

Adult Social Care

A simple guide to getting advice and support with Adult Social Care and Housing



This leaflet describes six stages for adult social care and housing in Derby. You may not need to go through all of the stages - just those that fit your needs.

Although Council staff can help to guide you through these stages, it's really important that you work out where you can get help from others – this could be through your family, friends, neighbours or community groups and organisations.

■ Stage 1 - Find out about available support

There are lots of places you can find information and advice to meet your adult social care and housing needs. A good place to start is the Council's website - www.derby.gov.uk – you can get help to access the website from libraries and Derby Advice as well as other organisations.

■ Stage 2 - Speak to us

If you haven't been able to find the right information and advice to meet your care or housing needs, contact the Council on

- **01332 640777** for adult social care needs
- **01332 293111** for housing needs

We may be able to give you information on what support is available to you without the need for you to have a full assessment of your support and care needs.

We can do a quick assessment if you want to know if you qualify for support from the Council. If you don't qualify, we'll advise you to contact other organisations that may provide services to meet your care or housing needs, such as:

- welfare advice organisations, like Derby Advice or Community Legal Advice Centre
- housing associations
- community groups or voluntary organisations.

You may have to pay for some of the services provided by these organisations.

■ **Stage 3 - Agree your needs**

If you qualify for support from the Council, we'll do a full assessment of your needs and explain what support is available from us. We may offer you some emergency help to start with, if you need it.

■ **Stage 4 - Get help with managing on your own**

We may offer you some short-term support to help you to be more independent. This would be if you've just had a stay in hospital or if you're moving into your own home for the first time.

■ **Stage 5 - Organise your long-term support**

If you qualify for long-term support, we'll tell you how much your support should cost and how much the Council may contribute towards this. We'll ask you to direct and control the support you need and decide how it's provided.

■ **Stage 6 - Check your plan is working**

We will check with you, normally after 12 months, that you are happy with your support and that your life is improving. You can talk to us at any time about your support or if you think your care or housing needs have changed.

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 640777
Minicom: 01332 640666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 640777 Tel. tekstowy: 01332 640666

Punjabi

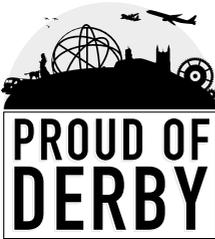
ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 640777 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 01332 640777 Minicom 01332 640666.

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرا: 01332 640777 پر ہم سے رابطہ کریں۔ منی کام 01332 640666



Derby City Council