

SWP ORGANISATIONAL INFORMATION

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The Social Work Practice will be made up of the following areas:-

- Complex Case Management Teams provide complex case management to older people (including those with a mental health issue) and all adults with physical, sensory or learning disabilities.
- A3 is the service that provides the gateway to Adult Social Care
- Adult Safeguarding Team
- All Business Support Functions including Community Care Finance

COMPLEX CASE MANAGEMENT TEAMS

The Complex Case Management Teams focus on the most vulnerable individuals with highly complex, multiple conditions and needs, aiming to maintain independence within the individual's own home. Emphasis is placed on personalised support enabling people to have more choice and greater control over their lives whilst working to avoid unnecessary admission to hospital or a care home. The Complex Case Managers work closely with GP's, district nurses and other professionals, but most importantly with the individual and their family / carer to develop support plans to deliver the best possible outcomes.

A3

One telephone call to 01472 256256 or e-mail to A3TeamPublic@nhs.net is the main route for the general public to access information, advice and guidance for adult social care and urgent and non-urgent community health and social care services.

This includes:-

- Adult Social Care
- Intermediate Tier
- Occupational Therapy
- Physical Disability Services
- Learning Disability Services
- Sensory Impairment
- Maintenance and review of current social care packages
- Safeguarding Adults Information and Advice
- Community Care Finance Information and Advice

A person can also contact the Single Point of Access on behalf of someone they care for or are concerned about. This does not include access to GP's or District Nursing teams.

All calls are received by an Officer who will carry out a first level of screening and assessment. Individuals who require further assessment are diverted to the multi-disciplinary duty triage team where their needs are responded to appropriate.

The Single Point of Access is a 24/7 365 days a year service.

SAFEGUARDING

If someone believes that a vulnerable person is being abused or if they feel that they are a vulnerable person and are being abused, they can contact the Safeguarding Adults Team.

When contact is made, the caller will be asked for some basic information about the person they are concerned about, what they have been told, heard, seen or suspect. It is best if the abused person has agreed to the person calling but even if they haven't we still may be able to help. This is especially important if the other person could be at risk from the alleged abuser.

The Safeguarding Adults team can be contacted during office hours on 01472 2322444 or e-mail NEL-CT.SafeguardingAdultsReferrals@nhs.net

Suspect it? Prevent It. Report It.

ADULT SOCIAL CARE FINANCE

When a person has been assessed as requiring a non-residential service and if they are aged 18 or over, they will be offered a financial assessment to ascertain their means to pay towards their care.

A Visiting Officer from the Community Care Finance function will contact them to explain what information will be required to complete the assessment and to advise that a family member or friend can be present when the visit takes place in their home.

In order to calculate the charge, the Visiting Officer will need to see any benefit award letters, bank statements, utility bills, pension statements and any other relevant financial information that they hold. The assessment will be completed taking into account the government's guidance 'Fairer Contributions Guidance' and the local charging policy. Unfortunately, there is not a set of standard circumstances that would mean a service user would contribute towards the care so it is recommended that an assessment take place in order for us to calculate the lowest charge possible. As part of the financial assessment, we will also carry out a benefits check to make sure that the full entitlement is being received.

If the service user does not want to declare their financial information to us, they will be charged the full cost of their care. Once the financial assessment has been completed, most service users only pay a contribution towards their care and not the full cost so it is recommended that they undertake the assessment process.

BUSINESS SERVICES

Business Services Teams provide a comprehensive administrative support service to the organisation across all service areas and locations. In addition, the Central Business Unit provide expertise in communications, media, performance management, workforce and leadership support.

SERVICES4ME

The Services4Me website has been designed and developed to offer all residents of North East Lincolnshire a FREE one-stop directory of all Adult Social Care, Health Care, Wellbeing, Voluntary and Community Services and related events and activities available in North East Lincolnshire.

www.services4.me.uk