

Better Care Higher Standards Charter
North Lincolnshire 5th Edition

We're working to your
standards

Updated June 2006

North Lincolnshire's
Better Care Higher Standards Charter
2006-2007

Contents

Introduction	page 3
Getting information	page 5
Understanding what you need	page 7
A suitable place to live	page 9
Staying independent	page 12
Getting the right health care	page 14
Helping carers to care	page 16
Benefits to help you stay independent	page 18
Your Part to Play	page 22
Commenting on services	page 23
Fair Access to Care	page 25
Guide to Services	page 27

To use this charter, look at the standards on pages 5 to 21 and then see page 23 to find out how to comment on whether we meet those standards.

Introduction

The Better Care Higher Standards charter is for anyone in North Lincolnshire, particularly anyone who is 18 or over and who has difficulties associated with long term illness or disability. This includes those people who experience such problems as part of getting older. It is also for carers who support people in these circumstances.

This charter tells you what to expect from your Social and Housing Services and NHS Trusts in North Lincolnshire. We are all committed to working to these standards. We expect anyone who provides services to you on our behalf to work to them too.

One important aspect of this charter is that it encourages local social, housing and health services to work closely together. This should make it easier for you to continue to live independently for as long as possible.

You will find a checklist at the end of each section inviting you to 'Ask yourself...' whether we are meeting the standards.

If you don't think we meet the standards we want to hear from you. See page 23 for details.

This charter contains general standards that apply to all our services. Most individual services will have their own specific standards and response time targets. Please ask them for details. Page 27 provides contact information for local Health, Housing and Social Care services.

Social and Health Care Services in North Lincolnshire have been working together to introduce the **Single Assessment Process** (SAP). It has been a common complaint that people have to give the same information over and over again to each organisation that is providing help and support to them. The Single Assessment Process uses the same initial information gathering and assessment process for all Adult social and community health care services. It enables this information to be shared as necessary between these organisations. This process has been rolled out within the General Hospital linked to the Intermediate Care Service and other community teams. We plan to widen its application across all Adult Services during 2006 – 2007.

We have introduced a new common Carers Needs Assessment form that will help carers get the support they need more effectively. We have also produced a North Lincolnshire Carers Guide which helps to signpost carers to relevant information and support.

Supporting this work we are developing Information Sharing Protocols that will make sure that information is shared when it needs to be without breaking our duty to protect confidentiality. Social and Health Care are governed by the Caldicott principles which say how we should manage personal information about the people who use our services. Each organisation has a Caldicott Guardian to make sure they keep to the rules. If you want to know more just ask.

There are now national frameworks which provide standards and guidelines about how most Social and Health Care services should be provided. Most of these frameworks have local groups, teams or boards which are applying these standards in North Lincolnshire and have to include service users and carers. If you would like to get involved and have your say please talk to the person providing your services or contact the Charter Champions (page 24).

1. Getting Information

Getting in touch with the right person is important and should be easy.

- 1.1 When you contact housing, health or social services, we will do our best to put you in touch with the person who can help you. You will be told about the choices you can make and the kind of help that may be available in your local area.
- 1.2 We will only ask for and record the personal details we need and seek your consent before information about you is shared, unless there is a legal obligation on us to pass on this information.
- 1.3 You are allowed to see information that we hold about you, unless there are legal reasons we cannot share it with you. You will be told if information is being withheld for any reason.
- 1.4 Any treatment or service will be clearly explained to you. This should include any risks involved and any alternative treatments that may be an option.
- 1.5 You will be given information about organisations that provide independent advice or advocacy services in your area.
- 1.6 Wherever possible, we will offer you information in the form of easy to read leaflets. If you need this information in another format or language, we will arrange for translation, interpretation or other help.
- 1.7 Local Authority main reception areas, Local Link offices and health service PALS (Patient Advice and Liaison Service) have up-to-date information and advice for you. You can also look on the web sites for the local authority or health services for information (see details at the end of this charter).
- 1.8 PALS is a service that all health trusts have to provide. PALS offer information, help and advice to users of health services. The Primary Care Trust provides their PALS through the local authority's Local Links. See page 27 for the PALS contact information.
- 1.9 People giving advice on benefits are encouraged to achieve a quality mark to make sure their advice is reliable.
- 1.10 Your communication needs should be catered for. Hearing loops and textphones should be available if you need them and interpreters or written translation of information made available within a few days on request.

Ask yourself...

- **Is it easy to find out about the services and help available in your local area?**
 - **Is it easy for you to find out about the choices you have?**
 - **Did you find the information you were given useful and easy to understand?**
 - **Were you asked for your consent for us to record and share information about you, if necessary?**
 - **Have you been given information about any advocacy groups or independent advice services in your area?**
-

2. Understanding what you need

Services are provided on the basis of what you need. It is vital that your needs are fully understood.

- 2.1 You can expect us to work together with you, whether you're a service user or a carer, to identify your needs and decide the best way to meet them. This is called an **assessment**.
- 2.2 You will be fully involved in your assessment. This can include someone else with your permission (such as a relative or regular carer).
- 2.3 Social Services uses Fair Access to Care to decide whether you are eligible for a service. See page 25 for details.
- 2.4 We will check that you understand any decisions that are made. Social Services confirm in writing through your care plan any agreement you have made with them.
- 2.5 We aim to complete our assessments within 28 days of getting a referral. More complex assessments can take a little longer as we have to get information from a variety of other professionals. We will tell you when your assessment will start and will keep you informed of its progress. We will let you know when services will be provided.
- 2.6 You should be told how to challenge your assessment if you are not satisfied.
- 2.7 Social Care and Health staff are working closely together, for example in the Accident and Emergency Department at the hospital, to make sure people get the help they need when and where they need it. The introduction of the Single Assessment Process will support this close co-operation.
- 2.8 If you are required to pay for any services you will be told how the charges are set and what you could be expected to pay, once your financial position is known. Social Services has a **Fairer Charging** policy to make sure this is fair and reasonable.
- 2.9 Carers can receive a needs assessment and services in their own right. See page 16 for more information.
- 2.10 If you are a carer you should be kept informed of anything that affects your caring role, for example changes to medication and possible side effects, provided the person you care for agrees.

Ask yourself...

- **Were you told that you were being assessed?**
 - **Were you told the maximum time you would have to wait for an assessment?**
 - **Was it easy for you to see the right people to help you?**
 - **Were you involved in your assessment and the decisions that affect you?**
 - **Were you told the result of your assessment and did you receive this in writing?**
 - **Were you told how any charges were set and what you would have to pay?**
 - **Were you told how you could challenge the assessment for charges?**
 - **Were you told the maximum time before services would be put in place?**
-

3. A suitable place to live

It is an important part of everyone's life that they find the right place to live, or have their home adapted to meet their needs.

- 3.1 Local Authority housing staff will advise you about getting a council house or other assisted housing. They will explain how decisions about allocations are made and:
 - will give you a summary copy of the allocations policy;
 - will explain how you can be nominated for a Housing Association home or apply for one direct; and
 - aim to acknowledge all applications for housing within 3 working days.
- 3.2 Housing staff will work with you to arrange a suitable place for you to live and help make the arrangements go smoothly.
- 3.3 They will tell you how long each stage of this process may take – this depends on the availability of suitable housing.
- 3.4 Housing staff will give you information about how to claim housing benefit, if you need it to help with your rent payments.
- 3.5 If you are homeless, housing staff will refer you to the council's Housing Advice Team who:
 - will make a formal decision about what sort of assistance you are entitled to within 10 working days (but normally a decision can be made more quickly than this);
 - may need to house you temporarily in bed and breakfast accommodation; and
 - will give you advice and assistance for you to find suitable accommodation if you do not qualify for council or housing association housing.
- 3.6 The Supporting People service provides the help that you may need to maintain your tenancy or your home. These are things like budgeting, managing rent arrears, practical support with managing your home but not personal care tasks. Ask for details or ring **01724 298143**.
- 3.7 You may be in hospital and ready for discharge and someone else needs your hospital bed. You may not be able to go home or to the new home of your choice. We will help you find a suitable place to live until you are able to go home, or the home of your choice is available for you.
- 3.8 You may need your home adapted to meet your needs. You can find out about equipment and adaptations through social services Disability Team **01724 298000** or through the Integrated Occupational Therapy Service: **01724 298206**. The Occupational Therapy Service at the hospital carries out home assessments where needed and organises equipment and adaptations to allow people to be discharged home quickly and safely.

- 3.9 In some cases grants may be available through either the Social Fund (Community Care Grants) or Disabled Facilities Grants (DFGs) to help you stay independent at home so please ask for details.
- 3.10 Any costs you have to pay will be carefully explained to you and an agreement made with you about how payment will be made.

Care Homes

- 3.11 Care homes work to standards from the Commission for Social Care Inspection. Copies of these standards are available from the local Commission for Social Care Inspection offices in Hessle **01482 350636**, from their national website www.csci.gov.uk, or from the care homes themselves.
- 3.12 If **social services** arranges for you to live in a care home you will be given a care plan that describes how the staff in the home will help you. If you arrange this yourself the home should provide you with a care plan themselves.
- 3.13 You can expect people who help you with your personal care needs to be trained in these tasks.
- 3.14 You, your family and carer if you wish will be consulted about how you prefer to be helped with personal care. Your views will be noted and respected.
- 3.15 Your care plan will be reviewed with you regularly, at least annually in most cases. You can call a review for yourself at any time.
- 3.16 Your contract and / or care plan should say what is covered in the basic price. You can decide if you want to pay for extra services or facilities. The care home should publish a list of additional services and charges.
- 3.17 All care homes are inspected twice a year and the inspection reports are available from the home, from the library, on North Lincolnshire Council's website: www.northlincs.gov.uk/socialservices or directly from the Commission for Social Care Inspection.

Ask yourself...

- **Have your housing needs and any options been fully discussed with you?**

- **Did you receive prompt advice about equipment to help you at home and were you asked what would work best for you in your own home?**
- **Did you get advice about housing benefit to help with your rent?**
- **Were you told how long you would have to wait?**

If you were looking for a care home...

- **Were you given clear and concise information about the homes in your area, so that you could make an informed choice?**
 - **Did you choose the home you wanted to go to?**
-

4. Staying independent

We work together to help you stay or become as independent as possible.

- 4.1 Wherever possible we will provide you with timely advice and help to maintain your independence. This may include a benefits check and financial assessment.
- 4.2 We will inform you about the range of services that are provided by social services, housing and health. These are intended to help you remain, or become, independent. See page 27 Guide to Services for more information.
- 4.3 We will help you to involve your family and friends in supporting you if you, and they, want us to.
- 4.4 If you have regular help in your home you will have a written plan that tells you who will help you, what they will do and how this will help you.
- 4.5 You will be involved in regular reviews of this plan for as long as you need this help. You can call a review for yourself at any time.
- 4.6 You can expect that all the agencies that work with you will keep each other informed about what is in your best interests. Usually we will need your permission to share this information.
- 4.7 You will be told who to contact in an emergency and how to do so, for example if your home care worker fails to arrive.
- 4.8 If you are provided with any equipment to help you stay independent you should be able to try it out and make sure that it meets your needs.
- 4.9 We will help you make an informed choice about **Direct Payments** if you want us to. (*This is a scheme that allows you to manage your own care services with money provided by the local authority*).
- 4.10 If you need an assessment of your home to help you stay as independent as possible this will usually be provided through the Integrated Occupational Therapy service: **01724 298206**. They can offer rehabilitation support and advice by appointment at home and at the Demonstration Centre, Brumby Resource Centre.
- 4.11 The hospital therapy services work with people to help them be as independent as possible. In particular the Stepping Stones Rehabilitation Unit provides a multi-disciplinary rehabilitation program to enable people to achieve this.

- 4.12 The Supporting People service may draw up a Housing Tasks Plan with you to help to maintain your tenancy or your home. Ask for details or ring **01724 298143**.
- 4.13 The **Expert Patient** program is being piloted in health services. This is a way of enabling people to build on their experience of managing their own long term (chronic) conditions and become *experts* in doing so. Ask for information or ring 01652 601241.

Ask yourself...

- **Were you asked about the best way to help you with your personal care?**
- **Did you get prompt advice about how to stay independent and the equipment to help you manage?**
- **Were you told who to contact in an emergency?**
- **Did you have a chance to try the equipment before you got it?**
- **Were you given a written care plan and is this reviewed regularly?**

See also section 7: Benefits to help you stay independent on page18

5. Getting the right health care

Good health is important to all of us. Your local health services and local council are working together to make sure you get the right health care.

- 5.1 You can expect local health, housing and social services to work together with you to meet your health care needs.
- 5.2 Health services are working through the Essence of Care standards which aim to improve health services in hospital settings. They have completed work on five key areas: nutrition, privacy & dignity, record-keeping, communication, and promoting self-care. The next one to be addressed will be tissue viability. (avoiding pressure sores etc) You should notice improvements in the information you receive about services in general and your care in particular.
- 5.3 If you have been in hospital, you may need time to recover and get your confidence back before you make any decisions about long-term care arrangements. We will work with you to make the necessary arrangements.
- 5.4 We will agree a care plan with you so that you will know what will happen when you leave hospital. If you agree this will be shared with others involved in your care.
- 5.5 The Intermediate Care Service is a joint service involving Health and Social Care staff. They help to prevent unnecessary hospital admissions and get you home more quickly by providing short term support in your own home or short stays in residential care for rehabilitation.
- 5.6 You can expect all health care professionals involved in your care to give you the information you need about your condition and medication in a way that you understand.
- 5.7 You have a right to have any proposed treatment and any alternatives clearly explained to you before you decide whether to agree to it. If you are not sure you understand you can ask for more information or to have it explained again.
- 5.8 You have a right to see your health records unless there is a good reason not to show them to you. There may be a small fee to pay. Everyone working for the NHS is under a legal duty to keep your records confidential.
- 5.9 If you need a home visit from a nurse, health visitor or midwife you can expect to be consulted about a convenient time.
- 5.10 If you have a mental health problem which means that you need help from the Community Mental Health Service you will have a care plan under the Care Programme Approach and a care co-ordinator. This means that there will be a written record of the services which you require and in particular how services should be provided for you if you have a crisis.

5.11 Information on how to complain is available from any local health service reception and Local Link office or through the PALS service (see useful addresses on page 27).

Ask yourself...

- **Were you given information about who to contact to provide the health services you need?**
 - **Were you given a clear explanation of your condition, treatment, and the likely outcome?**
 - **Were you given an assessment to help you get home as quickly as possible?**

 - **Were other agencies (such as social services) involved with you in making decisions about your long-term care arrangements and were you given the time you needed to make those decisions?**
-

6. Helping carers to care

Carers are people who provide regular help to someone else and, apart from their carers' allowance, are not paid for doing so. They are usually but not always family members

- 6.1 Social Services provides help to carers and can tell them who can get this help and what sort of help it is.
- 6.2 As a carer you have the right to an assessment of **your own needs**, independently of the person you care for. **This Carers Needs Assessment is a discussion about the your situation that can lead to a plan of support and help for you.**
- 6.3 You should be given information about how to get this assessment. This information is available from Social Services or through a local carers group such as the Carers Support Centre, Rethink or Kaleidoscope.
- 6.4 You will be **fully** involved in **your Carers Needs Assessment**. The result of the assessment will be discussed with you and written down. You will get a copy.
- 6.5 You will be offered information about, and support with, your caring responsibilities. This should include information about welfare benefits.
- 6.6 You should be kept informed of anything that affects your caring role, such as changes to medication or the care plan, provided the person you care for agrees.
- 6.7 You will be able to get independent advice and help with your own health needs, in confidence and separately from the needs of the person you care for.
- 6.8 Social Services will tell you about the options and choices available to give you a break from caring and to help you have a life of your own.
- 6.9 You will be given information about local carer support services and groups.
- 6.10 You can call a review at any time to discuss your care plan or the care plan of the person you care for.
- 6.11 If you are unhappy about anything that affects your care plan, or the care plan of the person you care for, you can approach social services or the relevant health agency for help or advice (see page 23)
- 6.12 You have a right to a Direct Payment in your own right as a Carer. **A Direct Payment is where you are given the money to buy the services you have been assessed as needing, instead of social services arranging them for you.**

6.13 You should also be offered the chance to draw up an emergency plan that agrees what support will be needed if you become ill or need a break at short notice. **This plan should be part of your Carers' Needs Assessment.**

6.14 Carers who have been looking after a family member in a council property but are not the named tenant can sometimes take over the tenancy. Your Housing Office will be able to advise you.

Ask yourself...

- **Were you told that you could have an assessment?**
 - **Were you told about the help and advice you can get, including welfare benefits?**
 - **Were you told about local carer support services?**
 - **Were you told about services that can give you a break and help you have a life of your own?**
 - **Were you involved in all discussions about the services provided to you and the person you care for?**
-

7 Benefits to help you stay independent

Jobcentre Plus

Jobcentre Plus is a business within the Department for Work and Pensions. In April 2002, we replaced the Employment Service, which ran Jobcentres, and those parts of the Benefits Agency which provided services to people of working age through social security offices. We have been set up to help

- More people into paid work
- Employers fill their vacancies, and
- Give people of working age the help and support which they are entitled to if they cannot work.

In North Lincolnshire in 2004 the Jobcentre and Social Security offices were changed into new style Jobcentre Plus offices, which offer help in finding work and claiming benefits all under one roof. Jobcentre Plus offices will provide

- Advice on work, training and benefits
- Help and support if you have barriers preventing you from working
- Help to claim benefits you are entitled to and give you information on any extra support you may be able to get
- Quick answers to your questions about paid work and benefits
- A service which treats you as an individual
- Respect for your privacy
- A friendly and efficient service in modern, pleasant offices
- Access to all our job vacancies through touch screen Job points, and
- Newspapers, job hunting advice and access to the internet where you can check for jobs and training,

If you want to claim benefit

All claims to benefit are now made by phone. From 13 March 2006 customers making New or Repeat claims in Barton on Humber or Scunthorpe can do so by using the following free phone number

Telephone 0800 0326268

Text Phone 0800 0326294

All phone lines are open from 8.00am to 6pm Monday to Friday. Call charges may differ if you call from a mobile phone.

Information about Jobcentre Plus is available on our website. The address is www.jobcentreplus.gov.uk

Your local offices are:

**Jobcentre Plus
Crown Buildings
Laneham Street
Scunthorpe
North Lincolnshire
DN15 6JT**

**Jobcentre Plus
King Street
Barton on Humber
North Lincolnshire
DN18 5ER**

Telephone :**01724 274444**
Text phone :**01724 274433**

Telephone: **01652 254500**

If you have a complaint:

If you think something has gone wrong, we want to know so that we can try to put it right. Our complaints procedure is easy to use and helps make sure we give an equal service everywhere. We want to talk to our customers and act on what you tell us.

North Lincolnshire Employment Support Services (NoLESS)

NoLESS sits within Adult Social Services Physical Disability Team and is a dedicated employment service for people with disabilities/long term health conditions. Supporting individuals to seek, secure and sustain employment by way of training and development, job coaching, mentoring, help with CVs, application forms, interview skills and work experience placements. This is carried out in partnership with Jobcentre Plus through a Workstep contract.

NoLESS provide support to individuals irrespective of whether they work for an external employer or the council. We support and encourage individuals to embark upon careers not just jobs.

B-Line Industries is North Lincolnshire Councils supported business where disabled and non-disabled people work manufacturing upvc windows and doors.

NoLESS is relocating July 2006 to the headquarters of the Physical Disability Team where access to more specialist teams will ensure a more comprehensive service can be offered.

For more information please contact NoLESS:

Brumby Resource Centre
Horkstow House
East Common Lane
Scunthorpe
DN16 1QQ

Telephone: 01724 298000

Or email noless@northlincs.gov.uk

THE PENSION SERVICE

The Pension Service is part of the Department for Work and Pensions, providing a service whether you are already a pensioner or planning for your retirement. The Pension Service has a network of modern pension centres backed up by a local service around the country. You can contact the Pension Service by telephoning 0845 60 60 265 (textphone users please call 0845 60 60 285) or by writing to:

The Pension Service
PO Box 355
Middlesbrough
TS2 1YE

If you live on the Isle of Axholme under postcodes DN8 or DN9 you should write to:

The Pension Service
PO Box 10141
Dundee
DD1 9ZP

The Pension Service publishes its own Customer Charter which tells you about the level of service you can expect. You can get a copy by telephoning 0845 60 65 065 (textphone users please call 0845 60 64 064) giving reference PSCUST1, or your local library or post office may have a copy.

A selection from the Charter is included below:

The Pension Service will:

- Pay you your entitlements on time and accurately. If you are not entitled, we will let you know why.
- Provide an accessible and convenient service to deal with applications and any changes of circumstances you tell us about.
- Give you accurate information about State Pension, Pension Credit and Winter Fuel Payments, and direct you to the right place for other related services.
- Issue automatic State Pension forecasts to those people of working age who have not received a forecast in the last 12 months. We will provide a forecast of your future entitlement to State Pension, if you ask for one, to help you plan for retirement.
- Provide you with information on other help you might be entitled to, for example Social Fund, Attendance Allowance, Carer's Allowance or Council Tax Benefit.

About Local Service

We offer face-to-face information and support on those customers who need it through our Local Service staff, who can visit you in your home or arrange to see you at a convenient place close to your home.

Local Service staff work closely with voluntary organisations, local authorities and other government departments to provide a complete service.

You can arrange an appointment with a member of the Local Service to see you at home or at a convenient place close to where you live. To book an appointment, phone 0845 60 60 265.

In North Lincolnshire

Local Service uses the Local LINK offices run by the local authority for appointments at convenient places mentioned above. Details of days and times can be obtained from the LINK offices or on The Pension Service website.

Information about the Pension Service is available on our website. The address is:

www.thepensionservice.gov.uk

Local Service has recently set up a joint working partnership with the Income, Advice and Collection Team within North Lincolnshire Council. Once staff are trained both sides agree to carry out visiting functions on behalf of each other, thus some customers may only need to give information once when applying for social security benefits or requiring support at home or in residential/nursing care.

8. Your Part to Play

You also have an important part to play in achieving a good outcome. Please:

- 8.1 Tell us when we provide a good service as well as when things go wrong. Let us know whether we meet our charter standards.
- 8.2 Tell us how you think the local charters and services could be improved.
- 8.3 Keep all the people who support you up-to-date when your circumstances change and let them know if you don't need a particular service any more.
- 8.4 Keep appointments and tell people if you cannot make them. *You can expect the same from the people who provide your services.*
- 8.5 Treat all staff with courtesy and respect, as you would want to be treated.

- 8.6 Please be patient if you do have to explain your situation more than once. Our systems for passing on information are not perfect and we work in a variety of departments and organisations with different paper, telephone and computer systems. We will do our best to minimise the inconvenience for you. The new Single Assessment Process should improve this situation further.
- 8.7 Do what you can to look after your own health, follow advice on a healthier lifestyle and advice about your treatment and medication.
- 8.8 Ask questions when you don't understand something, you should expect to get a helpful answer.
- 8.9 Make sure our staff are safe when they visit you at your home.
- 8.10 Look after equipment that is on loan or lease and return it when you don't need it any more.
- 8.11 Provide information about your personal and financial circumstances when this helps us to provide the right services for you.
- 8.12 Tell us if you have a disability that may affect our ability to help you.

In other words:

Work with us to meet your needs

Commenting on Services

This charter describes what you can expect from housing, health and social services in North Lincolnshire. If you have something to tell us, whether it is praise for help that more than meets your needs or criticism for something that's gone wrong, we want to hear from you.

All providers of services welcome feedback and will take careful notice of anything you have to say. Each organisation has ways for you to get in touch and should make sure you know how to do so. Your information will be treated confidentially and sympathetically.

What do you do if something goes wrong?

If you are not satisfied with the services you are getting, or if they fall below what this charter says you can expect, you have the right to complain. **First of all raise your concern with the person providing your service** or with your care management, housing team or GP practice, whichever arranged the service for you. They should do their best to sort out your problem if they can.

You can ask your carer, an advocate, or organisations like the Citizen's Advice Bureau, Patients' Advice & Liaison Service (PALS) and the Independent Complaints Advocacy Service (ICAS) to help or represent you if you are not satisfied with the service you are getting. If you are still not satisfied with the response then you or your representative can complain by doing the following:

For Complaints about services arranged by Social Services:

Contact our Complaints Manager on 01724 296426. She will work with you to get a prompt response to your concerns and support you through the process. You can get a leaflet that explains this in more detail from any Social and Housing Services office. **If you live in a care home** you can also complain to **The Commission for Social Care Inspection, Unit 3 Hesslewood Country Office Park, Ferriby Road, Hessle, HU13 0QF. Telephone: 01482 350636 or Fax: 01482 350629.**

For Complaints about Public Sector Housing Services

Contact our Liaison and Complaints Officer on 01724 296638. She will try to resolve your problem quickly or, if necessary, support you through the complaints process. You can also use the North Lincolnshire Council Complaints form available from any Housing Office or Local Link.

For Complaints about Health Care

You can contact the PALS service or Complaints Manager of the NHS organisations responsible for your services on the following telephone numbers:

North Lincolnshire Primary Care Trust: 01652 659659

Northern Lincolnshire & Goole Hospitals NHS Trust (Complaints): 01724 282282

Northern Lincolnshire & Goole Hospitals NHS Trust PALS: 01724-290132

Doncaster & South Humber Health Care NHS Trust: 01302 796201
in respect of Child & Adolescent Mental Health issues

Lincolnshire Ambulance and Health Transport Service NHS Trust: 01522 545171

They will tell you how long it should take to deal with your complaint and will keep you informed of progress. You can get a leaflet that explains this in more detail from any Health Care outlet or practice.

If you need help to make a complaint you can contact the **Independent Complaints Advocacy Service 0845 120 3734.**

For Social Security, Jobcentre or Pensions see page 23 for contact details.

Charter Champions

Health

Phil West, Assistant Director of Corporate Affairs, North Lincolnshire Primary Care Trust, Health Place, Wrawby Road, Brigg DN20 8GS
Tel: 01652 601241

Housing

Jan Clark, Strategic Co-ordinator & Advisor, The Angel, Market Place, Brigg DN20 8LD
Tel: 01724 296653

Social services

Alan New, Strategic Co-ordinator & Advisor, The Angel, Market Place, Brigg DN20 8LD
Tel: 01724 296489

The Charter Champion's job is to make sure that the charter is known about and promoted in their organisation and to be a contact person for any problems with the charter. Please use the information on page 23 or contact the Charter Champions if you have something to tell us.

Fair Access to Care

Social Services introduced the Fair Access to Care scheme in April 2003. This scheme outlines how we make decisions about whether you are eligible for a service.

Fair Access to Care sets a framework of four priority levels that replace the previous system of eligibility bands. These four priority levels have descriptions of the kind of problems and needs that adult social care services can help with. They make sure that people with the most serious and urgent needs get their needs met.

The government asked all local authorities to take a look at their policies for providing people with adult social services and introduce the new Fair Access to Care system. So this is something that has been introduced right across the country.

The four priorities are:

Critical, for people with the most severe or urgent needs;

Substantial, for people whose needs are serious but not critical;

Moderate, for people who have serious needs but can manage with less help than those who are critical or substantial; and

Low, for people whose needs can be met with a minimum of help and support.

Critical

- Life is, or will be, threatened; and/or
- Significant health problems have developed or will develop; and/or
- There is, or will be, little or no choice and control over the vital aspects of the immediate environment; and/or
- Serious abuse or neglect has occurred or will occur; and/or
- There is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- Vital involvement in work, education or learning cannot, or will not be sustained; and/or
- Vital social support systems and relationships cannot or will not be sustained; and/or
- Vital family and other social roles and responsibilities cannot or will not be undertaken.

Substantial

- There is, or will be, only partial choice and control over the immediate environment; and/or

- Abuse or neglect has occurred or will occur; and/or
- There is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- Involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- The majority of social support systems and relationships cannot or will not be sustained: and/or
- The majority of family and other social roles and responsibilities cannot or will not be undertaken.

Moderate

- There is, or will be, an inability to carry out several personal care or domestic routines; and/or
- Involvement in several aspects of work, education or learning cannot or will not be sustained; and/or
- Several social support systems and relationships cannot or will not be sustained; and/or
- Several family and other social roles and responsibilities cannot or will not be undertaken.

Threshold

Low

- There is, or will be, an inability to carry out one or two personal care or domestic routines; and/or
- Involvement in one or two aspects of work, education or learning cannot or will not be sustained; and/or
- One or two social support systems and relationships cannot or will not be sustained; and/or
- One or two family and other social roles and responsibilities cannot or will not be undertaken.

The government asked local authorities to decide whether they were able to provide services to meet the needs of all or just some of these priorities. To make this decision in North Lincolnshire we have tried to understand how the needs of our service users match against the priorities and the resources we need to meet those needs. After all, we can only provide those services we can afford to pay for and we have to prioritize those we have a legal obligation to provide.

In North Lincolnshire we provide services to people whose needs fall within the **Critical, Substantial** and **Moderate** levels. Those who have Low level needs are provided with advice and directed to local voluntary and community groups where possible.

Guide to Services

General information

- You can contact NHS Direct at any time, day or night, for information about your health needs: **08 45 46 47**.
- If you need independent advice you may wish to contact the Citizens Advice Bureau: **0870 126 4854**. They can also put you in touch with other local support groups.
- If English is not your first language or you are from a minority ethnic community and want help from someone who understands your particular needs, you can get support from the Crosby Local Link: **01724 296876** and Apna Sahara 230 Frodingham Road, Scunthorpe, DN15 6PB: **01724 330073**.
- At all our offices we can arrange for interpretation to be provided, over the telephone if needed, in any language, through an agency called EITI. Non English speakers can contact us direct by telephone through the TALKBACK service which is provided in the eleven languages that are the most common in the North Lincolnshire area.
- Information about work, training and benefits is available through Jobcentre Plus Crown Buildings, Laneham Street, Scunthorpe DN15 7nw **01724 274444**. www.jobcentreplus.gov.uk;
- Information about benefits for people age 60 and over is available through The Pension Service. Ring 0845 60 60 265 or 0845 60 60 285 if you have a textphone. You can also get general information on our website www.thepensionservice.gov.uk
- Social Services has an Out of Hours Service for out-of-hours emergencies on **01724 296555**. All health emergencies should be routed to **999**.

North Lincolnshire Council Local Link, including PALS for the Primary Care Trust:

Please contact one of these offices to find out about your Local Link service, or visit the council's website www.northlincs.gov.uk:

- Ashby & District, Multi-media Centre, Ashby Turn, Scunthorpe DN16 2RY **01724 296832**
- Barton & District, Old Magistrates Court, High Street, Barton upon Humber DN18 5PA **01652 632095**
- Brigg & District, Hewson House, Station Road, Brigg DN20 8XB **01724 296840**
- Crosby (including multi-racial advice service) 146 Frodingham Road, Scunthorpe DN15 7NJ **01724 296876**
- Crowle & District, Community Resource Centre 52-54 High Street, Crowle DN17 4DR **01724 296850**
- Epworth & District, Chapel Street, Epworth DN9 1HQ **01724 296870**
- Scunthorpe & District, Church Square House, 30-40 High Street, Scunthorpe DN15 6NL **01724 296820**

- Winterton & District, West Street, Winterton DN15 9QG **01724 296873**

Better Health

- **Primary Care:** A full range of primary care services, including GP and health centre services, are provided in North Lincolnshire. The Primary Care Trust publishes a leaflet outlining these services and how to access them. For more information contact the Patient Advice and Liaison Service (PALS) at your Local Link office or talk to your GP surgery or health centre. **North Lincolnshire Primary Care Trust**, Health Place, Wrawby Road, Brigg DN20 8GS **01652 659659** www.nlpct.nhs.uk
- **Hospital services** are provided through Scunthorpe General Hospital and information is available through the PALS service at the Hospital and through each hospital department or from your GP. **Northern Lincolnshire and Goole Hospitals NHS Trust**, Scunthorpe General Hospital, Cliff Gardens, Scunthorpe DN15 7BH **01724 282282** www.nlg.nhs.uk
- **Mental Health:**
 - Adult Community services**, mainly serving people between 16 and 65, are provided through an integrated service combining social and health care staff, can be contacted at; 344 Ashby Road, Ashby, Scunthorpe, DN16 2RS, **01724 275959**.
 - In- Patient services for Adults**, are provided from Great Oaks, Ashby High Street, Ashby, DN16 2JX, **01724 382000**
 - Community services for Older People**, mainly serving those over 65, are based at; Regent House, Queensway Industrial Estate, Scunthorpe, DN16 1AL. **01724 407320**.
 - In-Patient services for Older People** are provided from the CARER Unit, Scunthorpe General Hospital **01724 290403**.

The 24 hour Rethink **Linkslines** helpline is on **0808 8001010**

- **Ambulance Service**
Lincolnshire Ambulance and Health Transport Service NHS Trust,
Cross O'CliffCourt, Bracebridge Heath, Lincoln, LN4 2HL 01522 545171

For other health services and NHS hospitals see yellow pages or ring NHS Direct **08 45 46 47**

Better Homes

- A 24hour service is available to help you if you need emergency housing. Call the Housing Advice Team on **01724 747654** (during office hours) or **01724 279138** (out of hours).
- Housing repairs should be reported to the Repairs Call Centre **0800 032 6363** in office hours. Out of hours emergency repairs are reported to the same number.
- The Tenant Participation Section supports the setting up and running of Resident Groups and the Residents' Forum. This is to encourage tenants and local residents to get involved in their local communities, helping to set priorities for spending public money locally. They also set up structures for individual tenants to feed through their views, monitor service area's and influence improvements to the service. Contact them on **01724 297734**.
- If you have a disability you can find out about equipment and adaptations to help you manage at home through the Integrated Occupational Therapy Service: **01724 298206**.
- Supporting People is designed to provide the housing related support that some people need to live independently. Contact them on **01724 298146** for more information.
- Warden services are provided to those people living in local authority older persons' accommodation. A warden acts as a 'good neighbour'. Contact Warden Services on **01724 296635** to find out more.
- North Lincolnshire Council also provides a Community Alarm system that is available to people in Local Authority or Private Housing. A community alarm system allows a person to summon help in an emergency via a pull cord or pendant - with the service being available for 24 hours, 365 days a year: **01724 296287**
- If you own your own home or privately rent housing then local authority housing or disability team staff can advise you about renovation grants or home repair assistance grants. These include help insulating your home or providing central heating through the new Home Energy Efficiency Scheme (HEES). If you call on **01724 297642** you will be offered a visit to advise on energy efficiency and whether you may be eligible for a grant.

Housing Services

- **Ashby & Brumby Housing Office, 19-23 Broadway, Ashby, Scunthorpe DN16 2ST 01724 297666**
- **Barton & Brigg Housing Office, Willow Drive, Barton DN18 5HR 01724 296990**
- **Crosby & Town Housing Office, 53 Henderson Avenue, Scunthorpe DN15 7RW 01724 297698**
- **Riddings & Westcliff Housing Office, 65 Enderby Road, Scunthorpe DN17 2HE 01724 297673**

Better Lives

- A number of services are provided by social services, housing and health working together that can help you to remain, or become, independent. These include:
 - Home care services,
 - Meals services,
 - Intermediate Care Services,
 - Equipment and adaptations to your home,
 - Respite and short breaks,
 - Advice on welfare benefits to help you stay independent
- **Direct Payments** is a scheme that allows you to manage your own care services with money provided by the local authority. The payment is based on an assessment of your needs and an agreed cost for providing those services. Talk to Social Services or Penderels at Brumby Resource Centre, 01724 297979.
- The Joint Intermediate Care Team provides a short term service as an alternative to hospital care. They arrange appropriate care from nurses, occupational therapists, physiotherapist and social services staff working together in one team. As far as possible that care will be provided in your home, but if necessary a short admission to a residential home where the same team of staff will help you get back home as quickly as possible.

Social Services,

The Angel, Market Place, Brigg DN20 8LD **01724 296401** www.northlincs.gov.uk

Adult Social Care Services

- **Older People Services 01724 297979;**
- **Disability Services including Sensory Services 01724 298000**
- **Learning Disability Services, 01724 298222**
- **Supporting People, 01724 298146**

All based at Brumby Resource Centre, East Common Lane, Scunthorpe DN16 1QQ

- Community Mental Health Service, see under Mental Health above

Social care services for Children

- Children's Services, 01724 296500
1-3 Cliff Gardens, Scunthorpe DN15 7PH or call in at your Local Link

Better Lives for Carers

- As a carer you can get help, advice and support from the Carers Support Centre, 11 Redcombe Lane Brigg DN20 8AU **01652 650585** info@carerssupportcentre.com. They organise and support a number of local carers groups and champion carer's issues in North Lincolnshire. They also provide home care and other services for carers.
- North Lincolnshire has a Carer's Forum which helps to bring together the different carers groups and local public services to work to improve services to carers and develop a Carer's Strategy. Contact any of the local Carers' Groups for details.
- Carers of people with mental health problems are supported by Rethink Carer Services, 42 Frances Street, Scunthorpe DN15 6ER **01724 852707** barbara.wright@rethink.org
- Social care and health services provide a wide range of help and support to carers. Talk to them about what they can do for you and the person you care for.
- Parents of children with a disability can get advice information and support from Kaleidoscope 01724 277766 nek@mail.nch.org.uk

Voluntary Organisations

- Voluntary Action North Lincolnshire and FACT have a full and up-to-date list of local voluntary organisations. Contact them on **01724 845155** or fact@vanl.org

Getting Involved

You can get involved in commenting on, planning and evaluating local services in many different ways. Many of our local voluntary organisations are very active in planning and providing services. You can get details through Voluntary Action North Lincolnshire. In addition the groups listed below are very involved with both Social and Health Care in making services better for older people;

- Scunthorpe and District Seniors Forum
- North Links Seniors Forum (Ancholme Area Branch)
- Barton Seniors Alliance

These groups can be contacted through the Quality Development Manager on (01724 296424)

This Charter can be made available in other languages, in Braille, on audio tape and in large print, on request.

Please ask any of our staff to arrange this for you.

No English?

For information please call:

08000 193530 للحصول على المزيد من المعلومات اتصل بـ: (Arabic)

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的信息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆرانی تهلهفۆن بۆ ژماره 08000 193537 بکه.

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

For information in large print, audio, Braille or to request a signer to speak to us please contact 01724 296296

