



What is adult social care?







Contents

| | |
|--|----|
| Who is this booklet for | 4 |
| Support to live at home | 7 |
| Support with money | 12 |
| Support with transport..... | 15 |
| Support for hobbies, interests and a social life | 18 |
| Support to improve your health | 22 |
| Support with shopping | 27 |
| If you need more support..... | 30 |
| Useful organisations | 32 |





Who is this booklet for?

If you are finding it difficult to manage everyday tasks, this guide is for you. It is about all the support and services already in your community.

The first place to look for support is family, friends and neighbours. If you are worried about asking them for help, is there something you can offer them in return? Perhaps keeping an eye on their house if they are at work or looking after pets if they go away for the weekend.

Could you share a taxi with a neighbour or friend to do your weekly shopping or to go to a social event?
Could you shop online?

Did you know that there is free internet access at all Salford's libraries and free training too? Using the internet can open up a whole new world of options.



You need to keep safe, but asking the people who live near you is a great starting point to finding support.



Who to contact



The best place for local information is the city council website – **www.salford.gov.uk**.

www.salford.gov.uk/serviceinfo, lists hundreds of services and activities across the city.

www.nhs.uk for health issues and long-term conditions such as heart problems, diabetes and dementia. It also has advice about being well.

www.gov.uk is the new place to find government services and information.

We have listed some of our favourite websites at the end of this booklet.

If you do not use the internet, then visit your local Gateway or library. You can also call the Citizens Advice Bureau health and wellbeing information service.



Some other organisations
that you could ask for
information are:



Age UK Salford

 0161 788 7300

Carers Centre

 0161 833 0217

CAB health and wellbeing information and advice

 0161 206 0274

Independent Age

 0845 262 1863

Salford Disability Forum

 0161 737 1092

Salford Being Heard

 016 789 7878

Mind in Salford www.mindinsalford.org.uk

 0161 839 3030

There are more telephone numbers at the end of
this booklet.



Support to live at home

You can make your home safer with some basic steps, such as putting in banister rails on both sides of the stairs, removing any loose rugs and having good lighting.

There are more suggestions at www.salford.gov.uk/everydaytasks. If you do not know anyone who can do this for you and you are an owner-occupier or rent your home from a private landlord, **Helping Hands Salford** can usually help. If you rent your home from **City West Housing Trust**, **Salix Homes** or a housing association, ask them how they can help.

You can buy equipment at specialist mobility shops, in supermarkets or on the internet.

If you want to try before you buy, or want advice, contact **Disabled Living** and make an appointment to visit. This is a charity based in Salford. It has a showroom where you can try out different pieces of equipment to see what works for you. Disabled Living occupational therapists can advise you, or can do more in-depth assessments to find out what would help you most.

Equipment:

Products like walking frames and sticks, anti-flood bath plugs, commodes, shower seats, kettle tippers, beakers, bed grab handles and even stair lifts, to help you with everyday tasks such as bathing, dressing, cooking and cleaning.



If you are worried about falling or other accidents at home, Care on Call might be the answer. You have a special alarm unit that works with your own telephone and a pendant that you can wear around your neck or on your wrist. If you have an accident, you simply press the button on the pendant, which puts you in touch with Care on Call. Staff will come to help you or alert emergency services, your doctor or family.

You and your family could use **telecare** equipment. It works well with other support (such as Care on Call) and can help give you and your family peace of mind.



Telecare:

Electronic sensors that know when there is a problem and automatically alert either Care on Call mobile warden service or someone who looks after you.

Telecare can really help if:

- ♥ You are unsteady on your feet
- ♥ You are still active but may get confused and lost outdoors
- ♥ You are still keen to do things around the house, but sometimes forget to turn off taps, heaters, cookers and the like.

Helping Hands staff can advise you about keeping your home warm and your energy bills down and can do some of the work too. They will fit smoke alarms and carbon monoxide alarms, grab rails and more – jobs that can keep you living safely in your own home.



Who to contact



Disabled Living 📞 0161 607 8200
www.disabledliving.co.uk

Care on Call 📞 0161 607 7133
www.salford.gov.uk/care-on-call

City West 📞 0161 605 7813
www.citywesthousingtrust.org.uk/equipment-adaptations

Helping Hands 📞 0161 793 9419
www.helpinghandssalford.co.uk

Salix Homes 📞 0800 218 2000 (local rate for mobiles 0161 909 6559)
enquiries@salixhomes.org

Housing services for older and vulnerable people
www.salford.gov.uk/olderpeople-housing



Support with money

If you are worried about money, ask for advice before you get into difficulty.

Contact the **Welfare rights advice line** or, if you are in debt, you can contact the **Debt advice line**. You can also visit the **Money advice service** or the **Citizens Advice Bureau**. All these services are free and trustworthy.

Turn2us is a charity that helps people claim all the money available to them, through benefits and grants.

MoneySavingExpert is full of advice for saving money, calculators, guides and price comparison tables. There are also many discussion forums including 'disability and dosh' and 'over 50s money saving'.



If you need to borrow money, or save ...

If you need to borrow money, or you want to save some, then either **Salford Credit Union** or **Moneyline** offer affordable credit. Both organisations run on a not-for-profit basis.

If you are thinking about the cost of care, get independent financial advice or speak to a solicitor. You can try **www.unbiased.co.uk** to find an independent financial adviser. You can also visit **www.salford.gov.uk/residential-charges** for unbiased information about paying for long term care.



Who to contact



CAB 📞 0844 826 9695 (if you are calling from a landline)
or 📞 0300 456 2554 (if you are calling from a mobile
phone) www.salfordcab.org.uk

Debt advice 📞 0800 345 7323
(Mondays, Wednesdays, Fridays 1.00pm to 4.00pm)
www.salford.gov.uk/debt

Money advice service 📞 0300 500 5000
www.moneyadvice.service.org.uk

Moneyline 📞 0161 736 6500
www.elmline.co.uk

Money Saving Expert
www.moneysavingexpert.co.uk

Salford Credit Union 📞 0161 832 1998
www.salfordcreditunion.com

Turn2us.org.uk

Welfare rights advice 📞 0800 345 7375
(Mondays to Fridays 10.00am to 12.00 noon)
www.salford.gov.uk/welfareadvice



Public transport

Disabled people (including people with mental health problems) and older people may be entitled to reduced fare or free public transport. You may also be able to use door-to-door transport, such as **Ring and Ride** or **Local Link**.

Planning some of your journeys (such as for weekly shopping) so that you can share a taxi with friends or neighbours makes journeys more affordable.

If you cannot use any public transport, **Transport for Greater Manchester** provides a travel voucher scheme, which can pay for taxis and door-to-door services.

Private transport

Passengers, as well as car drivers, can have a blue badge, depending on their disability. The badge allows the car you are in to park closer to where you need. You may also be able to pay for a dropped kerb outside your home and a disabled parking bay on the road outside your home.

Motability scheme

If you are on certain disability benefits, you may be able to lease a new car, scooter or powered wheelchair. The car may be adapted for your use. Other people can drive the car, as long as it is mainly for your benefit.

Mobility scooters

Think carefully before buying a mobility scooter. Where you will charge it, where you will store it (will it fit through your front door?) and how stable is it? Seek advice from **Disabled Living**.



Who to contact



Blue Badges 📞 0161 793 2259 or 📞 0161 909 6508
www.salford.gov.uk/bluebadges

Disabled Living 📞 0161 607 8200
www.disabledliving.com

Disabled Parking Bays 📞 0161 909 6505
www.salford.gov.uk/disabled-parking-bays

Local Link
www.tfgm.com/accessible_transport

Motability 📞 0845 456 4566
www.motability.co.uk

Ring and Ride
www.tfgm.com/accessible_transport

Transport for Greater Manchester
📞 0161 244 1050
www.tfgm.com

Support for hobbies, interests and a social life



Many people have told us that joining a group 'has been a lifeline for them'. You can watch some of them on the city council's YouTube site - www.youtube.com/user/salfordcitycouncil.

Search **www.salford.gov.uk/serviceinfo** for hundreds of services and activities across the city. If you do not use the internet, then visit your local Gateway or library. You can also call the **Citizens Advice Bureau** health and wellbeing information service.

If you do not feel confident about going to a group by yourself, ask a friend to come with you. Our **health improvement service** may also be able to help you.

Unlimited Potential's health trainers and **Social Adventures'** courses can help you build your confidence, get healthier and get happier.

Community centres, Fit City centres, many churches, and other religious centres have busy programmes of events that you could join.

Why we like the internet

The internet can open up a new world to you. It is not difficult or expensive to use and it is great for finding out information and getting in contact with old friends and new.

Every library in Salford has internet computers you can use.

Books@Home mobile library service can bring books to your door (including talking books and videos) and **Salford Talking News** can provide audio news if you have a visual impairment.

What groups are there?

You might be surprised at the range of groups in Salford – as well as social clubs, sports clubs and support groups, you could become a community reporter, join a reading group or armchair exercise or learn Italian. You could volunteer in a garden centre, become a role model for children, go fishing at an accessible lake or join one of the 40 dance classes and groups in the city.



Who to contact



Books@Home 📞 0161 609 5150
www.salford.gov.uk/serviceinfo

www.salfordcommunityleisure.co.uk/libraries

Health improvement service 📞 0800 952 1000
www.salford.gov.uk/health-improvement-service

Salford CVS 📞 0161 787 7795
www.salfordcvs.co.uk

Social Adventures 📞 0161 833 0495
www.socialadventures.org.uk

Salford Talking News 📞 0161 736 8670
www.salford-talking-news.org.uk

www.bbc.co.uk/webwise

Unlimited Potential 📞 0161 743 0088
www.unlimitedpotential.org.uk



Support to improve your health



By improving your physical and mental health, you will be more independent and less likely to need support.

You are never too old (nor too young) to get a bit healthier. It is not just about stopping smoking, reducing alcohol, exercise and healthy eating. It is also about feeling valued, feeling safe, not worrying, having friends and coping with daily life.

Being well, or wellbeing, is one of the most important things you can do to reduce your risk of needing health and social care services.

How can you improve your wellbeing?

Salford Community Leisure runs the city's Fit City centres.

Exercise classes and groups for all ages and abilities take place across the city. Volunteers lead group health walks throughout the year, or you could follow one of the self-guided routes. You can also use Salford's open spaces to make up your own walk.

Our health improvement service, **Unlimited Potential, Social Adventures** and **Big Life Centres** can help you get healthier. This might include healthy eating, cookery or gardening.



If you need help with getting started ...

Whatever group you join, it is likely to improve your mental wellbeing too. But if you are worried about your mental health there are also specialist groups and activities - speak to your GP.

If you have a long term condition

Support and social groups for people with different conditions (such as heart care, stroke, dementia, visual or hearing impairment) help you manage your condition and get on with your life. There are also self-care programmes to help you take control.

Knowing where to turn

Right treatment, right place is about knowing what to do if you are ill. Often self-care is the best option. You can look after yourself by keeping a range of over-the-counter medicine such as painkillers, cough mixture and antiseptic in your medicine cabinet.

Visiting your pharmacist can be a fast way to get minor ailments treated. As well as dispensing prescriptions, they provide a wide range of services and 'on-the-spot' help and advice on minor ailments such as coughs, stomach aches and headaches.



Did you know that pharmacists can offer 'on-the-spot' help and advice on minor ailments such as coughs, stomach aches and headaches?

Pharmacists are trained health professionals and offer a convenient local service opening on evenings and weekends.

Accident and Emergency is open 24 hours a day, 7 days a week for immediate hospital attention for serious illness or injury.

Accident and Emergency treats patients who have experienced a medical or surgical emergency or accident which results in serious injury.

Thousands of people attend the department unnecessarily and would have benefited by accessing other NHS services such as: Pharmacy, Dentist, GP or NHS's online or telephone services.

If you are looking for advice or for local health services, you can try the NHS website. When you need medical help fast but it's not a 999 emergency, NHS 111 is a fast and easy way to get the right help, whatever the time.





Who to contact



Salford Community Leisure

www.salfordcommunityleisure.co.uk

Big Life Centres 📞 0161 212 5831

www.beingwellsalford.com

Health Improvement Service 📞 0800 952 1000

www.salford.gov.uk/health-improvement-service

Social Adventures 📞 0161 833 0495

www.socialadventures.org.uk

Unlimited Potential 📞 0161 743 0088

www.unlimitedpotential.org.uk

NHS website and NHS 111 📞 111

www.nhs.uk



Most supermarkets offer online shopping and can deliver to your door. If you do not have the internet, is there a friend or family member you trust who could help you with this?

More and more shops sell goods and services over the internet: comfortable, stylish and easy to dress clothing; equipment to help you around the home; even personal assistants.

AgeUK Salford has a cleaning and shopping service you can buy. Other organisations also offer these services. We have a list of some organisations (these are not recommendations) on the internet at www.salford.gov.uk/housework. A friend, family member, local Gateway may print the information off for you.

There are companies that can deliver tasty, nutritious meals to your door, such as Oakhouse and Wiltshire Farm Foods.

Using a trolley instead of a basket and shopping more often but buying less each time, can make shopping easier.



Who to contact



AgeUK Salford shopping and cleaning

☎ 0161 788 7300

www.ageuk.org.uk/salford

Oakhouse Foods ☎ 0845 643 2009

www.oakhousefoods.co.uk

Shopping and cleaning organisations

www.salford.gov.uk/shopping

Wiltshire Farm Foods ☎ 0800 773 773

www.wiltshirefarmfoods.co.uk



If you need more support

Sometimes you may need more support than you can arrange for yourself or that your friends, family or community can give you. This could be for a short time, perhaps during a period of illness or after a stay in hospital, or it might be more long-term if your situation gets worse.

This is when Salford City Council's adult social care services (social services) may be able to help.

Because we have a limited amount of money to spend each year, we only support the people who are at most risk of becoming unwell, unsafe or losing their independence. We use a set of national eligibility criteria to decide how much support we can provide you.

Eligibility criteria: How we decide who is entitled to publicly funded social care, based on their level of need for support.





How can we help?

The greater the risk to your health, safety and independence, the more we can support you.

We can assess your situation to find out if you are entitled to social care support from us. If you are not entitled to support, we will give you information and advice and suggest other groups and services, which can help.

Assess: This is where we talk with you, and anyone who helps you, about what you can do for yourself, what you need support with and the sort of support you might need.



We can also work out if you are entitled to help with the cost of any support that you need.

Adult social care contact team 📞 0161 909 6517
www.salford.gov.uk/contact-socialservices



Useful organisations

Age UK Salford ☎ 0161 788 7300

www.ageuk.org.uk/salford

We have a wide range of services and products for older people in Salford, including shopping and cleaning, dementia support and day care.

Care on Call ☎ 0161 607 7133

www.salford.gov.uk/care-on-call

We are a mobile warden service, offering a range of support to help you stay living, safely at home.

Carers Centre ☎ 0161 833 0217

www.salfordcarerscentre.co.uk

If you provide unpaid support to family or friends who could not manage without this help, you are a carer and we can help you.

Disabled Living ☎ 0161 607 8200

We provide independent information about equipment. You can try items out in our showroom.

Health and wellbeing information and advice

 0161 206 0274 www.salfordcab.org.uk

Whether you are funding care yourself or are thinking of a social work assessment, this Citizens Advice Bureau service can give you information and advice.

Independent Age  0845 262 1863

www.independentage.org

Speak to an adviser for free and impartial advice on home care, care homes, NHS services, housing and other issues.

Salford Disability Forum  0161 737 1092

www.salforddisabilityforum.co.uk

Offers support and advice for people who have a disability and live in Salford.

Salford Being Heard  0161 789 7878

www.actionforadvocacy.org.uk

Self-advocacy organisation run by and for adults with learning difficulties.

Salford Credit Union 📞 0161 832 1998

www.salfordcreditunion.com

We are a not-for-profit co-operative offering an easy way to save and an affordable way to borrow.

Mind in Salford 📞 0161 839 3030

www.mindinsalford.org.uk

This website is a mental health resource for the residents of Salford.

Moneyline 📞 0161 736 6500

www.elmline.co.uk

We offer small, unsecured loans, usually for periods of less than one year. We lend to people who struggle to borrow from banks, or who pay too much for their money with higher cost lenders.

Welfare Rights and Debt Advice Service

📞 0800 345 7375 for benefits advice

📞 0800 345 7323 for debt advice

www.salford.gov.uk/welfarerights

We can check that you are getting all your benefits and help you if you are in serious debt.

This document can be provided in large print, audio, electronic and Braille formats. Please telephone 0161 793 2862.

If you need this document translated, please contact us on the number below.

Czech

Pokud potřebujete přeložit tenhle dokument do vašeho jazyka, kontaktujte nás na uvedeném čísle.

French

Si vous avez besoin d'une traduction de ce document, veuillez nous contacter sur le numéro mentionné ci-dessous.

Polish

Jeśli potrzebują Państwo kopię tego dokumentu przetłumaczoną na Państwa język, prosimy o kontakt na numer podany poniżej.

Somali

Haddii aad u baahan tahay dukumiintigan oo luuqaddaada ku turjuman, fadlan naga la soo xiriir nambarka hoos ku qoran.

Russian

Если Вам нужен перевод данного документа на русский язык, пожалуйста, свяжитесь с нами по ниже указанному номеру.

Chinese

如果您需要此文件翻譯成中文，請用以下電話號碼與我們聯絡。

如果您需要此文件翻譯成中文，請用以下電話號碼與我們聯絡。

Hindi

यदि आपको इस दस्तावेज का अनुवाद आपकी भाषा में चाहिये, तो कृपया नीचे दिये नंबर पर हम से संपर्क करें।

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਹੇਠ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Tigrinya

ከዚህ ሰነድ ላይ ያለውን ሰነድ ለሌላ ቋንቋ ለማጥናት ወይም ለማስተርጓሚ ለማድረግ ለሌላ ቋንቋ ለማጥናት ወይም ለማስተርጓሚ ይጠይቁ።

Arabic

إذا احتجت لان تترجم هذه الوثيقة الى لغتك، فالرجاء الاتصال بنا على الرقم المبين اسفله.

Farsi

اگر شما ترجمه این مطلب را به زبان خود نیاز دارید، لطفاً از طریق شماره تلفن زیر با ما تماس بگیرید.

Kurdish Sorani

ئەگەر دەخوازیت ئەم دۆکیۆمێنتە (بەلگە نامەیه) وەر بگێڕدریت بۆ زمانی خۆت، ئەوا تکایە پەییوەندیمان پێوە بکە لە ڕینگەی ئەم ژمارەیهی خوار موه.

Pashto

کچیری ددی سند ترجمه پخپله ژبه غواری، لطفاً په لاندی شمیره مونږ سره اړیکه ونیسی.

Urdu

اگر آپ اس دستاویز کا اپنی زبان میں ترجمہ چاہتے ہیں، تو برائے مہربانی نیچے دئیے گئے نمبر پر رابطہ کیجئے۔

0161 793 2862

Salford City Council

Community, Health and Social Care

Salford Civic Centre

Chorley Road

Swinton

Salford

M27 5BY

 **Telephone 0161 793 2862**



Web www.salford.gov.uk/health