Wantage Local Services Point  
1 Grove Street  
Wantage  
Tel: 01235 772372/524841

### Anchor Staying Put & Small Repairs Scheme

Tel: 01491 823895  
Email:  
[stayingput.valewhitehorse@anchor.org.uk](mailto:stayingput.valewhitehorse@anchor.org.uk)

### West Oxfordshire District Council

Housing Services  
Elmfield  
New Yatt Road  
Witney,  
OX28 1PB  
Tel: 01993 861010  
Fax: 01993 861450  
Email: [housing@westoxon.gov.uk](mailto:housing@westoxon.gov.uk)

### Town Centre Shop

3 Welch Way  
Witney  
Oxon  
OX28 6JH

### Benefit Office

PO Box 32  
Witney  
OX28 1WP  
Tel: 01993 861030  
Fax: 01993 861052  
Email: [benefits@westoxon.gov.uk](mailto:benefits@westoxon.gov.uk)

### West Oxfordshire Home Improvement Agency (including Small Repairs)

Tel: 01993 709524 & 01993 709788

### Local Government Ombudsman

*(Commission for Local Administration in England)*

The Oaks  
No 2 Westwood Way  
Westwood  
Business Park  
Coventry  
CV4 8JB  
Tel: 02476 820000  
Fax: 02476 820001

## 14.4 General help lines and contact details

These are some of the main national and county contact details for the various organisations and individuals mentioned in the Charter:

### Housing

#### Shelter Helpline

Free national housing helpline, 8am – midnight, 7 days a week  
Tel: 0808 800 4444

#### Winter Warmth Line

Provides information and advice to help people keep warm and well during winter  
8am – 8pm, Mon–Friday  
Freephone: 0800 085 7000  
Textphone: 0800 085 7857

### Older people

#### Elderly Accommodation Counsel Advice Line

An advice & information service, specialising in accommodation, care and support for older people.  
Tel: 0207 820 1343 Fax: 020 7820 3970  
Email: enquiries@eac.org.uk

#### Senior Line

An advice and information line run by Help the Aged, for older people and their carers to help older people live independent lives.  
Tel: 0808 800 6565  
Age Concern Information Line  
For older people and their carers  
Tel: 0800 009966

#### Age Concern Oxfordshire

City & County  
St Edmunds House  
39 West St Helens Street  
Abingdon  
OX14 5BW  
Tel: 01235 849400  
Fax: 01235 849449  
Email: admin@ageconcernoxon@org.uk

### Disability

#### Deafblind UK

National advice and support for people who are deafblind and their carers  
Free, 24hr Helpline: 0800 132320

#### DIAL UK

National Disability Information & Advice Line  
Tel: 01302 310123  
Fax: 01302 310404  
Website: www.dialuk.info

#### Disabled Living Foundation

National advice service about equipment solutions for independent living:  
10am–4pm, Monday–Friday  
Helpline: 0845 130 9177

#### Guideposts Trust

#### Independent Living Centre

Northfield Farm Lane  
Witney  
OX28 1UD  
Tel: 01993 899980

#### Mencap

Supports people with learning disabilities, their families and carers  
Tel: 0207 454 0454  
Learning Disability Helpline:  
freephone 0808 808 1111  
Minicom: 0808 808 8181  
Email: help@mencap.org.uk

#### Saneline

National advice, support and information service to anyone affected by mental health problems  
Tel: 0845 767 8000

#### Mental Health Matters

PO Box 1476  
Oxford  
OX4 9DG  
Email: oxford-mentalhealth.org  
Tel: 01865 728981

**Oxfordshire Mind**  
125 Walton Street  
Oxford  
OX2 6AH  
Email: [office@oxmind.freereserve.co.uk](mailto:office@oxmind.freereserve.co.uk)  
Tel: 01865 511702

**Mental Health Information Line**  
9.30am–4.30pm, Mon-Friday  
Tel: 01865 247788  
Crisis Line  
Tel: 01865 251152

**Rethink**  
The Rectory Centre  
Rectory Rd  
Oxford,  
OX4 1BU  
Tel: 01865 455611  
Fax: 01865 455600  
National Advice Service: 020 8974 6814

**The Oxfordshire Council of Disabled People**  
35 Leopold Street  
Cowley  
Oxford  
OX4 1TW  
Tel/Minicom: 01865 792226  
Fax: 01865 792285  
Email: [ocdp@fish.co.uk](mailto:ocdp@fish.co.uk)

**Dialability**  
Impartial advice about products and  
equipment for easier living  
35 Leopard Street  
Oxford  
OX4 1TW  
Tel: 08456 251 251  
Email: [helpline@dialability.org.uk](mailto:helpline@dialability.org.uk)

**The Oxfordshire Association for the Blind**  
9 Newtec Place  
Magdalen Road,  
Oxford  
OX4 1RE  
Tel: 01865 725595  
Fax: 01865 725596  
Email: [vision@oxeyes.org.uk](mailto:vision@oxeyes.org.uk)

**Independent Complaints Advisory Services  
(ICAS)**  
Providing support for people who have a  
complaint regarding their NHS treatment.  
3rd Floor, Kingfisher House  
Walton Street  
Aylesbury HP21 7AY  
Tel: 01296468170  
Fax: 01296468171  
Minicom: 01424 457601  
Email: [aylesbury.icas@seap.org.uk](mailto:aylesbury.icas@seap.org.uk)  
[www.seap.org.uk/icas](http://www.seap.org.uk/icas)

**Carers**  
**Carers UK**  
0207 378 4999  
[www.carersuk.org](http://www.carersuk.org)

**Carers Line**  
Tel: 0808 808 7777

**The Princess Royal Trust for Carers**  
Information, support and practical help for  
carers  
142 Minories  
London  
E63N 1LB  
Tel: 0844 800 4361  
Fax: 0844 800 4362  
Email: [prrt4c@aol.com](mailto:prrt4c@aol.com)

**Rethink Carer Support**  
*(Support for carers of adults of working age with  
mental health needs)*  
Manzil Resource Centre  
Manzil Way  
Cowley  
Oxford  
OX4 1XE  
Tel: 01865 455878

**Oxford Carers' Centre**  
174a Cowley Road,  
Oxford  
OX4 1UE  
Tel: 01865 205192  
Fax: 01865 242569  
Email: [info@carerscentre.co.uk](mailto:info@carerscentre.co.uk)

### South & Vale Carers' Centre

5 Lydalls Road  
Didcot  
OX11 7HX  
Tel: 01235 510212  
Fax: 01235 512198  
Email: carers@svcarers.org.uk

### North & West Oxfordshire Carers' Centre

27 Horsefair  
Banbury  
OX16 0AE  
Tel: 01295 264545  
Fax: 01295 270660  
Email: cc.nwoxon@dsl.pipex.com

### Oxfordshire Carers' Forum

The Elms  
9 Church Green  
Witney  
Oxon  
OX28 4AZ  
Tel: 01993 706543  
Fax: 01993 706651  
Email: carers@oxoncarersforum.org.uk

### Benefits

#### Oxfordshire Welfare Rights

Barton Neighbourhood Centre,  
Underhill Circus  
Oxford  
OX3 9LS  
Tel: 01865 744165  
Fax: 01865 744704  
Email: ocwa@ocwa.demon.co.uk

#### Benefits Agency

Department for Work & Pensions  
Benefits Processing Centre  
Oxford  
OX4 2WD  
Tel: 01865 443333  
DWP Pensions Info-line: 0845 7313233

#### Disability Benefit Enquiry Line

*(Confidential, freephone service for disabled people and carers)*  
Tel: 0800 882200  
Textphone: 0800243355  
Website: www.direct.gov.uk

### Advocacy and advice

Oxfordshire Advocacy Development Group  
Tel/Fax: 01865 741200

Oxfordshire Short Term Advocacy Scheme  
Tel: 01865 250102

#### The Relatives & Residents Association

*(For relatives and friends of older people in residential care, nursing home or long-stay hospital)*

Advice Line: 020 7359 8136

#### Oxfordshire Community and Voluntary Action

Tel: 01865 251946  
All Age Advocacy Dementia Project (Adapt)  
Tel: 01865 742745

#### Age Concern Oxfordshire City & County

St Edmunds House  
39 West St  
Helens Street  
Abingdon  
OX14 5BW  
Tel: 01235 849400  
Fax: 01235 849449  
Email: admin@ageconcernoxon.org.uk

#### Direct Payments Team

Oxfordshire Independent Living  
North Oxfordshire Bus Centre  
17 Lakesmere Close  
Kidlington  
Oxford  
OX5 1LG  
Email:  
direct.payments@oxfordshire.gov.uk  
Tel: 01865 374430

#### Health advocates

*(Supporting people who may have difficulty accessing health services because of cultural, religious and language difficulties)*

#### Bangladeshi community:

Mrs Labli Bakth: 01865 264911 or  
07920 535325

Pakistani and Indian communities:  
Mrs Jagjit Gurm: 01865 264910  
Mrs Robina Zafar: 07884 268387 or  
07884 268387

Chinese community:  
Jennifer Sui: 01865 456619 or 07920 535371  
Kwai Coll: 01865 456619 or 07920 535360

Caribbean community:  
Ms Rosita Ellis: 01865 264913 or 07920  
535358

Travellers/gypsy communities:  
Jan Brown: 07810 836136

Public Health Facilitator for Vulnerable  
Groups:  
To be appointed

### **Citizens' Advice Bureaux**

#### **Oxford Centre**

95 St Aldates  
Oxford, OX1 1DA  
Tel: 0870 220 0608 Fax 01865 202715

#### **West Oxfordshire (Chipping Norton)**

31 High Street,  
Chipping Norton  
OX7 5AD  
Tel: 01608 641367  
Fax: 01608 646167  
Rural Advice Project  
Tel: 01608 646168

#### **West Oxfordshire (Witney)**

The Old Print house  
Marlborough Lane  
Witney  
Oxon  
OX28 6DY  
Tel: 01993 705691  
E-mail: [bureau@westoxfordshirecab.cabnet.org.uk](mailto:bureau@westoxfordshirecab.cabnet.org.uk)  
Website: [www.westoxoncab.org.uk](http://www.westoxoncab.org.uk)

#### **Didcot and District**

Civic Hall  
Britwell Road  
Didcot OX11 7JN  
Tel: 01235 813632  
Fax: 01491 825210

#### **Henley and District**

32 Market Place  
Henley-on-Thames  
RG9 2AQ  
Tel: 01491 572129

#### **Thame**

Market House  
North Street  
Thame,  
OX9 3HH  
Email advice: [advice@thamecab.org.uk](mailto:advice@thamecab.org.uk)  
Tel: 01844 214827 / 217186  
Fax: 01844 261376

#### **Bicester**

The Garth  
Launton Road  
Bicester,  
OX26 6PS  
Tel: 0870 220 0608 / 01869 321800  
Fax: 01869 248606

#### **Banbury**

Cornhill House  
26 Cornhill  
Banbury  
OX16 5NG  
Tel: 0844 8487922  
Fax 01295 269960

#### **Abingdon**

The Old Abbey House  
Abbey Close  
Abingdon  
OX14 3JD  
Tel: 01235 521894  
Fax: 01235 537050

### **14.5 Other sources**

For copies of planning documents referred to in this report please go to the Oxfordshire County Council website: [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk) or call the Social & Community Services Access Team on 0845 050 7666.

# 15 Leaflets

The leaflets below are available from the Social & Community Services Access Team  
County Hall  
New Road  
Oxford  
OX1 1ND  
Tel: 0845 050 7666  
Email:  
access@oxfordshire.gov.uk

Fairer Charging - What does it mean? How does it work? How much will I pay?

Registered Nursing Home Financial Guidance

Making a Complaint

Interpreting Policy

Guide to Adult Placement

Community Occupational Therapy Services

Community Care (Direct Payments) Act 1996

Carers - Your Right to an Assessment (Oxfordshire's guide to Carers assessments)

Care in Oxfordshire (residential and nursing homes)

The following leaflets are available from Oxfordshire PCT:

Complaints: Are we looking after you?

Local Health Services in Oxfordshire

The following leaflets are available from all district council housing departments:

Housing Register Scheme

Where Can I Go for Help with Housing?

Home Repair Assistance

Disabled Facilities Grant

The following leaflets are available from the Benefits Agency. Tel: 0800 882200

A Guide to Benefits  
Leaflet MG1

A Helping Hand for Benefits  
Leaflet GL21

Caring for Someone  
Leaflet SD4

Sick or Disabled?  
Leaflet SD1

Long-term Ill or Disabled?  
Leaflet SD3

Going into Hospital?  
Leaflet GL12

Going into Residential Care or Nursing Home?  
Leaflet GL15

Are You Entitled to Help with Health Costs?  
Leaflet HCI1

A Guide to Income Support  
Leaflet IS20

A Guide to Housing Benefit and Council Tax Benefit  
Leaflet RR2

**A Guide to Non-contributory Benefits for  
Disabled People**  
Leaflet HB5

**Tell us Your Comments and Complaints**  
Leaflet GL22

**If You Think our Decision is Wrong**  
Leaflet GL24

**Alternative formats of this publication are available on request. These include large print, Braille, audiocassette, computer disk and email.**

**Please contact the Social & Community Services Access Team:**

**Tel: 0845 050 7666**

**Email: [access@oxfordshire.gov.uk](mailto:access@oxfordshire.gov.uk)**

**Opening hours:**

**Monday–Thursday, 8.30am–5pm**

**Friday, 8.30am–4pm**

All of our publications can be made available in this language.	English
Te gjitha publikimet tona mund te ofrohen ne kete gjuhe.	Albanian
আমাদের সব প্রচারপত্র সচরাচর পাওয়া যেতে পারে।	Bengali
我們所有的印刷品均有這種語言的版本可供索閱。	Chinese
كلية نشریات ما می تواند به این زبان قابل دسترس باشد.	Farsi
Toutes nos brochures peuvent être mises à votre disposition dans cette langue.	French
અમારા બધા પ્રકાશન આ ભાષામાં ઉપલબ્ધ થઈ શકે છે	Gujarati
हमारे सभी प्रकाशन इस भाषा में प्रदान किये जा सकते हैं।	Hindi
ਸਾਡੇ ਸਾਰੇ ਪ੍ਰਕਾਸ਼ਨ ਇਸ ਭਾਸ਼ਾ ਵਿਚ ਮਿਲ ਸਕਦੇ ਹਨ ।	Punjabi
ہماری تمام اشاعت اس زبان میں حاصل کی جاسکتی ہیں۔	Urdu

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These include large print, Braille, audiocassette, computer disk and email.

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Tel: 0845 050 7666  
Email: [access@oxfordshire.gov.uk](mailto:access@oxfordshire.gov.uk)

Opening hours:  
Monday–Thursday, 8.30am–5pm  
Friday, 8.30am–4pm