Bexley’s services for people with physical or sensory impairments and their carers

Bexley Social Services work closely with other organisations, such as Bexley Care Trust, Care Partners Trust and Inspire Community Trust, to provide a range of services to people with physical or sensory impairments and their carers. Here are some of the services available:

- Visual Impairment Service and Patient Support Service
- Deaf and Hard of Hearing Service
- Transport
- Support for Carers - help to have a break
- Day activities and employment/training opportunities
- Rehabilitation and occupational therapy services for more complex cases
- Social Work advice and support
- HIV co-ordinator
- Help with moving to a nursing home or residential home
- Rehabilitation and occupational therapy services for less complex cases
- Meals on wheels
- Home help and personal care

We offer a range of services to people in need, including advice and information, and services to help you continue to live in your home. We provide services for people who need full-time care and we can arrange day care placements or training opportunities for disabled people under 65 years of age.

Who can get help?

If you have a physical or sensory impairment, we can provide services to help you. You may require day care, respite care or services to help you at home. You may need equipment to help with everyday tasks, or adaptations to your home to help you get about more easily.

We can also provide help for carers of people with a physical or sensory impairment. Some services are provided for disabled people who need full-time care or partial support in new living arrangements, and other services are designed for carers, to help them continue to care for a disabled relative or friend in their home.
What do I do if I feel I need a service?
You can visit, telephone or write to the Social Care Locality Office for the area where you live - addresses and telephone numbers are at the back of this leaflet. If you prefer, you can ask someone else to contact us on your behalf.

When you contact us, we will ask you questions about the concerns that you have and the help that you need. It is important that you tell us as much as possible about your difficulties.

If you are a regular and substantial carer of a disabled person, you can also have a separate assessment of your needs if you wish.

What is an assessment?
The aim of the assessment is to find out what your needs are. The assessment will include questions like:
- What can you do for yourself?
- What do you need help with?
- What do you need to have done?
- Who helps and cares for you at the moment?
- What income and savings do you have?

You can invite anyone you wish to the assessment, such as a relative or friend.

How much will services cost?
You may be required to pay for some of the services you receive. How much you pay will depend on your income and the amount of help you need. You may be entitled to benefits, and if so we will help you claim them. We will give you advice about this.
Putting service-users and carers first.

In all our dealings with you, we promise that:

◆ You will be treated with courtesy and respect
◆ You will have a full say in the provision of services
◆ You will be given full information about services
◆ Your privacy, dignity and individuality will be respected
◆ Your individual cultural and religious needs will be respected; please tell us about these
◆ Your personal information will be treated confidentially and only shared with those professionals that need to know in order to provide good quality care

More information on how we look after your personal information is contained in the Bexley Social Services leaflet on Data Protection

Visual Impairment Service

The Visual Impairment Team work to support people with sight difficulties. The team can help by offering advice and training on:

◆ Coping with sight loss
◆ Rehabilitation needs
◆ Adapting the home environment
◆ Health & safety in the home
◆ Low vision aids & lighting
◆ Daily living needs
◆ Benefit entitlement
◆ Supporting relatives
◆ Mobility—getting out and about
◆ Continuing interests and hobbies/clubs
◆ Liaison with other services
◆ Information regarding eye conditions

A patient support service is available to blind and partially sighted people attending hospital for registration and support with sight loss.

If appropriate, a home visit may be arranged with a Rehabilitation Officer to assess your eligibility for registration as Blind or Partially Sighted.
Deaf and Hard of Hearing Service

The Deaf and Hard of Hearing Team work to enable clients to live independently by providing a number of flexible and sensitive services.

These include:

- Assessment and registration that you are deaf or hard of hearing (optional)
- Support with your communication needs. This may involve providing you with a piece of equipment such as an amplified telephone adaptor or minicom/textphone
- Access to a sign language interpreter, or a lipspeaker
- Advice and information about equipment such as vibrating alarm clocks, smoke alarms, door warning systems etc, and provision of these on loan if required
- Support in organising day-to-day life at home, including managing daily tasks safely

Advice and support is also given to carers and family and friends of those who are deaf or hard of hearing.

Rehabilitation and Occupational Therapy Services

The Rehabilitation and Occupational Therapy Teams provide special aids and equipment for people who are disabled. These help with everyday tasks and will enable you to live safely and independently in your own home.

There is a short waiting list for some types of equipment, due to the great demand for this service. However, if your situation is urgent, you will receive help as a priority.

Not all equipment is arranged by Social Services; health services and voluntary organisations can provide some medical equipment. You will be advised of the aids available, and where you can obtain them.

If you need adaptations to your home, we can arrange these. Adaptations could be minor, such as widening doors and installing stair rails, or major, for example the installation of home-lifts or wheelchair accessible showers.
There is a Disabled Facilities Grant available to pay for some adaptations. We will advise you if you are eligible for this at the time of your assessment.

**Day Activities and Employment Opportunities**

A variety of education, training and leisure opportunities are available through day resource centres, which are open to anyone with a physical and/or sensory impairment who needs help or advice. Social activities are also provided at these centres.

The activities are based on the individual interests of people with disabilities and may lead to work experience, sheltered employment or open employment.

A Welfare to Work Co-ordinator, based at the Whitehall Centre, provides support and advice to individuals who wish to look for further training and employment. A range of training courses and supported employment opportunities are available in partnership with other organisations.

**Bexley Deaf Centre**

The centre provides demonstrations of equipment such as television, listening aids and loud doorbells. Various groups, including a job-club and Tinnitus group meet at the centre, and sign language courses and deaf awareness courses are also available.

**Dengate Resource Centre**

The centre provides courses to develop practical skills and independence, including typing and computer skills, cooking, gardening, reading and writing. Support is also given to people who are Deaf blind.

**Inspire Community Trust**

The Whitehall Resource Centre provides day activities and services to adults under 65 who have a physical or sensory impairment. The centre provides access to a wide range of rehabilitation, education, employment, training and leisure opportunities, as well as disability information, advice & support and access to community based activities and resources.
The Whitehall Resource Centre is a fully accessible building and is used by a number of disability groups and organisations and is the base for Bexley Association of Disabled People.

Social work advice and support

Social workers work closely with other staff to provide the most suitable services and support to people with a physical or sensory impairment and their carers. They offer advice, information, support and assistance and aim to help to improve the quality of life for the individual and their carers.

They can give help and advice on making plans (perhaps for day or residential care) and can also assist at times of crisis, such as a serious illness, a death in the family, or when relationships in the family become strained.

Social workers will help you to continue to live in your own home for as long as you can. When this is no longer possible, they will help you to find and move to the best possible alternative accommodation and care.

Home Care Service

This service provides practical help and personal care to help you look after yourself, and assist you to remain in your own home. If you are disabled and have difficulty managing at home, we may be able to help you. This service can give you help and assistance with:

Personal care
◆ Getting up and going to bed
◆ Dressing and undressing
◆ Washing, bathing, grooming, shaving, hair washing, teeth and denture care and general personal hygiene
◆ Eating and drinking
◆ Using the toilet or commode

Help in the home
◆ House cleaning
◆ Laundry and ironing
◆ Other domestic duties

General help
◆ Shopping
◆ Collecting pensions and benefits, paying bills into the post office, opening giro accounts etc
Meals on wheels & freezer meals service

If you have a physical or sensory impairment that makes it difficult for you to prepare food or cook a meal, we can deliver hot meals to your home.

If you find it difficult to go shopping, but can cook your own meals, we can deliver freezer meals to your home every four weeks. If you do not have a freezer, and you can’t afford to buy one, we can loan you a small freezer.

Support for carers - help to have a break

Disabled people and their carers may sometimes welcome the opportunity to spend some time apart. This may be a break for just a few hours, or for a longer period of time. There are a variety of services available, which include care in your own home, or in a residential home.

Moving to a nursing home or residential home

Most people would like to continue to live in their own home for as long as possible. Sometimes people need a level of care that can only be provided in a nursing home or a residential care home. If you think you need residential or nursing care, we will visit you and assess your needs, and those of your relatives and carers. If you do need this type of care we will help you choose a suitable place and help you apply.

HIV Co-ordinator

The HIV Co-ordinator offers help and advice on services that are available to people with HIV and AIDS and their families and carers. Information on local resources and voluntary sector services is also available.

Transport

If you are a disabled person, you may be entitled to a blue disabled parking permit or bus pass. We can give you advice about this.
How To Contact The Teams:

If you are interested in receiving any of the services in this leaflet, or if you wish to register as a disabled person, please contact:

01322 356363

Or visit the office nearest to you:

North Bexley Locality Office
Howbury Centre
Slade Green Road
Erith
Kent
DA8 2HX

Clocktower Locality Office
8 Brampton Road
Bexleyheath
Kent
DA7 4EY

Frognal Locality Office
Marlow House
1st Floor, 109 Station Road
Sidcup
Kent
DA15 7EU

If you need Emergency Help after 5pm or at the weekend telephone Bexley Social Services: 020 8303 7777
Useful organisations:

Services for disabled people are also provided by the health service, voluntary organisations and private care agencies.

Local voluntary organisations can give advice, support and practical help to people with physical or sensory impairments and their carers.

To find out more about voluntary services, contact:

Bexley Voluntary Service Council
8 Brampton Road
Bexleyheath
Kent
DA7 4EY

020 8304 0911

Bexley Deaf Centre
20 Whitehall Lane

Slade Green
Kent
DA8 2DH

01322 351122

01322 339428 (Minicom)
Bexley Association of Disabled People
Voluntary organisation for people with disabilities:
01322 350988

Carers’ Support Bexley
Respite, information and support for all carers:
020 8302 8011

Parents Power
Voluntary organisation for disabled parents and their children:
01322 351555

Bexley Crossroads Care Ltd
Support for carers of adults and children with physical disabilities:
01322 336086

Thamesmead Law Centre
Legal and Benefits advice:
020 8311 0555

Citizen’s Advice Bureau (Bexleyheath)
020 8303 5100

(Erith)
01322 340481

NHS Direct
0845 464748

Social Services:
Here are some examples of main leaflets from Social Services; other leaflets on specific services are also available.

- Bexley Social Services: Here to Help
- Help from Social Services for Older People and their Carers
- Help from Social Services for people with Learning Disabilities and their Carers
- Bexley Social Services: Community Mental Health Teams
- Help from Social Services for Carers
- Help from Social Services for Children and Families
- Bexley Social Services: The Drug and Alcohol Care Management Team
- Help from Social Services for people with HIV and AIDS and their Carers
- Better Care Higher Standards Charter
- Data Protection: How we look after your personal information and how to access it
- Comments, Complaints & Suggestions
- Fair Access to Care Services
- Direct Payments for Social Care

Other leaflets from Social Services:
Here are some examples of main leaflets from Social Services; other leaflets on specific services are also available.

- Bexley Social Services: Here to Help
- Help from Social Services for Older People and their Carers
- Help from Social Services for people with Learning Disabilities and their Carers
- Bexley Social Services: Community Mental Health Teams
- Help from Social Services for Carers
- Help from Social Services for Children and Families
- Bexley Social Services: The Drug and Alcohol Care Management Team
- Help from Social Services for people with HIV and AIDS and their Carers
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- Data Protection: How we look after your personal information and how to access it
- Comments, Complaints & Suggestions
- Fair Access to Care Services
- Direct Payments for Social Care

Copies of all leaflets are
If you would like to know more about the services the Council provides, or would like either a translation of this document or the information in a different format, please call our Customer Contact Centre on 020 8303 7777 and press 0, quoting reference: 602678/11.07