



# What is Adult Social Services?

Adult Social Services is a section of Newport City Council which helps people who need support, care or protection, and enables them to live safely and independently in the community.

If you are over the age of eighteen and appear to be in need of a service, Adult Services will undertake an assessment of your needs.

People who might need our support:

- Adults with Learning Disabilities
- Adults with Physical Disabilities
- Adults with Sensory Impairment
- Adults with Mental Health Issues
- Older People
- Older People with Mental Health Issues
- Asylum Seekers and Refugees
- Carers for people in any of the groups above
- Vulnerable Adults who are, or may be, at risk of abuse

We aim to provide a service that is built around you, as an individual, and one that will help you to remain independent for as long as possible.

We often work in partnership with health, housing, voluntary and private sector organisations to deliver social services.

# Am I eligible for social services?

To be eligible for social services, you must:

- Be an adult and have social care needs arising from a physical, sensory, or learning impairment or disability, chronic illness, or mental health issue. Unpaid carers may also be eligible

and

- There must be a risk of you losing your independence or a health and safety risk; or a risk to your ability to manage your personal and other daily routines

To find out if you are eligible for social services, you are entitled to an assessment of your care needs.

Our staff will talk to you, and any family and friends who support you, to find out what your care needs are.

If we are not able to provide you with a service, we will let you know if anyone else is able to assist or advise you. However, please let us know if your situation changes.

## What is an assessment?

An assessment involves talking to a Social Worker who will discuss your needs and preferences with you to work out what help you need. The Social Worker may request your permission to talk to your GP, District Nurse or other professionals about your needs.

## What happens after I have been assessed?

The assessment will enable the Social Worker to determine whether you are eligible for support.

If you are eligible for support, there are a range of options to choose from.

If you are not eligible for support, we will explain the reasons why and offer you advice and information about other possible sources of help.

You have the right to appeal if you do not agree with our decision.

## What support is available?

- Personal or domestic care at your home
- Support to access day services in community settings
- Help to arrange care in a residential or nursing home
- Support to enable you to access training or employment
- Support for carers
- Home adaptations and equipment
- Blue badges and disabled bus passes
- Support and assistance to maintain, regain or develop daily living skills in order to maintain independence and allow you to continue living in your own home
- Information and advice

Your wishes to be independent and to have greater choice and control over your life will be respected.

You may wish to consider using our Direct Payments Scheme as an alternative to us providing your care. This means you may be able to receive money from us to meet your assessed needs. You can then choose how your needs will be met, who provides the services and when. However, there are some exceptions, so please ask for a copy of our **Direct Payments** leaflet for further information.

## Is there a charge for social services?

There is no charge for an assessment of your needs. However, there may be a charge for services you have been assessed as needing. We will carry out a financial assessment to work out what you may have to pay.

You have the right to decide not to tell us about your financial situation, but if you choose not to disclose your income and savings, we will have to charge the full cost for the service.

For more information about charging, please refer to our charging leaflets for **residential and non residential services**.

## Protecting Vulnerable Adults

If you are being abused or you think someone else is being abused, you must tell someone. Please don't assume that someone else will do it. Don't worry if you may be wrong – it is still important that someone with experience and responsibility looks into it.

Abuse may be:

- **Physical**, including hitting, pushing, inappropriate use of medication, sanctions or restraint
- **Sexual**, including rape and any sexual act which was not freely consenting
- **Psychological/Emotional**, including threats, intimidation, coercion, harassment
- **Financial**, including theft, and pressure in connection with wills or property, possessions or benefits
- **Neglect**, including ignoring medical or physical needs, not providing access to appropriate health or social care, and the withholding of the necessities of life, such as medication, adequate nutrition and heating
- **Discriminatory**, which includes all forms of harassment, slurs or similar treatment based on a person's disability, ethnic origin, gender or sexuality, often called hate crime
- **Institutional**, including repeated instances of poor care, ill treatment of vulnerable adults, and unsatisfactory professional practice. This is often an indicator of more serious problems within a paid and/or regulated care environment

If you, or someone you know, is in immediate danger and you need to do something straight away, you should telephone 999 and tell the operator what is happening.

Contact details for our Protection of Vulnerable Adults Team, and all other teams, outside of normal office hours, are in the '**How to Contact Us**' Section of this leaflet.

## Comment, Compliment or Complain

If you would like to compliment us, we would be happy to hear from you.

However, you have the right to make a complaint if you are not happy about any aspect of your assessment or service. You can find out more about making a complaint in our leaflet entitled '**Listening to You**'.

## How to contact us

If you think you might benefit from any of the services we provide, or want to find out more about Adult Social Services, please contact us:

### All Enquiries

**Telephone:** The City Contact Centre: **01633 656 656**

**Email:** [info@newport.gov.uk](mailto:info@newport.gov.uk)

**Write to:** Newport City Council, Community Care & Adult Services, The Corn Exchange, High Street, Newport NP20 1RG

### You can also request a Carers Assessment online:

**Visit:** [www.newport.gov.uk](http://www.newport.gov.uk)

## Office Opening Hours:

Monday to Thursday (8.30am to 5.00pm)  
and Friday (8.30am – 4.30pm)

## Contact Centre Opening Hours:

Monday to Friday (8.00am to 8.00pm)  
and Saturday (9.00am to 1.00pm)

## Out of Hours Emergency Service

Our Out of Hours Emergency Service operates outside normal office hours and deals with emergency situations that cannot wait until the next working day.

**Telephone:** 0800 328 4432

**Minicom:** 0800 587 9963

If you would like this information in another language or format, please contact the Social Services Public Information Officer via the Contact Centre or

**Email:** [swhinfo@newport.gov.uk](mailto:swhinfo@newport.gov.uk)

**Web:** [www.newport.gov.uk/socialcare](http://www.newport.gov.uk/socialcare)

