

Adult social care service standards

What we do

11/01/2024



Table of Contents

What we do	Error! Bookmark not defined.
General service standards	4
When you first contact us	5
Short term support.....	7
Long term care and support	9
Keeping people safe.....	10
Paying for services	11
How to contact us.....	12

What we do

Tower Hamlets Adult Social Care provides advice and support for adults from the age of 18 who may have a physical or sensory impairment, learning disabilities, mental illness and adults whose independence is at risk due to age or frailty. We also provide support to people who may be at risk of abuse or neglect. It is very important to us that anyone who comes into contact with Tower Hamlets Adult Social Care receives a high quality service.

Our main focus is to help people identify ways in which they can continue to live their lives in the way they wish and to maintain their independence where possible. We will also help you to find support within the community.

The type of advice and support which adult social care might help you with, could include things like getting help from professional carers in your home, getting equipment, or short term support to get you back on your feet. Social care can help with everyday tasks such as:

- getting out of bed
- getting dressed
- personal hygiene tasks (eg going to the toilet and showering)
- cooking and eating
- seeing friends and family
- using public transport or community leisure facilities
- keeping fit and active



Details of how to contact us are on the last page.

General service standards

We provide:

- Good information and advice
- Support and advice to prevent your needs getting worse wherever possible
- Support for carers and community support networks
- Support that promote good health and wellbeing
- Support that helps you to live your life in the way you want, where possible
- You will be supported to maintain control of your own care and told what's happening at every stage
- You will be supported to be safe – free from abuse and neglect
- If you are at risk of emergency hospital admission, we will ensure that you receive the right care to help you manage your condition and keep out of hospital
- Your personal information will be handled in line with data protection legislation

Our work reflects the council's vision and TOWER Values



We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets



We are OPEN and transparent



We are WILLING to challenge, innovate and be accountable



We empower each other to be EXCELLENT and go the extra mile



We RESPECT all communities, they are the heart of everything we do

When you first contact us

Our Local Link services and Initial Assessment Team are the first point of contact for any member of the community who requires advice or support from Adults Social Care.

You can contact us in a number of ways (see final page). We will talk to you about the help and advice you need and arrange a more detailed conversation if we think that it is necessary. This conversation is called an assessment.

Everyone has different needs, so each assessment should be different. Your assessment should be led by you, at your own pace, and the process must be flexible and adapted to meet your needs. We can arrange independent support (advocacy) if you need help with this.

Sometimes we may not be able to visit you straight away, but if your situation is urgent we will arrange short-term support in the meantime.

If a family member or friend cares for you regularly, it may be helpful for them to be there for your assessment. They can also have a carer's assessment separately.

The person assessing you will visit you at home or in hospital and ask you and your carer about:

- your health and any difficulties this causes
- your current living and care arrangements and what you are able to do for yourself
- any concerns about your safety and wellbeing
- what is important to you in your life
- any specific care requirements you may have.

What you can expect from us:

- We will aim to respond to you within five days of being contacted by you or someone on your behalf. If your query is urgent we will aim to contact you the same day.
- You will be provided with information and advice and we will help you to find information about support within the community as appropriate.
- If you need a home visit for an initial assessment we will make an appointment to visit you within 10 working days.
- We will always tell you what course of action we propose and which team we will refer you to if you need council support.
- If we pass your enquiry on to another department, we will give them your details so you don't have to repeat it
- If you require a full assessment, we will give you an indication of how long it is likely to take before it happens, taking into account the urgency of your situation.
- Our aim is that you will wait no longer than 28 working days for an assessment to commence.
- We will keep you informed at all stages of your assessment.

Short term support

We offer a short-term service to eligible Tower Hamlet residents. This service (reablement) provides you with intensive support if you need help after leaving hospital or suffer a sudden health setback. This support is for a short period and is designed to help you to regain your independence.

- We will provide you with reablement support which is free of charge for up to 6 weeks.
- If you are referred for reablement services, we aim to start the service within 4 working days of your initial contact or on the day arranged for your hospital discharge.
- When you are referred for reablement we will agree on aims with you within 2 working days
- Together we will set targets that help you to regain as much of your independence as possible.
- If you need longer-term support, we will work with you to agree on your support needs.

Being in hospital

- If you are in hospital and appear to have care and support needs the hospital will let us know. We will make sure a social worker comes to see you in hospital.
- With your permission, we will talk to your family and carers when we arrange for you to come home
- We will work with the hospital to arrange for you to leave hospital as soon as possible.
- We realise that it is difficult to make decisions about your ongoing care and support needs when you are in hospital. We will work with the hospital for you to go home with the support you need. We will then help you to make decisions about your ongoing support in a place that is familiar to you.
- When your needs cannot be safely met at home, we will help you to understand the options and you will be offered choice over your discharge destination.
- We will not leave you in hospital when you do not need to be there. You will be offered enough choice to help you leave hospital, even if this is an interim arrangement.

Longer term care and support

We provide long term care and support to eligible Tower Hamlet residents via social care teams.

Our teams will:

- Aim to complete all assessments within 28 working days of us visiting you.
- It may take a little longer if we need to contact health teams on your behalf or if you are having an
- initial assessment with our Learning Disability service.
- Talk to you about what is important to you.
- Promote independence and aim to support you in your own home for as long as possible.
- Keep you informed as to what is happening at all stages of your assessment.
- Offer you a personal budget to allow you to make your own care arrangements where suitable.
- Offer any carer who supports you their own assessment.
- If you need a care and support plan it will be completed within 28 working days of your assessment unless your personal circumstances prevent us from doing so.
- Review your care and support at least once per year.

Keeping people safe

Tower Hamlets is a place where adults who may be at risk of harm will be supported to live an independent life free from harm where:

- abuse will not be tolerated, and everyone works together to prevent abuse
- services respond effectively when abuse is suspected or happens.

Abuse is any action which intentionally harms or injures another person. Adults can experience a number of types of abuse, including:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Neglect or acts of omission
- Self-neglect

If you contact us for help or we are informed that you may be at risk. Our teams will:

- Listen to what is important to you and support you to be as safe as possible
- Arrange support for you to help you understand the process and express your views. This is called advocacy support.
- Help you to manage the risks in your life and to focus on what you wish to achieve, helping you to understand actions taken
- Work in partnership with other organisations if necessary
- Sometimes if we think that there is an imminent danger, we may breach confidentiality to protect you or others.

Paying for services

You may be asked to pay towards the cost of all social care support and services we provide, depending on your situation. To assess how much you may be asked to pay, we will complete a financial assessment once your social care assessment has been completed.

The Financial Assessment Team will:

- Provide help if you require support to complete the financial assessment form
- Help you to get advice around your benefits if this might help
- Tell you how much you will pay for services within 18 working days, providing we have all of the information needed to calculate how much you need to pay
- Let you know each year about any changes to the amount you have to pay
- If you are admitted to hospital, you will not be expected to pay any charges whilst you are in hospital.

How to contact us:

Tower Hamlets Connect

For general and urgent questions relating to adult social care:

Tel: 0300 303 6070

Email: enquiry@towerhamletsconnect.org

Carers Centre

For carers who need support:

Tel: 020 7790 1765

Web: www.ccth.org.uk

Tower Hamlets Council

If you have a complaint about a social care council service

Tel: 020 7364 4161

Web: www.towerhamlets.gov.uk

To learn more about activities are in your local area visit:

- www.towerhamlets.gov.uk/communitycatalogue
- www.ideastoreonlinedirectory.org.uk