

# Guide to services for older people



**OXFORDSHIRE  
COUNTY COUNCIL**  
[www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

[www.oxfordshire.gov.uk/olderpeople](http://www.oxfordshire.gov.uk/olderpeople)



Independence is something we all strive for and Oxfordshire County Council provides a range of services for adults to enable them to live safely and independently in their own homes for as long as possible.

Your needs and how they will be met will be decided by a care manager, social worker, occupational therapist or sensory impairment worker from the council who will talk to you and, possibly, with your agreement, your family and your GP.

It is important that we work closely with you, your carers and other family members. We will listen carefully to your views and take your wishes and feelings into account in any decisions that we take. We will also consider your faith and your cultural and social background. We can also help the people who care for you, such as a relative, partner or friend. Being a carer can be very rewarding but it can be very hard work too, both physically and emotionally. Carers who feel they need help should ask for an assessment of their own needs.

How much you will have to pay – if anything – to receive the service will depend on your financial circumstances. The amount will be decided by a Fairer Charging Assessment Officer using guidelines established by the council in line with the Government's Fairer Charging Policy.

## Guide to services: Support at home

Help with getting up, washing, dressing and other personal care can be provided by Oxfordshire County Council staff or by an organisation we have approved. A laundry service may also be available.

## Meals

If you have difficulty in preparing a main meal for yourself, you may be able to get ready-made meals delivered to you at home. You can reheat these yourself, or, if you need help, you may be able to get assistance from a home support worker.



## Home shopping service

If you are having difficulty doing your grocery shopping, we can help you to place a telephone order with a company we work in partnership with, the Co-op. Your shopping will be delivered and put away in your cupboards by the van driver. You can find out more about the home shopping service through your care manager or Age Concern Oxfordshire, tel 01235 849000, or if you live in sheltered housing, through your scheme manager.

## Day centres

Run either by Oxfordshire County Council or voluntary organisations in towns and villages around the county, these provide opportunities to socialise, take exercise and have a hot meal. You can learn new

skills, meet new people and join in with social activities, helping you to remain in your own home and live independently for longer. Activities vary according to the day centre. Crafts and games, such as cards and quizzes, are usual, but some day centres offer extras, such as baths, foot care and hairdressing. Transport may be provided if needed.

## Housing adaptations

If you have difficulty carrying out daily activities such as getting around the home, getting in or out of a chair, bed or bath, a member of the occupational therapy team may be able to help. They may be able to advise different ways of doing these activities, provide equipment to help you or suggest changes or adaptations to your property.

## Supported (or sheltered) housing

In Oxfordshire such housing is provided by your district council. In most cases there will be either a resident or mobile warden with an emergency communications system. Please speak to your district council for more information – see the end of this leaflet for contact details.

## Residential and nursing care

Sometimes living at home is no longer practical and moving into a residential or nursing home may be the best way forward. Oxfordshire County Council can help you and your family to find a residential or nursing home that meets your needs.

## Respite care

To give both you and those looking after you a rest we can arrange short breaks for you away from home, perhaps in a residential or nursing home. Alternatively, we can provide care in your own home to allow your carer to go out.

## Money-management

Our Money-Management Team can help clients who, because of mental health problems, are unable to manage their financial affairs and may be vulnerable or subject to financial abuse. We may also be able to help people with a disability and make arrangements that will help them keep control of their own affairs.

## Disabled badge scheme

The Blue Badge Scheme allows certain people who are registered blind or have limited mobility to make use of disabled parking facilities.

## Direct payments

Some people may be eligible to have a direct payment. Instead of us simply providing the services you are eligible for, you will be given a budget that you or your carer can then use to buy the care you need for independent living. This might include personal care, support during the day and short-term breaks.

Help is available to manage your direct payment so do ask. You don't have to manage the money yourself but you do need to control how it is used. You will need to open a separate bank account for the direct payment. You must also keep careful records of how you use the money. It must be spent on your care and cannot be spent on things like clothes or food.

Direct payments are NOT benefits and receiving a direct payment will NOT affect your benefits.

# Leaving hospital

## Important information about your care and planning for your discharge

The main purpose of the acute Oxfordshire hospitals: the John Radcliffe, Churchill, Radcliffe Infirmary, the Horton and the Nuffield Orthopaedic Centre, is to admit patients who need high levels of investigation and care. We plan to get you home as soon as possible once this level of care is no longer needed. If necessary we will arrange additional support/rehabilitation for you from nurses and/or other staff in your community.

If you need more support than can be provided for you at home and/or would benefit from a period of recuperation before returning home, we will arrange for you to be transferred short-term to a community hospital or rehabilitation unit as near to your home as possible. Sometimes this may be some distance away because there is not a suitable available bed or home closer to where you live. If your care needs are more than a community hospital can provide, we may transfer you to another acute Oxfordshire hospital, so that your condition can stabilise and improve before you return home.



## Before you are transferred:

- The team looking after you will assess your care needs and determine with community colleagues where these can be best met.
- If a community hospital is most suited to your needs, the team will select the hospital as close to your home as possible, discuss your care with the staff there and arrange for your transfer. In most instances, your General Practitioner will continue your care.
- If, for any reason it is not possible to transfer you to the nearest hospital, you will be transferred to another hospital or setting in Oxfordshire, or for some Horton patients, to a hospital in Northamptonshire. A General Practitioner from that area will care for you and will have been fully informed of your medical, nursing and therapy needs before your transfer.
- When a bed becomes available at a more local facility, we will make every effort to transfer you closer to home.



If your care needs are more complex we will consult with community-based agencies to plan the best support for you. At that point, we will share clinical information about you, so that we can assess your needs and plan your discharge.

We will want to do this as soon as possible. To help with planning, we will need to give some basic details about you (for example: your name, date of birth, address and details of your medical condition and care needs) to those involved in planning your future care.

These may include your General Practitioner (GP), district nurse, staff in Social and Community Services, Primary Care Trust and Health Authority. Particular care will be taken to keep all information about you safe and secure. It will only be used for the purposes of planning your discharge or transfer. If you have any concerns about how information about you may be used, please discuss with your nurse, a social worker or doctor.

Please be assured that our aim is to deliver the care that is most appropriate for your needs.



# Older People Assessment

Everyone is entitled to an assessment of their needs but in order to receive services these needs must meet certain criteria including financial and personal circumstances. If you think you might benefit from one or more of the services outlined in this leaflet you, or someone acting on your behalf, should contact the customer service staff to let them know that you would like an assessment.

## How it works

- You will be asked some questions about your situation including information about anyone who is already caring for you. It is very important that you answer the questions fully. Sometimes we may need to ask questions that are very personal but this is because we have to assess how urgently you need help.
- If needed your details will be passed to an Oxfordshire County Council social worker, care manager, occupational therapist or sensory impairment worker who will ring you as soon as possible to take fuller details about your situation.
- You will be asked questions to be sure you are safe, warm, have enough to eat and that your personal needs, such as getting to the toilet, are being looked after.
- If your needs are urgent – for instance there is a serious risk to your own or other people's personal safety or if you are unable to look after yourself – you will normally be seen by a care manager or social worker within 24 hours.
- After meeting you and assessing your needs, the care manager or social worker will decide what services, if any, you are eligible for, and also what you will be charged, if anything.

## Services we do not provide, such as:

Gardening

General housework

If the officer thinks you are unlikely to qualify for our services they may suggest other organisations who may be able to help.

## Carers' Assessment

### A carer's assessment:

You have the right to an assessment to look at the support you may need to continue caring:

- Where caring has a major impact on your life
- When the person you care for may be eligible for support from Social and Community Services
- When you ask Social and Community Services for a 'Carers Assessment'
- To meet the specific needs of ethnic minorities and their carers

There are two useful booklets called **A Guide to Carers' Assessment**, and a **Guide to Carers' Organisations and Helpful Contacts**. To request a carer's assessment or a booklet, please contact the County Council Customer Services Unit on the number below:

Social and Community Services  
Customer Services  
Yarnton House, Rutten Lane  
Yarnton, OX5 1LP  
Tel: 01865 375515



# Charges for services

Charges vary depending on individual circumstances. In some cases services will be free, in others the person may have to pay the full cost. Charges for services are set by Oxfordshire County Council in accordance with the Government's Fairer Charging Policy.

If you would like to find out more about any of our services or whether you are eligible to receive them, please phone the Customer Services Unit on 01865 375515. You can do this yourself or ask someone to do it for you. Customer Services will also be able to put you in touch with the right person if you would rather write to them directly.

Other people, such as GPs or health visitors, can refer you to us, and normally we expect them to tell you if they are doing this. You can also tell us if you are worried about someone you know. If you wish, we will protect your identity.



## In an emergency

If you need emergency help outside normal working hours, telephone the Adult Social Care emergency duty team on 0800 833408.

## Comments, compliments and complaints

We aim to provide the best care we can at all times but there may be times when we will not get it right. If you are not completely satisfied, please let us know.

## Your personal records

We have a duty to look after the information we hold about individuals and ensure that it is kept safe at all times. In order to provide you with services we need to hold personal information about you and if necessary share this with other agencies. What sort of information this is and how confidential it is will vary according to the services you are receiving from us.

Under the Data Protection Act 1998 you are given certain rights in connection with any personal information held by the council. These rights can vary depending on the type of information and why it is being held, but as a general rule you have the following rights to ask:

- if we are holding personal information about you
- what the information is being used for
- where the information came from
- to see any information being held
- to ask for any inaccurate information to be corrected.



You also have the right to know whether we pass your personal information to other organisations outside the council, and if so, why. You will not be able to see personal information on anyone else unless you are either formally responsible for them in some way, for instance, you are a parent of a young child, or unless you have the person's written permission to do so.

An application form to request access to your personal information is available from the Customer Services Unit detailed overleaf.

Further information about your rights under the Data Protection Act can be obtained from:

### The Office of the Information Commissioner,

Wycliffe House, Water Lane,  
Wilmslow, Cheshire  
SK9 5AF  
01625 545745

## Contacting us

Please contact us if you have any questions or are unsure how to get help

### CUSTOMER SERVICES UNIT

**By phone: 01865 375515**

**By fax: 01865 841666**

(minicom & answer machine available)

By email: [scs@oxfordshire.gov.uk](mailto:scs@oxfordshire.gov.uk)

Opening hours:

Monday to Thursday 8.30am - 5pm and Friday 8.30am - 4pm

## Other useful contact numbers

There are also a number of other organisations that may be able to help you.

**Cherwell District Council**

01295 252535

**Oxford City Council** 01865 249811

**South Oxfordshire District Council**

01491 823000

**Vale of the White Horse District Council**

01235 520202

**West Oxfordshire District Council**

01993 861000

**Age Concern Oxfordshire**

01235 849400

**Help the Aged** 0808 800 6565

**Carers UK** 0207 4908818

**Local carers centres**

Oxford 01865 205192

South and Vale 01235 510212

North & West Oxon 01295 264545

**Alzheimer's Disease Society**

01865 556469

**Dialability** 01865 763600

**Direct Payment Information and Advice Service** 01865 728994

**Benefits Enquiry Line** 0845 604 2757

**Oxfordshire Community Care Rights**  
01235 550888

**Oxfordshire Chinese Community and advice centre** 01865 204188

**Frozen Meal Service – If you already have a freezer** Wiltshire Farm Foods can be approached direct to provide frozen meals 01993 868810

**Anchor – for help with repairs and adaptations to your house and applying for a grant** 020 86521900

Social & Community Services can also provide you with contact numbers of registered agencies who can provide personal and domestic help.

**Contact The Customer Services Unit on**  
01865 375515

**Alternative formats of this publication can be made available on request. These include other languages, large print, Braille, audio cassette, computer disk or e-mail. Please call: 01865 375515**

