



Adult Social Care

What do we do?

Easy-Read



Helpful words

For support staff - please use these two pages to explain the words listed below which will appear in the leaflet, using the pictures and/or signs as needed to reinforce the explanation.

Social Care - This is help that you can get that lets you live your life safely and happily



Social Worker - This is someone who works for the government in your town to give you the help that you need



Assessment - This is a talk with a social worker who will find out what sort of help you need, and how much money it will cost



Personal Budget - This is the money that you use to pay for your help and care



Advice - This is helpful information that is given to you by the Social Care team



What is Social Care?

We offer help to adults in the Richmond area, such as:



Help for you to live safely in your home



Help to change parts of your home so you can carry on living there safely



Help if you need to move into a care home or another home which has extra help



Help for people who care for you who don't get paid

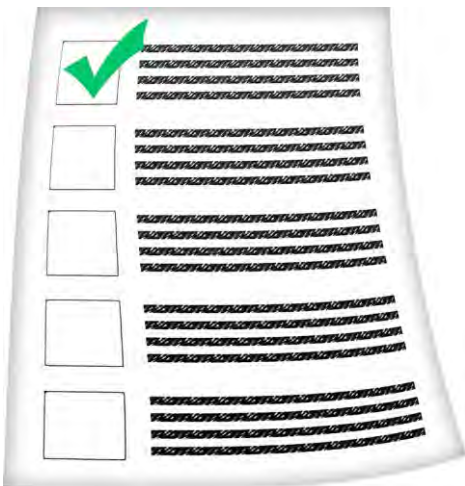
Who do we help?



We help people over the age of 18 who live in the Richmond area



We help people who have the most serious problems first



We use rules to decide who needs our help the most

This means that sometimes we might not be able to help some people



We will still give you free information and advice

How do I get this help?



If you feel like you need some help, then a **Social Worker** will come and talk to you

We call this an **assessment**



If we are able to help you, we will tell you how much money this help will cost

This is called your **Personal Budget**, and you use this money to get the help that you need



Someone can help you to spend this money



We will check that everything is ok and that you are getting the right help that you need

Do I have to pay money for this help?



You might have to pay some money for the help that you receive



The amount you pay depends on what help you need, and how much money you already have



We will talk to you and tell you how much money you will have to pay



Our information is always free



What if I am unhappy?

If you are not happy about something, then please tell us



- You might be unhappy about the help you are getting
- You might be unhappy about a carer or someone who helps you

We won't tell anyone about your problem unless you want us to



Please ring **0208 891 7971**

Our contact details

Monday to Friday 9am to 5pm.

Telephone: 020 8891 7971

SMS Phone: 07903 738043

Email: adultsocialservices@richmond.gov.uk

Website: www.richmondcareandsupport.org.uk

Write to us at:

London Borough of Richmond Upon Thames Council

Adult Social Care

Civic Centre

44 York Street

Twickenham TW1 3BZ

For information on local services

please visit CarePlace

www.careplace.org.uk



CarePlace



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020 8891 7971.

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