



## Community Care Services

Wigan Council recognises that carers play a vital role in looking after vulnerable people and aims to help carers continue caring for as long as they feel able to do so.

Help and support is provided in a number of ways:

For the carer:

- Information and advice on carer related issues;
- Emotional support and counselling;
- Help to access leisure, education and training opportunities;
- Special schemes and grants designed to give you a break from caring;
- Complementary therapies, such as aromatherapy; and
- Getting short-term breaks (respite care).

For the cared for:

- Support at home, such as help with personal care;
- Providing small pieces of equipment to help with routine household tasks, or arranging adaptations to the home;
- Respite care in residential or nursing homes;
- Going to day centres; and
- Employment schemes.

If you think that you, or the person who you care for, would benefit from any of these services the first step is to contact Wigan Council's Central Duty Team. Members of the team can provide information and advice over the telephone and may, depending on what you think you need help with, arrange for a social worker to visit you at home to undertake an assessment of your needs.

**Central Duty Team** Hyndelle Lodge, King Street, Hindley, Wigan WN2 3AW 📞  
01942 828777 📧 [ssdc@wigan.gov.uk](mailto:ssdc@wigan.gov.uk) web link: [www.wigan.gov.uk](http://www.wigan.gov.uk)

## What is an assessment?

An assessment is based on individual needs. A social worker will visit to talk to you and the person you care for about the help you need. This is your opportunity to tell them about the things that could make caring easier for you.

The Council uses the Government's 'Fair Access to Care Services' guidelines to help them decide if you are entitled to care services. The guidelines distinguish four levels of need: low, moderate, substantial and critical. Unfortunately, if you are assessed as 'low' or 'moderate' need or risk, you will not qualify for services. However, you should be offered advice and support to access other organisations – such as **Starting Point** - that may be able to help.

Anyone thinking of arranging their own care can also use the website of the Care Quality Commission to search for details of registered domiciliary care services, nurses agencies and adult placement schemes.

**Care Quality Commission** National Correspondence, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4WH ☎ 03000 616161 📧 [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) web link: [www.cqc.org.uk](http://www.cqc.org.uk)

## What is a carer's assessment?

When the person you care for is having their assessment (or a review of their needs), you are entitled to an assessment of your own needs as well. The 'Carers' Recognition and Services Act 1995' and 'Carers and Disabled Children Act 2000' both say that this should be offered to you because you are a carer. Normally your carer's assessment will be carried out at the same time as that of the person you care for. But if you wish to discuss your needs more openly (or in private), a separate assessment can be arranged. **Remember - you are entitled to an assessment even if the person you are looking after doesn't want one.**

As part of the carers assessment you may be asked about the amount and type of help that you provide, the impact that this has upon your health and the feelings that you have towards your caring role. 'The Carers (Equal Opportunities) Act 2004' requires that work, study and leisure opportunities are also taken into account.

## How much do services cost?

As a carer, you would not normally be expected to pay for services which help to support you. However, there may be a charge for services provided for the person you care for. The amount that someone pays for care services depends

upon their financial circumstances. They may have to pay part of the cost, the full cost or, in some cases, nothing at all.

## **Direct Payments**

In the past local authorities were the main provider of community care services. More recently people have been given the option to receive cash payments instead of services and to make their own arrangements for care. This system of 'Direct Payments', as it is called, is designed to give people greater control over how, when and by whom services are provided.

For more information, see Wigan Council's leaflet: 'Direct Payments – Giving You Increased Choice and Flexibility'.

**Direct Payments Team** Department of Adult Services, Town Hall, Market Street, Leigh WN7 1DY ☎ 01942 404507 ✉ [directpayments@wigan.gov.uk](mailto:directpayments@wigan.gov.uk) web link: [www.wigan.gov.uk](http://www.wigan.gov.uk)

## **Personalisation and individual budgets**

By 2011, everyone in England who receives services will have to have a self-assessed, personalised care plan. Personalisation is based on a simple idea: that people should be able to decide for themselves what their needs are and how these can best be met. Under the new system the local authority will allocate an amount of money – called an 'individual' or 'personal' budget – to pay for a range of different services and it is up to the person needing care whether they receive this in the form of cash, services or a combination of both.

If you would like to know more about personalisation, the Social Care Institute for Excellence has published a report: 'Personalisation: a rough guide' which you can download from their website or request free of charge by calling 020 7089 6840.

**Social Care Institute for Excellence** Goldings House, 2 Hay's Lane, London SE1 2HB ☎ 020 7089 6840 ✉ [info@scie.org.uk](mailto:info@scie.org.uk) web link: [www.scie.org.uk](http://www.scie.org.uk)

## **Assistive technology**

Assistive technology is equipment that helps vulnerable people to live more safely and independently. It includes a range of non-intrusive 'telecare' devices that can be used to check if someone has:

- Fallen;
- Left the gas or water on;
- Got up in the morning;
- Taken their medication;
- Remained inactive for more than a certain period of time;
- And much else.

When the equipment is activated it sends an automatic alert, via the telephone network, to a control centre where staff are able to co-ordinate a response.

Assistive technology includes the community alarm service which allows an older or disabled person to connect remotely to the control centre using a small 'pendant' alarm worn around the neck or on the wrist. This is particularly good for people who have fluctuating health conditions, are at risk of falling or need to be supported in other ways.

If you are looking after someone who lives on their own, or spends long periods alone, the community alarm and telecare solutions described above can provide much needed reassurance and peace of mind. However there are other types of equipment which work over shorter distances and which are most effective when you and the person you care for are in close proximity to one another. Many of these take the form of audible alarms – for example, door contacts, that can detect when someone is 'wandering'.

### **The Assistive Technology Service**

There are a number of ways in which you can access Wigan Council's Assistive Technology Service:

- The person that you care for can be referred to the service by their social worker (if they have one).
- A health professional, such as a doctor, district nurse or physiotherapist can make a referral for you or the person you care for.
- If you live in sheltered housing, the scheme manager can make a referral for you.
- If none of these apply, you can contact Starting Point who will make a referral on your behalf.

Everyone referred to the ATS receives an individual assessment to decide the most suitable equipment for them.

**Assistive Technology** Wigan Council, Department of Adult Services, Heathside Day Centre, Plank Lane, Leigh WN7 4QE ☎ 01942 776715 📧  
[j.stevens@wigan.gov.uk](mailto:j.stevens@wigan.gov.uk) web link: [www.wigan.gov.uk](http://www.wigan.gov.uk)

### **How much does it cost?**

There is a weekly charge for the service. Everyone's circumstances are different and the cost will depend on the type of equipment you receive. In some circumstances people who receive the community alarm service may get help with the charges through a 'Supporting People Grant'. The assessor who visits you will discuss the costs in more detail and help you to make a decision.

### **Finding out more**

If you would like more information about the different types of assistive technology equipment available, or are thinking about buying your own, the **Disability Living Foundation's** fact sheet 'Choosing Equipment to Maintain Safety and Independence at Home (Introducing Telecare)' is a very good guide. The DLF also has an 'Equipment Helpline' which you can call for advice about products and suppliers.

## Equipment and adaptations

Occupational therapists (OTs) provide information and advice about managing a disability. They undertake assessments and, where necessary, can recommend equipment and adaptations to the home. Their aim is to enable people with disabilities to live as independently as possible within their own home.

If the person you care for needs specialist equipment or adaptations or advice on how to perform tasks more easily, they should contact the Occupational Therapy Service and request an assessment. Provided their needs are assessed as 'substantial' or 'critical' smaller adaptations and items of equipment will be provided free of charge.

Unfortunately, there is a great demand for the service, and you may be placed on a waiting list to be assessed.

**Occupational Therapy service** Wigan Council, Disability Resource Centre, Hamilton Square, Wigan WN5 9RX ☎ 01942 700889 ✉ [ssddrc@wigan.gov.uk](mailto:ssddrc@wigan.gov.uk)  
Web link: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Some people prefer to purchase disability equipment privately. For independent advice about the range of products available contact the Disabled Living Foundation's helpline or visit their website: [www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk).

Information can also be obtained from the Disabled Living Centre in Manchester. As well as providing telephone advice the DLC has an equipment centre where you can view and try out an extensive range of products.

**Disabled Living** Redbank House, 4 St Chad's Street, Cheetham, Manchester, M8 8QA ☎ 0161 2145959 ✉ [info@disabledliving.co.uk](mailto:info@disabledliving.co.uk) web link: [www.disabledliving.co.uk](http://www.disabledliving.co.uk)

## **Breaks from caring**

Some local authority services, such as respite and day care, provide carers with valuable 'time off' from their caring role:

### **Respite care**

If you care for an adult who is elderly, sick or who has a disability, you may be eligible to receive support in your caring role following a carer's assessment. This includes respite care (or 'short breaks') for the person you look after. Respite care provides a break from caring for you, and/or time away in a supportive environment for the person you care for.

If you are caring for someone who already receives community care services from Wigan Council, the social worker will also arrange for an assessment of your needs.

If the person you care for **isn't** known to the council and they **don't** currently receive services, contact the Central Duty Team to request an assessment of their needs and of your own needs as a carer.

### **Day care**

Wigan Council provides day services in the borough from purpose-built buildings, community bases, user led organisations and enterprise zones for:-

- Older people;
- People with physical, learning or sensory disabilities;
- People with an acquired brain injury;
- People with dementia;
- People with mental health problems.

Day care can benefit both carer and cared for. For the carer, it provides regular and substantial breaks from caring. For the cared for, there is the opportunity to learn new skills, take part in stimulating activities and access the wide range of support services that each centre has to offer.

To find out more see the leaflet 'Day Care Services' produced by Wigan Council.

## **Carers Emergency Card Scheme**

Many carers worry about how the person they look after would cope if something happened to them, perhaps because of an accident, illness or some other unforeseen event. Wigan Council has introduced an emergency 'back up' card scheme which ensures that replacement care is provided as soon as possible. It allows the cared for person to continue living in their own home as long as the emergency lasts or until other arrangements can be put in place.

### **How does it work?**

The Emergency Card Scheme can only be accessed through a carers assessment (see above). Information about the type of help and support which the person you care for would need in the event of an emergency is included in a special support plan. If an emergency does later arise the person providing the replacement care can refer to the plan for details of any special medical, or other, requirements.

Once the support plan is in place you will receive a 'Carers Emergency Card' which identifies you as a carer in the event of an accident or emergency. The card is designed to fit in a wallet purse or pocket, enabling it to be carried easily at all times.

### **What is an emergency?**

An emergency is any unplanned event that prevents you providing care. This could be a minor emergency – such as a car breakdown – or it might be more serious. For example:

- A sudden hospital admission;
- An accident;
- An emergency doctor, dentist or hospital appointment;
- A family emergency, such as a close relative being taken ill;
- A substantial risk to employment.

### **How much does it cost?**

It does not cost anything to register with the scheme and the first 48 hours of support is provided free of charge. After this, however, the person who you care for may be charged for the services they receive.

### **How do I register with the scheme?**

Your Social Worker or Care Co-ordinator should be able to register you on the scheme. If you don't have one, contact the Central Duty Team and request a carers assessment.

## **Finding out more**

Further information about the scheme is available from the Carers Support Team on 01942 705983.

## **Other services for carers**

If you are an adult carer looking after someone aged 18 or over, there are a number of alternative support services that you may be able to access and which do not depend upon your having received a community care assessment.

### **GP Registration Scheme**

Sometimes, people don't realise they are carers and think of themselves instead as partners, parents, children or friends of the person that they look after.

Since 2004, there has been a scheme in Wigan which allows you to register as a carer and get access to the range of support, including grants and special break activities that Wigan Council provides. To find out more, pick up a copy of the leaflet 'Looking After Someone.....then you are a carer!' from your doctor's surgery, download it from the council website or contact the Carers Support Team. By completing the form at the back of the leaflet, you can also choose to register as a carer with your GP. This has a number of practical benefits which are explained more fully in the section on 'Health and Well being'.

### **Hospital Discharge Scheme**

If you are a carer for someone who is in, or about to go into, hospital you may find that you need extra support – perhaps to get information about their condition, liaise with members of hospital staff or ensure that help is available when they leave.

- Have you been told what you need to know about their health problems and medication?
- Do you know how to care for them after they have been discharged from hospital?
- Do you know who to contact if you need more help?
- Have you been involved in any discussions about their care whilst they are in hospital and what will happen when they leave?
- Have you been given a choice in whether or not you are able to provide support and care?

Wigan Council, working in partnership with Wrightington, Wigan and Leigh NHS Foundation Trust, has a Carer Project Worker whose role is to support you through this worrying and stressful time and help you to access the information that you need.

Look for the leaflet 'Support for Family and Carers' on the ward, download a self-referral form from the Wigan Council website or contact the Carers Project Worker on 01942 705965.

## **Funding and special break schemes for carers**

The 'Carers Grant' is money that the Government has made available to local authorities in order to provide breaks and services for carers. There are different ways in which it can be accessed.

### **Groups**

If you are a member of a support group for carers of people aged 18 or over, you can apply to the Department of Adult Services for funding towards breaks and activities for carers. Groups who support people with disabilities or illnesses, as well as carers are also eligible. Contact the Grant Monitoring and Development Officer on 01942 705967 for further information and to obtain an application form.

### **Individuals**

If you are a carer aged 18 or over and looking after someone 18 or over, you may be able to get a one-off payment from the **Time for Carers Funding**, which can be used towards something that would help you to take a break from your caring role. For example:

- A short break (including day trips, holidays, weekends away, sports and other events);
- Driving lessons ;
- Training, college courses, study aids ;
- A mobile phone or answering machine ;
- Leisure activities or gym membership ;
- Holistic or stress relief treatments ;
- Equipment to help in your caring role.

There are two ways to access Time for Carers Funding:

- **Through a carer's assessment**

If you don't have a social worker or support worker but would like to know more about having an assessment of your needs as a carer, contact the council's **Central Duty Team**. If you are eligible for a carers assessment and your support worker or social worker finds that you would benefit from a 'one off' payment from the Carers Grant, they will make the application on your behalf.

- **Apply direct**

A panel of professionals and carers meets several times a year to consider applications for the grant. To find out the timetable for applications, or to obtain a copy of the application form, contact the Carers Support Team.

## **'Extra Time' scheme for carers**

Providing a break is also the theme of Wigan Council's 'Extra Time' for carers scheme. If you are a carer interested in sport, you can apply for free tickets to watch some Wigan Athletic and Leigh Centurions home games. Tickets are allocated on a 'rolling' basis and to participate you must be registered on the scheme.

Contact the Grant Monitoring and Development Officer for more information.

## **Black and minority ethnic carers**

People from ethnic minority backgrounds have many challenges and barriers to overcome.

For some, the problems are based mainly on language. The local availability of information translated into other languages is very limited and many services are simply not equipped to work with people who speak little or no English. Consequently, the processes that BME carers have to go through in order to find out about their entitlements and to obtain appropriate support can seem very daunting.

Other issues may be religious or cultural. For example, in some cultures it is customary for the first born son to look after his parents when they are old. This might well be seen as an honour for him, and a role in which he takes great pride. A person from this type of background is unlikely to seek, or accept, external support unless it is presented in a culturally sensitive way.

## **Help for BME carers**

Wigan Council has a dedicated **BME carer support** worker whose role is to work with carers from any ethnic minority background aged 50 or over, or BME people caring for someone who is over 50. As well as undertaking carers assessments the support worker can provide:

- Information about statutory and voluntary services;
- Links to support groups and carers forums;
- Help with accessing 'Time for Carers' funding;
- Advocacy over issues affecting a person's caring role.

There is also a community development worker who supports older BME people (including carers) by providing information, signposting them to suitable social networks, and advocating for the interests of the local BME communities.

### **Carers Loss and Bereavement Counselling Service**

The Carers Loss and Bereavement Counselling Service can help you come to terms, not only with the death of someone close, but also the feelings of loss (emotional, financial and social) that caring for someone often evokes.

The type of counselling offered is called 'Person Centred'. This means that the counsellor will listen to you, try to help you understand your feelings, make sense of what is happening and try to find ways of making changes. They will not normally give you advice or tell you what to do. The aim is to help you sort things out for yourself, because you are the person who knows the most about yourself and your own needs, and so what will and will not work.

The counselling service is free and confidential. You can refer yourself or you can ask your Social Worker, GP or the Carers Support Team to do this for you.

**Carers Loss and Bereavement Counselling Service** Wigan Council, Hyndelle Lodge Bungalows, King Street, Hindley, Wigan WN2 3AW ☎01942 828771 Mob: 07786 275 364 / 07786 312 338 ✉ [ssdfst@wigan.gov.uk](mailto:ssdfst@wigan.gov.uk)

## BME Carer Support

**Wigan Council Department of Adult Services  
Leigh Town Hall  
Market Street  
Leigh  
WN7 1DY**

Wheelchair access  Disabled toilets  Parking  Public transport

Telephone: **01942 404487** (09:00 to 17:00 Mon – Fri)

Email: [s.holdsworth@wigan.gov.uk](mailto:s.holdsworth@wigan.gov.uk)

Web: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Who is the service for: **Older people from ethnic minority communities and those caring for them.**

**Service details: Offers support and encouragement to unpaid carers from all ethnic minority backgrounds; to help overcome barriers which can make it difficult for them to access both statutory and voluntary services.**

**Charges / membership: Free service provided by the council for older BME residents of Wigan Borough.**

Referral method: **Any.**

Home visiting service

Outreach facilities

BME Carer Support is a borough wide service although based at Leigh Town Hall.

## Disabled Living Foundation

**380 – 384 Harrow Road  
London  
W9 2HU**

Telephone: 020 7289 6111 (switchboard); 0845 130 9177 (helpline)

Textphone: 020 7432 8009

Email: [advice@dlf.org.uk](mailto:advice@dlf.org.uk)

Web: [www.dlf.org.uk](http://www.dlf.org.uk)

Who is the service for: **The Disabled Living Foundation is a national charity that provides free, impartial advice about all types of disability aids for adults with disabilities and disabled children, older people, their carers and families.**

**Service details: The Disabled Living Foundation publishes over 40 factsheets and has a dedicated website: [www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk) where you can find information about a wide range of suppliers and products. If you do not have access to the internet or would prefer to speak to an advisor directly, you can also ring the DLF's Helpline on 0845 130 9177 (Textphone: 020 7432 8009)'.**

## Starting Point at Age Concern Wigan Borough

**Pennyhurst Mill  
Haig Street  
Wigan  
WN3 4AZ**

Telephone: **01942 826079** (09:00 to 16:00 Mon – Fri)

Email: [enquiries@acwiganborough.org.uk](mailto:enquiries@acwiganborough.org.uk)

Web: [www.ageconcernwiganborough.org.uk](http://www.ageconcernwiganborough.org.uk)

Who is the service for: **People aged 50 and over.**

**Service details: Funded through Wigan Council, Starting Point is a prevention service accessible via a telephone help line (or fax) to anyone aged 50 and over. The service has been established since April 2005. Starting Point provides a service to people with low to moderate needs. Many services are accessible via Starting Point - this can be anything from help with benefits to having free home fire safety risk assessments provided in your home, if required free smoke detectors are installed, extension leads provided etc. A request for reputable qualified tradesperson may be needed or perhaps a reputable Handyperson to complete any jobs required in your home. (All tradespersons / Handypersons will issue a free quote on request).**

**Starting Point deals with various requests, whatever your need or requirement (which may not be included above). Please don't hesitate to call as we have access to many other services within Age Concern Wigan Borough and work in close partnership with many other organisations to help meet your needs / requirements.**

**Starting Point also offers a liaison service that was put into place in February 2006. This offers service users the option of a home visit to discuss any care needs / requirements they may have on a one to one basis. The other benefits of this service are the opportunity it gives for any other unmet needs to be identified and addressed with the service user's consent.**

**For further information contact Starting Point on – 01942 826079.**

Charges / membership: **Some services are charged.**

Referral method: **Any.**

Home visiting service  (Some services)