



How Adult and Community Services Can Help Formally known as Adult Social Services

Who are Adult and Social Services?

Adult and Community Services (formally known as social services) and is a council department that provides support to people who need help with everyday living. This can be for a temporary situation or for long-term needs.

You can contact us for help for yourself, on behalf of a relative, friend or neighbour, or if you are caring for someone without being paid for it.

Who do you help?

We help a range of people:

- Aged over 65 who are frail
- In hospital or being discharged from hospital after an illness or operation
- Have a physical disability
- Have a learning disability
- Have mental health problems
- Have sight or hearing difficulties
- Have HIV and AIDS
- Have drug or alcohol problems
- Carers (people who care for others)

How can you help?

We can give you information and advice quickly and often straight away. If this isn't possible a social worker or care manager will visit you and discuss what help and support you need. This is called an 'assessment'. It will us identify what help you need, who and how it can best be provided.

You can ask a friend or relative to be with you at this meeting.

What services can you provide?

Some examples of things we help with are:

Personal care at home
Meals on Wheels
Sheltered housing and residential care
Day services
Helping you live independently
Short breaks and respite care

Arrange equipment or adaptations in your home
Help to obtain support, activities or employment
Rehabilitation and training
Transport and mobility
Direct Payment to assist in organising your own services or with our help

Will I have to pay for the services?

Information, advice and assessment are free of charge. We will assess your financial situation and make a decision about whether you have to pay and if so how much. You will be asked to complete a financial assessment.

How can I contact Social Services?

For more information and advice on services and to speak to someone in confidence contact: Richmond Direct on:

Tel: 020 8891 7971 Text: 07800 002439

Email: adultsocialservices@richmond.gov.uk

If you have a sight or hearing impairment you can contact Sensory Services Team and arrange an appointment to visit Resource Centre where you can try out and discuss a range of equipment designed to help you live independently.

Tel: 020 8487 1760 Text: 07903 738043
Fax: 020 8487 1761 Minicom: 020 8487 1762
Email: senservteam@richmond.gov.uk

Emergency out of hours contacts

In an emergency, outside of office hours and all day on Saturdays, Sundays and Bank Holidays we can be contacted on:

Tel: 020 8744 2442 Minicom: 0845 600 7752
Type Talk: 1800 1 020 8744 9414

Please contact the Public Information Officer on 020 88487 5093 if you need this in Braille, large print, audio tape or another language.



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