

Need a bit of help at home?

What's available in Derbyshire?




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Though most of us want to live independently in our own homes for as long as possible, as we get older we may need a bit of help. This might be with:

- day to day tasks like preparing meals, shopping or cleaning
- personal tasks like having a wash or shower, getting in and out of bed, or getting dressed
- support with caring for someone else.

There are services that can help you, or the person you care for, to be independent for as long as possible. They could be provided by voluntary or charitable organisations, independent companies or the local authority, if you are eligible.

This leaflet contains information about some of the services available in Derbyshire. Items marked:

 are free of charge

 means you may need to pay for all or part of the cost (some may be means tested).

The Adult Social Care and Health Information Promise – a **FACT** you can rely on. We promise to provide you with:



Free information
Accurate information
Clear information
Trustworthy information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.

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Assessing your needs

Finding tailored help and support

Our Adult Social Care Online Information Finder is a one stop shop for free, impartial information and guidance about how to remain living independently at home.

By answering a few questions, anyone over 18 can get tailor-made information, advice and guidance on a range of services, activities and resources you can access yourself to make your life easier.



Online self assessment

If you have used the online information finder and your answers suggest you could be eligible for further support, you will be prompted to complete an online self-assessment. Your answers will be reviewed by an adult social care professional to see if you have eligible care needs.

Visit www.derbyshire.gov.uk/informationfinder or scan the following QR code.



Requesting Adult Social Care and Health assessment over the phone

If you think you may be eligible for support from Derbyshire County Council Adult Social Care and Health, you can contact Call Derbyshire on **01629 533190** and tell them what you are struggling with.

Welfare Benefits

You can have a free benefits assessment to make sure you are getting all the financial support to which you are entitled to. Use our Better Off website

derbyshire.betteroff.org.uk or call **01629 531535**.

Carers Assessment

If you look after a family member or friend, you are now entitled to a Carers Assessment. You can find out more about support for carers on the council's webpage at

www.derbyshire.gov.uk/carers

If you would like to have a carer assessment, please contact The Derbyshire All-Age Carers Support Service on **01773 833833**.



Derbyshire low level Support Service

Derbyshire Low Level Support empowers adults to maintain their independence and well-being at home, through a collaboration of Citizens Advice Mid Mercia (CAMM), South Derbyshire CVS (SDCVS) and Revival.

This preventative service is dedicated to supporting adults who may not qualify for traditional social care or NHS assistance but whose needs could get worse without action.

More Information can be found at derbyshirelowlevelsupport.com

Or alternatively ring them directly at **01283 817416** or email lowlevelsupport@sdcv.org.uk



Do you need a bit of help with domestic tasks or meals?

Assistance with some domestic tasks can be bought through independent domiciliary service agencies or through private cleaning and laundry providers. You can and one by using our Trusted Trader website at www.derbyshire.gov.uk/trustedtrader or see the Derbyshire Care Services Directory at www.carechoices.co.uk or alternatively, ring our Brokerage service on **01629 537763**.

If you need help with shopping or to get to the shops, then the Community Voluntary Service (CVS) and Volunteer Bureau may be able to tell you about services in your local area. Each district in Derbyshire has a service and can be contacted directly.

Amber Valley CVS Tel: 01773 512 076

Derbyshire Dales CVS Tel: 01629 812 154

Bolsover CVS Tel: 01246 605075

The Volunteer Centre – Chesterfield & North East Derbyshire
Tel: 01246 276 777

High Peak CVS Tel: 01663 735 350

Erewash CVS Tel: 01159 466 740

South Derbyshire CVS Tel: 01283 219761

Glossop and District Volunteer Bureau Tel: 01457 865 722

Buxton Volunteer Centre Tel: 01298 23970

Peaks & Dales CVS (Ashbourne) Tel: 01335 348600

There are companies who provide prepared meals, which they deliver and you only need to re-heat. Again our Adult Social Care and Health Brokerage Service can help you find these on **01629 537763**. Most supermarkets will deliver shopping if you are able to order on-line.



Small aids and equipment

In some cases Adult Social Care and Health can provide small pieces of equipment to help you live more safely at home. Ring Call Derbyshire on **01629 533190** to find out more.

Alternatively there are low cost items such as medication dispensers, extended grabbers and adapted cutlery that can be bought privately. The Disabled Living Foundation can give advice on the right type of equipment for your needs on **0300 999 0004** or you can complete a self-assessment online at **medequip.livingmadeeasy.org.uk**

Our Adult Social Care and Health Brokerage Service will be able to help you find suppliers on **01629 537763**.

Other organisations who may be able to provide or loan you equipment:

- Age UK – Tel: **0800 6781602** or use the online contact form: **www.ageuk.org.uk/contact-us**
- The British Red Cross – Tel: **0808 196 3651** or email **information@redcross.org.uk**

Through your GP

If you require equipment because of a physical disability or a health condition then you need to contact your GP surgery. They will assess which piece of equipment is correct for you and if approved, will arrange for it to be supplied. Examples of equipment supplied by health services are walking aids (walking sticks and frames), wheelchairs, pressure relieving equipment and incontinence supplies.

Integrated Community Equipment Services (ICES)

If an assessment shows you to be eligible, the ICES service may be able to loan equipment to you for as long as your needs remain the same. For an assessment of your needs Call Derbyshire on **01629 533190**.



Reduce the risk of falling & stay safe

Live Stronger for Longer – Advice on staying independent and preventing falls can be found on the Age UK website www.ageuk.org.uk/derbyandderbyshire.

To find your nearest Live Stronger for Longer community class contact Age UK Derby and Derbyshire on **01773 766922** or see website www.ageuk.org.uk/derbyandderbyshire/lslf

Safe & Well Check – You can ask Derbyshire Fire & Rescue to come to your home to check your smoke alarms, identify any hazards and help you make an escape plan. They can also assess your risk of falls and put you in touch with other local organisations.

Buxton office Tel: **01298 608720**

Chesterfield Tel: **01246 223500**

Or visit the website www.derbyshire-fire.gov.uk/safety/at-home/safe-and-well-visits



Community Alarms or Telecare

For both community alarms and telecare, a device called a lifeline unit is used. Many units still connect to a telephone line but newer units connect to your router or via a mobile data connection instead.

If you have a **community alarm** you'll be given a pendant or wristband to wear which has a button on it. If you need help, for instance if you have a fall, you can press the button and a call will be put through to a staffed response centre. Staff at the centre will contact you through the speakerphone on the lifeline unit and check if you are okay. If necessary they will contact a member of your family or the emergency services.

Different types of **telecare** sensors can be fitted around your home or worn on your person. If the sensors detect a problem, such as smoke in your home or that you've had a fall, they will automatically contact the response centre. Like with community alarms, staff at the response centre will contact you to see if you need help. Telecare sensors can also be set to switch the light on as you get out of bed or detect if gas or water has been left on.

For further information about telecare and community alarms, please contact Call Derbyshire on **01629 533190**.



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Do you want a bit more company?

- **Befriending** – If you are feeling isolated or a bit lonely it may be possible to use a befriending service. You can find out more on our website at www.derbyshire.gov.uk/befriending or find a service near you by contacting Brokerage on **01629 537763**.
- **Derbyshire Directory** – Our on-line Derbyshire Directory lists lots of sports and hobby groups or friendship and carers groups that you could join. Search the directory at www.derbyshire.gov.uk/derbyshiredirectory or contact Brokerage on **01629 537763**.
- **Volunteer** – If you would like to become a volunteer your local Community Voluntary Service (CVS) may be able to help you find opportunities (contact details on page 4). Perhaps you've always been an avid reader and could pass on your skills to someone who is struggling, or drive someone else to the shops. There are lots of volunteering opportunities that will get you meeting and chatting to people.



- **Volunteer passport** – Gives you the skills you need for volunteering. See the Derbyshire County Council website at www.derbyshire.gov.uk/passport or call **01629 539499**.
- **50+ Forums** – We facilitate independently run groups for the over 50's throughout the county. See Derbyshire County Council website at www.derbyshire.gov.uk/community/50-plus-forum

If you have an interest in your community, would like to influence services, have access to information, whilst meeting other people, then joining a 50+ Forum could be for you.

For more information contact our Prevention Services Team on **01629 532466** or **01629 537681**. See Derbyshire County Website at www.derbyshire.gov.uk/adultccare

- **Age UK Derby and Derbyshire** offer a range of activities and services where older people can meet and socialise with other people. They also provide an information and advice hotline to older people and their carers - Tel: **01773 766922**. Or see the website www.ageuk.org.uk/derbyandderbyshire/



F**Do you need a bit of help with home maintenance or gardening?**

- Our Trusted Trader register can help you find honest, reliable traders such as plumbers, decorators, and gardeners.
- The Derbyshire Directory lists local non-profit community groups, charities and voluntary organisations.

£**Do you need help to get out and about?**

Derbyshire Connect offers a transport service that enables people who would normally struggle to use public transport to do their shopping and access essential services. If you're interested in this service please contact your local booking office:

Tel: **01335 300670** if you live in High Peak, Derbyshire Dales or South Derbyshire.

Tel: **01773 746652** if you live in Bolsover, Chesterfield, North East Derbyshire, Amber Valley or Erewash.

F**Do you like to read and can't get to the library or for a magazine?**

If you can't get out, did you know that you can have books, audio books or CD's delivered to your home by the Home Library Service? You can also access eBooks, eAudio Books and eMagazines through our Library Service visit our website at www.derbyshire.gov.uk/libraries. The web site also contains the routes for the Mobile Library Service and access to reference material such as dictionaries and encyclopaedias.

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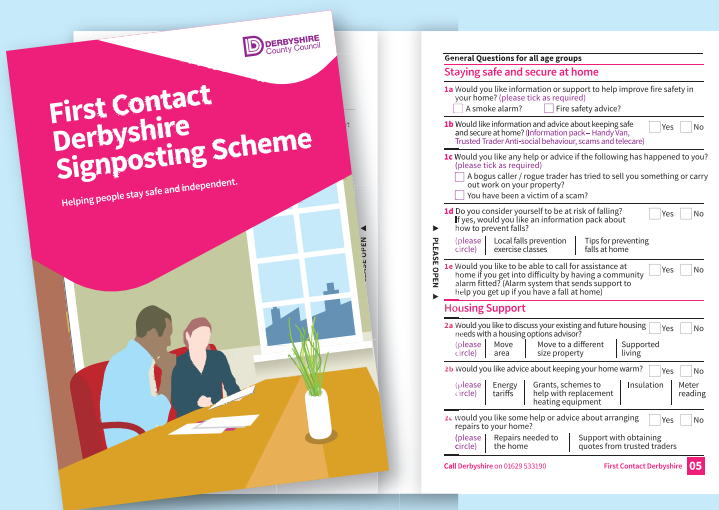
General advice and information

If you require information about available services you can view, download or request in print leaflets from www.derbyshire.gov.uk/careinfo

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First Contact Signposting Scheme

Complete the simple First Contact checklist to receive information and support from a range of different organisations from our Welfare Rights Service to warm homes advice. Complete the form online at www.derbyshire.gov.uk/firstcontact



Further Information

Derbyshire County Council Adult Social Care and Health department produces a range of information about its services and those provided by other organisations in the community. We provide leaflets on a range of topics that can be downloaded or ordered from our website at www.derbyshire.gov.uk/careinfo, obtained from staff, a local office or via your local library.

Leaflets available include:

- Guide to Adult Social Care – how we work and what we provide
- Keeping Adults Safe – what to look for and what to do
- Guide to Carers Support – support, advice and information for carers
- Guide to First Contact – signposting to services and support
- Guide to Dementia Services – information, support services and care options
- Care Services Directory – residential homes and home care services in Derbyshire
- Putting People First – comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read versions and upon request in other formats such as Braille or an alternate language.