

Factsheet 6w ● December 2020

Finding help at home in Wales



Age Cymru Advice

0300 303 44 98

www.agecymru.org.uk

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1 Information about this factsheet

As you get older you may find that you have increasing difficulty managing your daily tasks at home.

This factsheet gives an overview of the kind of practical help that may be available to enable you to remain in your own home – or in other community based housing such as extra-care sheltered accommodation – as safely and comfortably as possible.

When arranged by the local authority, social care services at home are often referred to as domiciliary, non-residential or community care services.

A significant focus of this factsheet involves the assistance that your local authority social services department may be able to provide, though there is also some information on help from charitable organisations, or by arranging your own provision privately.

There is also some information on how people providing care on an informal basis – for example, a family member who helps to care for a relative – can access support or assistance for this role.

This factsheet can be read in conjunction with Age Cymru’s other factsheets on adult social care provision and assessments, including:

- 41w *Social care assessments for older people with care needs in Wales*;
- 46w *Paying for care and support at home in Wales*;
- 42w *Obtaining disability equipment and home adaptations in Wales*.

Note: The information given in this factsheet is applicable in Wales. Different rules may apply in England, Northern Ireland and Scotland. Contact Age UK, Age NI and Age Scotland respectively for further information – see section 14 for their contact details.

1.1 Local authority social services departments

In this factsheet references to the ‘local authority’ or ‘council’ will refer to the *adult social services department of the local authority*. You might also see the relevant social services department referred to elsewhere using similar variations – for example:

- social care department;
- adult social services;
- older persons' department; or
- older persons' team.

Adult social services teams are responsible, among other duties, for assessing people's need for 'care and support' or 'social care' services and deciding whether those needs meet the eligibility criteria.

Information on how to find the contact details for your local authority social services department can be found in section 3.2 below.

2 Legislation covering the social care system in Wales

2.1 The Social Services and Well-being (Wales) Act 2014 and accompanying Code of Practice guidance – relevance to the social care system in Wales

This Act was fully implemented in April 2016 and is the main legislation that covers the social care system in Wales, including:

- the social care assessment process;
- related rules in regard to arranging and paying for care at home and/or other non-residential services¹;
- the guidance documents that local authorities must use when assessing needs; and
- the guidance documents that local authorities must use when means testing people who may need to pay towards their services.

Many of the sections in this factsheet (and other Age Cymru factsheets on social care topics) will use this Act – and the Welsh Government guidance for local authorities which accompanies it (see below) – as a main source of information. References will be provided in the text where relevant.

¹ The Act also covers the rules in regard to arranging and paying for residential care homes and nursing care homes, though that issue is not covered in this particular factsheet.

Note: For further general information on the *Social Services and Well-being (Wales) Act 2014*, see Age Cymru's Factsheet 41w *Social care assessments for older people with care needs in Wales*.

Welsh Government Code of Practice documents – guidance for local authorities to follow when conducting social care assessments

In common with many other pieces of legislation, there are Codes of Practice (CoP) that accompany the *Social Services and Well-being (Wales) Act*. The CoP guidance documents are backed by law and aim to assist individuals, professionals and organisations to work within and comply with the Act – i.e. they are written in plainer English and are more straightforward to understand than the actual Act/regulations.

Local authorities must act in accordance with the codes of practice and their requirements when carrying out their social services functions. See sections 3.4 and 5.1 below which detail the CoP guidance which is most relevant to the subjects covered in this factsheet.

2.2 Emergency legislation due to the coronavirus (COVID-19) which may affect the Social Services and Well-being (Wales) Act 2014 – the Coronavirus Act 2020

On 30 April 2020, the Welsh Government published the following statutory guidance on how local authorities can use temporary modifications to some elements of the *Social Services and Well-being (Wales) Act 2014* due to powers created under the *Coronavirus Act 2020*:

Adult social services during the COVID-19 pandemic: guidance – How local authorities support adults and adult carers during COVID-19

A copy of the guidance can be accessed on the Welsh Government website at:

www.gov.wales/adult-social-services-during-covid-19-pandemic-html

The Welsh Government is clear that local authorities should not be abandoning the usual duties placed upon them by the *Social Services and Well-being (Wales) Act 2014* – in favour of the *Coronavirus Act 2020* measures outlined above – unless it is absolutely necessary:

“The modifications should only be exercised as a last resort where this is essential in order to maintain the highest possible level of services”.

“Local authorities should comply with the unmodified 2014 Act requirements and related Codes of Practice for as long and as far as possible”.

Note: For more detailed information on this topic, see the beginning of Age Cymru’s Factsheet 41w *Social care assessments for older people with care needs in Wales*.

3 How the local authority can help you if you have care and/or support needs

3.1 Introduction

The terms ‘community care’, ‘social services’ and ‘social care’ can be used interchangeably to describe the broad range of statutory services provided by local authority social services departments.

Broadly speaking, social care is means tested (meaning your income and capital can be taken into account). This contrasts, for example, with NHS health care, which is free (though the dividing line between the two is not always clear).

Section 5 below has an overview of means testing for care and support if you live at home, whilst section 7 has further information on the types of homecare service that might be provided by a local authority social services department. Section 8 contains information on community-based NHS services that some people could be eligible for (potentially alongside services from the local authority).

Note: Sections 3.2 to 3.6 below, outline the main processes – care needs assessments and decisions on someone’s eligibility for services etc – that the local authority social services department will follow where a person may require help at home.

More detailed information on each of these areas – in particular, the Welsh Government’s national eligibility criteria which all authorities should apply – can be found in Age Cymru’s Factsheet 41w *Social care assessments for older people with care needs in Wales*.

3.2 Initial contact with the local authority and making a referral

There are a number of ways in which your situation can be brought to the attention of the local authority, including:

- a self-referral;

or – with your permission:

- a referral from a carer, friend or family member; or
- from a professional such as your GP; or
- a doctor or nurse in a hospital setting, should you need help at home following a hospital stay.

The individual who may be assessed is the most important person in this process and the local authority should liaise directly with them on receipt of a referral or other relevant information to confirm whether they wish to have an assessment and to check whether a third party referral has been made for an appropriate reason.

If the person who may need help at home lacks mental capacity

If it is possible that the person may lack the capacity to request assistance from the local authority social services department – or give consent to another person doing so – a friend, relative or professional may still make a referral on their behalf if they are concerned about the person’s wellbeing.

It should be noted that, generally speaking, a local authority has no power to make a person accept help against their will.

However, there can be exceptions where services could be put in place for someone in order to meet their best interests and/or protect them from harm, where they lack sufficient capacity to make these choices – Age Cymru’s Factsheet 41w *Social care assessments for older people with care needs in Wales* contains some information on the potential exceptions (that may apply in limited circumstances).

Note: The concept of ‘best interests’

All those who work with adults who lack the mental capacity to express their needs or views, or make decisions, must act in that person’s *‘best interests’*.

The ***Mental Capacity Act 2005*** and its *Code of Practice* define what actions need to be taken to ensure legitimate ‘best interests’ decisions are made. To find out more about the standards required in this context, see Age UK’s Factsheet 22 *Arranging for someone to make decisions on your behalf* and Factsheet 41w (mentioned above).

Finding contact details for your social services department

Contact details for your local authority should be available in your local telephone directory; local council offices; or a local Age Cymru or Citizens Advice Bureau should be able to provide them. If you have internet access, a list of all the local authorities in Wales, together with links to their individual contact details, can be found on the Welsh Government’s website at:

www.gov.wales/find-your-local-authority

3.3 Having an assessment of your needs

The first step in obtaining help from the local authority social services department is to ask for an assessment of your needs. The local authority will generally not be able to assist you until it has first carried out the assessment (this may be referred to by a number of similar terms, such as ‘social care assessment’, ‘community care assessment’, ‘care needs assessment’, or simply ‘needs assessment’).

The local authority has a legal duty to carry out an assessment of anyone living in its area who *may* need community care services, once it becomes aware of this need.

The assessment must take into account *all* aspects of your needs.

An older person would nearly always be entitled to a needs assessment itself (though note that this wouldn't necessarily mean they would be deemed eligible for services as a result – this would depend on the level or extent of their needs that are identified in the assessment).

The right to a needs assessment is not affected by the level of your financial resources or other circumstances (however, subsequent services provided as a result of the assessment are likely to be charged for – see section 5 below).

Someone's finances should also not affect the level or detail of the assessment process².

Note: If you get help from a friend or family member (a carer), your carer's own needs and opinions should be considered and taken into account as part of your own assessment.

Carers also have a right to their own assessment in parallel or sometimes jointly with yours – see section 4 below.

The assessment will be carried out by a representative of the local authority, usually a care manager, or social worker.

Other professionals, such as an occupational therapist, may also be required to carry out a related specialist assessment. There may also be a requirement for joint working, for example with housing and health staff.

3.4 Deciding eligibility for service provision

After the completion of a needs assessment, based on the results, the local authority will decide whether or not it should provide or arrange social care services for you.

² Welsh Government guidance states that the local authority duty to offer an assessment of needs applies "regardless of the level of...the adult's financial resources" – Social Services and Well-being (Wales) Act 2014: Part 3 Code of Practice (assessing the needs of individuals), Welsh Government

Each local authority in Wales must use national eligibility criteria to make this decision.

This is contained in the following Welsh Government guidance document:

Code of Practice on the exercise of social services functions in relation to Part 3 (Assessing the needs of individuals) of the Social Services and Well-being (Wales) Act 2014.

The Social Care Wales website has a link to the guidance at:

www.socialcare.wales/hub/codes-of-practice

Note: Also see Age Cymru's Factsheet 41w *Social care assessments for older people with care needs in Wales* for further discussion of the eligibility criteria.

3.5 If you have eligible needs

Having established that your identified needs fall within the national eligibility criteria (that you have 'eligible needs'), the local authority then has a **legal duty** to arrange or provide services for you to meet those needs.

Section 7 below has further information on the **different types of services** that a local authority might provide in order to meet someone's eligible care needs.

3.6 The care and support plan

Following an assessment by a local authority where it is identified that you have 'eligible needs', a care and support plan must be discussed, agreed and written down. The service user or their representative should be provided with a copy of it. The care and support plan documents the services you have been assessed as needing and how they will be arranged – see sections 6 and 7 below. You should have as much input as possible into this process to reflect your needs and wishes.

The Welsh Government's guidance advises that the care and support plan must include the following:

- The desired outcomes that are to be achieved from the support provided.
- Specific actions which the local authority and, where appropriate, other persons will take to help the service user to achieve those outcomes. Defined roles and responsibilities should be included for both professionals involved in delivering services and, where applicable, a person’s informal carer and/or family members.
- Information on how progress towards achieving the outcomes will be measured and monitored.
- A care plan review date.
- Any financial contributions which the service user has been assessed as needing to pay – see section 5 below for information about how your contribution towards your care costs will be calculated.
- In situations where some or all of a person’s needs are to be met via direct payments, a care and support plan must also contain information on which needs these are “and the amount and frequency of the direct payments”³ – see section 6.2 below for further information on direct payments.

4 How the local authority can help a carer – services for a family member or friend who assists someone with care needs

The *Social Services and Well-being (Wales) Act 2014* provides a legal framework in Wales for improving the well-being of people who need care and support. The Act specifies that this includes *carers* as well as people with care needs – for example, a relative or friend who helps to care for someone, but requires support or assistance to prevent this role adversely affecting their own health or well-being.

³ Social Services and Well-being (Wales) Act 2014: Part 4 Code of Practice (Meeting Needs), Welsh Government

Note: A carer, in this context, is someone who provides – or intends to provide – care for an adult (or a disabled child). “In general, professional carers who receive payment should not be regarded as carers for the purposes of the [*Social Services and Well-being (Wales)*] Act, nor should people who provide care as voluntary work. However, a local authority can treat a person as a carer even if they would not otherwise be regarded as a carer if they consider that, in the context of the caring relationship, it would be appropriate to do so”⁴.

Carer’s needs to be considered as part of the cared for person’s assessment

If you are a carer, your own needs and opinions should be considered and taken into account as part of the care needs assessment for the person requiring support.

However, carers also have their own standalone right to an assessment of their own needs.

Individual assessments for carers

The Welsh Government’s assessment guidance to accompany the *Social Services and Well-being (Wales) Act 2014* states that:

“A local authority must offer an assessment to any carer where it appears to that authority that the carer may have needs for support”.

The authority “must assess whether the carer has [a need] for support (or is likely to do so in the future) and if they do, what those needs are or are likely to be”.

A factor that should be examined in the assessment includes the “extent to which the carer is able and willing to provide the care” (and, if they are able and willing, will this continue to be the case going forward – as an example, if the carer “works or wishes to work and whether they are participating...in education, training or leisure activities” should be looked at)⁵.

⁴ Social Services and Well-being (Wales) Act 2014: Part 3 Code of Practice (assessing the needs of individuals), Welsh Government

⁵ Ibid

Carers can request an assessment, even if the person cared for does not want one for their needs.

During the assessment process, staff should not make any assumptions about the level or quality of support that might be available from a carer without discussion and agreement with the carer and the cared for person.

Support plans for carers

The Welsh Government's guidance advises that local authorities must provide "support plans for carers whose needs meet the eligibility criteria. This is in order to promote consistency between plans for carers and to treat carers in the same way as people with [care] needs"⁶.

Financial circumstances of the carer

As noted above in section 3, the local authority duty to offer an assessment of needs applies regardless of someone's financial situation. The assessment and charging guidance confirms that this principle applies equally to carers:

"The duty to assess applies regardless of the authority's view of the level of support the carer needs or the financial resources he or she has or the financial resources of the person needing care"⁷.

Further information

You could contact Carers UK for more information about carers rights and local support that may be available – see section 13 for contact details. Age UK's information guide, *Advice for carers*, may also be useful.

⁶ Social Services and Well-being (Wales) Act 2014: Part 4 Code of Practice (Meeting Needs), Welsh Government

⁷ Social Services and Well-being (Wales) Act 2014: Part 3 Code of Practice (assessing the needs of individuals), Welsh Government

5 Paying for local authority social care services in your own home

Note: Your needs and eligibility for services should be assessed and identified **prior** to discussions about paying for them. The charging process should be promptly administered following an assessment so that you know what you will be charged. You should not be charged before being provided with a written fee breakdown.

5.1 Background information on charging – means testing and a maximum weekly charge

You will generally be means tested by the local authority if it is intending to provide you with a social care service. The authority will carry out a financial assessment to establish how much you should contribute towards the cost of providing the required services to meet your assessed care needs.

In most cases you will have to pay at least something towards the cost of your care, though in some situations people may be “entitled to care and support at no charge”⁸ (for example, someone receiving non-residential care services who has a low income may fall within this bracket).

The means test will include looking into your capital (savings) and income.

The capital limit

When charging for homecare and other non-residential social care services, local authorities in Wales must apply a capital limit in regard to people’s savings and other assets.

This is currently **£24,000** (though it may be subject to change from April 2021)⁹.

⁸ Ibid

⁹ The capital limit for homecare differs to that used for means testing people who live in care homes (Age Cymru’s factsheets on care home charging contain further information on this topic). If you are reading this factsheet after April 2021, you may wish to contact Age Cymru Advice for any updates on the capital limit figure – see section 13 below for contact details.

The local authority must publish information about its charging procedure and general fee levels for particular services where relevant. It must also follow national Welsh Government guidelines when processing the means test. These are contained in the following Welsh Government guidance document:

Code of practice on the exercise of social services functions in relation to Part 4 (direct payments and choice of accommodation) and Part 5 (charging and financial assessment) of the Social Services and Well-being (Wales) Act 2014 (version 5 – April 2020).

A copy can be accessed on the Welsh Government website at:

www.gov.wales/code-practice-charging-social-care-services

A maximum weekly charge

In Wales, there is a maximum weekly charge for homecare and other non-residential social care services.

The current maximum charge is £100 per week¹⁰ (this may change again from April 2021).

Service users should not be asked to pay more than this maximum, whatever service – or combination of services – they are receiving (the only exception being some ‘low level, low cost’ services, where an additional charge over and above the maximum may be levied)¹¹.

¹⁰ It should be noted that the maximum charge cannot be imposed routinely – for example, depending on the means test, a service user may be found to only be able to contribute a much smaller amount, else they would be left with insufficient income to live on. Or, alternatively, a service user may have a high level of income, but the services themselves cost less than £100 per week for the local authority to provide and thus the authority would not be justified in imposing the maximum £100 charge (rather they would be able to charge the full amount that the services cost them to provide or arrange, be this £60, or £70 or whatever this cost happened to be).

¹¹ In the Welsh Government’s guidance, low level, low cost services which can attract the flat rate charges are defined as those typically being for “care and support that substitutes for ordinary living, such as meals or laundry” – Social Services and Well-being (Wales) Act 2014 – Part 4 and 5 Code of Practice (Charging and Financial Assessment) (version 5 – April 2020), Welsh Government.

Minimum income after paying for your services

The Welsh Government's Code of Practice charging guidance advises that "because a person who receives care and support outside a care home will need to pay their daily living costs such as rent, food and utilities, the charging framework seeks to ensure they have enough money to meet these costs. As a result after charging local authorities **must** leave a person who is being charged with a minimum income amount".

As such, after paying the required charge, a service user's income should not be reduced below the **total** amount of the following:

- A "basic entitlement" (this is either the level of Pension Credit Guarantee Credit that someone receives, or if not getting this benefit, an equivalent amount worked out by the local authority based on the person's age, level of disability and personal circumstances); **plus**
- a 'buffer' of at least **35%** of the above basic entitlement; **plus**
- a further allowance of at least **10%** of the basic entitlement in recognition of 'disability related expenditure' which service users are likely to have.

5.2 Further information on charging

Age Cymru's Factsheet 46w *Paying for care and support at home in Wales* has more in-depth information on local authority charging procedures for homecare and other non-residential social care services, including:

- Types of income and capital that are taken into account in the means test (and those that can be disregarded);
- the maximum weekly charge;
- your minimum income after paying your charge (and how the local authority should calculate this);
- flat rate charges.

5.3 The charging procedure for services provided to a carer

Local authorities must apply the same rules, as outlined above in section 5.1, when charging carers for support services. However, the Welsh Government's guidance does note that authorities may wish to *exclude* carers from charges:

“When deciding whether to charge, and in determining what an appropriate charge is, a local authority **must** consider how it wishes to express the way it values carers within its local community as partners in care, and recognise the significant contribution [they] make”.

It recognises that “carers help to maintain the health and well-being of the person for whom they care, support this person’s independence and enable them to stay in their own homes for longer. In many cases, carers voluntarily meet eligible needs that the local authority would otherwise be required to meet. Local authorities **must** consider carefully the likely impact of any charges on adult carers, particularly in terms of their willingness and ability to *continue their caring responsibilities*”¹² (emphasis added).

6 Different delivery methods for receiving local authority social care services

6.1 Services arranged directly by the local authority

The standard procedure for receiving non-residential social care services is for the local authority to provide the care it has assessed you as needing directly, either:

- via their own staff or facilities; or
- by contracting a private care agency to operate the services on their behalf.

Alternatively, you can choose to opt for direct payments – see section 6.2 below.

If you wish for the local authority to directly arrange your services, you should still be invited to state your views and preferences in regard to what these services will be and how they will be best delivered. For example, the *Social Services and Well-being (Wales) Act 2014* emphasises that service users should:

¹² Social Services and Well-being (Wales) Act 2014 – Part 4 and 5 Code of Practice (Charging and Financial Assessment) (version 5 – April 2020), Welsh Government

- Be “at the heart of the [social care system and have] an equal say in the support they receive”¹³; and
- “control over reaching the outcomes that help them achieve well-being”.
- The legislation also encourages “co-production” – i.e. enabling individuals “to become more involved in the design and delivery of services”¹⁴.

6.2 Direct payments

A direct payment is money given directly to an individual to arrange the social care services that they have been assessed as needing, instead of the local authority providing or arranging the services itself.

If someone opts to receive direct payments, the amount of money received from the local authority will be the equivalent to what it would have contributed towards the services – based on the means test procedure outlined above – if it organised them directly. As such, you may be asked to make a contribution towards the cost of the service provision – again, in the same way that you would for services directly arranged by the authority.

Some people prefer the extra choice and control that direct payments can provide in regard to the services they will receive in order to meet their care needs. Generally, a person who has opted for direct payments will either employ a carer worker themselves, or use a local care agency.

Note: Direct payments can only be used to meet your assessed *eligible needs*. These are the needs identified in your care assessment – and subsequently set out in your care and support plan – that meet the national eligibility criteria.

¹³ Social Services and Well-being (Wales) Act 2014: The Essentials, Welsh Government, 2015

¹⁴ Social care legislation in Wales: Information and Learning Hub - Overview: Social Services and Well-being (Wales) Act 2014, Social Care Wales website: <https://socialcare.wales/hub/sswbact> (last accessed 8 December 2020)

Responsibilities if you choose direct payments

Direct payments are not suitable for everyone, because there is usually a requirement to take on various responsibilities that the local authority would otherwise manage. A vital element in achieving good direct payments service outcomes is the provision of adequate advice and support for service users and their carers – for example, in regard to the employment of a personal assistant.

Age Cymru's Factsheet 24w *Direct payments for social care services in Wales* has further information on this topic.

Direct payments and mental capacity

Direct payments can be paid to those who would otherwise lack the mental capacity to manage them, provided a 'suitable person' is available to assist with the process. This is usually a close family member or friend.

Local authority duty to offer direct payments

Direct payments must be offered as an option by the local authority to anyone with eligible needs (including carers). They must then be made available in all cases where someone advises that they wish to choose this option. Authorities are advised that they can only refuse direct payments "where it is clear after extensive exploration" that they would not secure the personal outcomes required in the person's care and support plan¹⁵.

Again, see Age Cymru's Factsheet 24w for further information on direct payments.

7 Types of services provided by local authorities for people with care needs who live at home

Depending on individual needs, a wide range of services may potentially be available. The following bullet points list some of the main examples and then sections 7.1 to 7.9 provide further information on each of them (section 7.10 has brief information on what the options might be if someone's care needs become too great to be met at home):

¹⁵ Social Services and Well-being (Wales) Act 2014: Part 4 Code of Practice (Meeting Needs), Welsh Government

- **Personal care;**
 - **home help / domestic assistance;**
 - **pre-prepared meals delivered to someone at home (meals on wheels);**
 - **day care (i.e. away from the home in, for example, local authority run day centres for older people);**
 - **community transport;**
 - **provision of aids, equipment or adaptations to help with daily living tasks and for home safety;**
 - **provision of telecare, including personal alarms, or other assistive technology;**
 - **preventative and rehabilitation services (including reablement); and**
 - **respite care in various forms (including night-sitting services).**
-

Note: Many of the above services would also be possible to arrange privately. This section focuses on local authority social services provision; however, see section 9 below for further information on private provision.

Also see section 10 below for some information on certain services that may be available from charitable or voluntary organisations.

7.1 **Personal care**

Personal care includes help with tasks such as:

- getting up;
- dressing;
- using the toilet;
- washing and bathing;
- eating or drinking;
- getting ready for bed.

If you have difficulty getting up from your bed, bath or chair, you may need a specialist manual handling assessment by a local authority occupational therapist (OT).

An OT is someone trained to assess the special needs of people with disabilities and they will work alongside a social worker and/or other social care staff.

Personal care services to contribute towards someone's needs outside the home?

Usually, personal care assistance is provided in someone's own home. However, in order to meet particular needs, potentially the service user may require help outside of their home.

For instance, someone might need a care worker/personal assistant to get out and about and remain involved in the wider community, thus preventing them becoming isolated at home. This is recognised in Welsh Government guidance to also be an important aspect of someone's needs.

In recent years many local authorities have responded to financial cuts by concentrating mostly on care services to make sure that people can function – i.e. get up, get dressed, keep clean etc – and they have ignored these wider social needs. However, there is an emphasis in the *Social Services and Well-being (Wales) Act 2014* on various **wellbeing** factors, including that:

- people should be able to enjoy and maintain “positive relationships with family and friends”¹⁶; and
- other “social relationships and involvement in the community”, including “involvement...in leisure activities”¹⁷.

This could potentially mean that it will now be harder for authorities to ignore these wider ‘quality of life’ social care issues.

¹⁶ Social Services and Well-being (Wales) Act 2014: The Essentials, Welsh Government, 2015

¹⁷ Social Services and Well-being (Wales) Act 2014: Part 3 Code of Practice (assessing the needs of individuals), Welsh Government

It is also worth noting that Welsh Government guidance says that all the wellbeing factors listed in the Act “**have equal importance**”¹⁸ – further information on these aspects of the Act can be found in Age Cymru’s Factsheet 41w *Social care assessments for older people with care needs in Wales*.

Staff must be allocated sufficient time by the local authority to adequately carry out personal care tasks

The Welsh Government’s guidance to accompany the *Social Services and Well-being (Wales) Act 2014* makes reference to this issue that has received media coverage in recent years (i.e. care worker’s having time windows that are too brief when visiting people in their own homes to provide care services). The guidance says that:

“Where [a] care and support plan involves visits to the person’s home for the purpose of providing care and support, those visits must be of sufficient length to ensure the appropriate delivery of the care and support identified to meet the assessed needs and contribute to enabling the person to meet their personal outcomes. The length of these visits must be identified in the care and support plan” and this must then be stuck to by the authority, or by the care provider that the authority commissions to provide the service on their behalf¹⁹.

7.2 Home help / domestic assistance

Many older people may not require any assistance with personal care tasks, but need help with domestic tasks, such as general housework, shopping and cleaning.

In many areas, however, local authorities have reduced or discontinued domestic help in order to direct resources towards personal care. However, they still have a legal duty to meet assessed eligible needs, which may include elements of these services as part of an overall care package, where you have *other* eligible needs.

¹⁸ Social Services and Well-being (Wales) Act 2014: Part 2 Code of Practice (General Functions), Welsh Government

¹⁹ Social Services and Well-being (Wales) Act 2014: Part 4 Code of Practice (Meeting Needs), Welsh Government

Note: Information relating to domestic assistance in the Welsh Government's Code of Practice guidance (to accompany the *Social Services and Well-being (Wales) Act 2014*)

This guidance, in operation since April 2016, emphasises the importance of local authority social care services focussing on “prevention and early intervention [including] increasing preventative services within the community to minimise the escalation of critical need”²⁰ (i.e. people requiring greater services at a future point than would have been the case if lower level help had been available sooner).

It could be said that this principle should support the provision of domestic assistance by the authority (with the aim of supporting people with lower level needs, so that these needs are less likely to escalate).

Additionally, the guidance advises that issues that may demonstrate a need for care and/or support services include where someone is unable to carry out “**basic household activities** and daily routines”²¹ (emphasis added).

If you feel that your local authority has not fully taken into account particular elements of your care and/or support needs, you could ask them to reconsider and, if necessary, use their complaints procedure – see section 12 below.

Laundry

Some social services departments and/or the NHS provide a laundry service for people with continence problems, or who cannot manage their laundry for other reasons. Arrangements are likely to differ around the country, but if you need this type of assistance you can make sure you mention it to the social services department when they carry out your care needs assessment. Alternatively, you could also speak to your GP, as they may be able to make a referral for you, particularly if provision is led by the NHS in your area.

²⁰ Social care legislation in Wales: Information and Learning Hub - Overview: Social Services and Well-being (Wales) Act 2014, Social Care Wales website: <https://socialcare.wales/hub/sswbact> (last accessed 8 December 2020)

²¹ Social Services and Well-being (Wales) Act 2014: Part 3 Code of Practice (assessing the needs of individuals), Welsh Government

Alternative ways of getting help with domestic tasks

If you only need help with domestic tasks, but do not qualify for local authority assistance, some local Age Cymru organisations – or other voluntary agencies – may provide help with various household tasks (section 10 below has some further information on this).

Note: You may also be able to purchase help at home from a private agency or employ someone directly yourself. If you are considering this, see section 9 of this factsheet for further details.

7.3 Meals at home

Individual local authorities will have their own arrangements for providing meals at home, sometimes called ‘meals on wheels’.

Some schemes provide a freezer for people at home and then deliver frozen meals so that people can heat their own, using a microwave or steamer (which may also be supplied), as and when they wish. Meals may be offered any number of days per week. What is available to you will depend on your assessed needs and on the policy of the local authority.

The type of meal provided for someone eligible for the service must be able to meet the specific requirements of the service user. For example, it would not be appropriate to only offer frozen food to someone who could not manage to prepare this, without also providing appropriate support services, or making sure there is a carer available who is able to assist with food preparation.

7.4 Day care / day centres

Day care is provided outside the home in a day centre or other establishment. The type of care offered could involve:

- A chance to meet other people – for example, to share activities; take up new interests that could improve wellbeing, or to enable someone to continue practising existing interests;
- provision of meals;

- respite care – i.e. the provision of services for the person with care needs, so as to enable their usual carer, such as a family member or friend, to have a break (also see section 7.9 below); *or*
- specialised care services – for people with particular conditions, such as dementia.

You can ask your local authority what is available in your area.

If social services run the day centre, or subsidise it financially, you might have to be assessed as needing the service under the local authority's eligibility criteria to be able to attend. Other organisations, such as your local Age Cymru, may run day centres that are open to all older people. If you feel a need for a particular kind of care, ask whether it might be arranged.

You may be able to access community transport to attend a day centre – see below.

7.5 Community transport

Community transport allows people who are unable to use conventional public transport – because of a disability, for example – to access basic public services and facilities. It may also assist those who live in an isolated area which is poorly serviced by public transport.

Your local authority may arrange community transport – or assist you to access it – in order for you to visit a day centre as part of meeting your care needs (see section 7.4 above).

Note: The provision of transport to attend a day service cannot be charged for “where the transport is provided as part of meeting a person’s [assessed] needs”²² – for more information on charging for local authority social care services see Age Cymru’s Factsheet 46w *Paying for care and support at home in Wales*.

²² Social Services and Well-being (Wales) Act 2014: Part 4 and 5 Code of Practice (Charging and Financial Assessment) (version 5 – April 2020), Welsh Government

If your local authority is not able to offer you community transport, you could contact your local Age Cymru, or other voluntary organisation in your area to see if they operate a scheme – see section 10.

7.6 Home adaptations, repairs, or specialised disability equipment (including the Welsh Government’s ‘ENABLE – Support for Independent Living’ programme)

Note: This section contains an overview of adaptations and disability equipment. More detailed information on this topic can be found in Age Cymru’s Factsheet 42w *Obtaining disability equipment and home adaptations in Wales*.

The Welsh Government’s ENABLE – Support for Independent Living initiative has brought together a number of programmes that were already in operation for delivering housing adaptations. These largely continue as before, but ENABLE is designed to simplify them under one ‘brand’. The programmes and other provision that are united under ENABLE include the general provision of small adaptations by local authority social services departments; Disabled Facilities Grants (DFGs) and the Rapid Response Adaptations Programme.

Information on ENABLE and **means testing** can be found in Age Cymru’s Factsheet 42w mentioned above.

General information on disability equipment and adaptations

There is a wide range of specially designed equipment that assists people with disabilities to manage their daily living tasks more independently. For example:

- Mobile hoists;
- commodes;
- bath lifts or seats;
- specialist cutlery.

Home adaptations also assist people with disabilities to manage daily living tasks and remain independent, but are generally attached to a property or permanently change its fabric in some way, as opposed to disability equipment which is usually 'standalone' in nature and thus removable or portable.

Adaptations range from quite modest, low cost, alterations, to major works consisting of significant changes to the property.

Examples of adaptations include:

- Widening a doorway for a wheelchair;
- grab rails;
- level access shower; or
- a stairlift.

Disability equipment and/or home adaptations are often provided alongside other services from the local authority, such as packages of home care or personal care support – see section 7.1 and 7.2 above for further information.

The Rapid Response Adaptations Programme

The Rapid Response Adaptations Programme (RRAP) is a Welsh Government programme which is administered by Care & Repair Cymru – see section 13 for contact details.

Under the programme, small-scale alterations to a person's home can be completed to allow them to return to live there safely and independently if:

- **they are awaiting discharge from hospital;**
- **have recently left hospital; or**
- **are at risk of needing a hospital admission or needing to go into a care home.**

Note: Assistance provided via the RRAP is **not** means tested. *However*, clients must be referred to the programme by a health or social care professional – such as an occupational therapist (OT) – and cannot apply directly themselves.

Disabled Facilities Grants (DFGs)

Larger adaptations come under the remit of the local authority housing department through Disabled Facilities Grants (DFGs). However, whilst the formal application must be made to the local authority's housing department – and overall responsibility lies with them – in many cases you may be advised to make your first approach to the social services department.

In its assessment the local authority must only take into account the disabled person's income and savings and that of their partner.

The means test for a DFG will take into account the average weekly income of the relevant people. Certain disability benefits and savings below £6,000 will be ignored; for savings above £6,000, an assumed weekly 'tariff income' is taken into account and included alongside your actual income for means testing purposes. The treatment of income and savings for a DFG application is generally similar to that for means tested welfare benefits (such as Pension Credit).

If the disabled person's resources are below a certain level, they will not normally be expected to contribute to the costs of the works. In other circumstances, someone may qualify for a partial grant.

7.7 Telecare (including personal alarms)

Telecare involves using technology to remotely monitor and communicate with people in their own homes to help them manage their care needs and to promote independent living and wellbeing. This could be for short or longer periods of time during day or night.

Examples of telecare services could include fall detectors, chair and occupancy sensors, or a property exit sensor; however, probably the most common example is a personal alarm.

Personal alarm systems allow you to be linked up 24 hours a day to a central service that can offer help in an emergency. The link is usually either by telephone, a pull cord, a pendant that you wear around your neck, or a combination of these.

If you need to summon help urgently and are unable to make a normal telephone call, you can use the pendant, pull the cord or use a special button on the telephone to contact a control centre.

This centre will be staffed by people who can talk to you, find out what you need and summon help as appropriate. In an emergency, the alarm operator gets in touch with the people you have agreed should be contacted in such circumstances – for example a trusted relative or neighbour – who will have a set of keys to your home. The alarm operator also contacts the appropriate emergency service if this is required.

7.8 Reablement – rehabilitation services provided by a local authority

Following a social care needs assessment, some people may be allocated reablement services. Reablement services will be specifically tailored to help support someone to recover or maintain their ability to live independently at home. For example:

- following a period of illness;
- after a stay in hospital;
- if the person is experiencing “frequent falls”;
- a person’s carer is under considerable stress; and/or
- there is an “unstable care package” currently in place²³.

Reablement services should seek to encourage and support people to learn or re-learn skills necessary for daily living and increase their confidence to continue to carry out everyday tasks at home, such as washing, dressing and preparing meals.

²³ Position Statement on Reablement Services in Wales, 2013, the Social Services Improvement Agency Wales (SSIA) (SSIA no longer exists and its functions fall within the remit of Social Care Wales).

Reablement services are free for six weeks

Local authorities cannot charge for the first six weeks of reablement services²⁴.

Additionally, they “should have regard as to whether to extend this period in individual cases where a person’s needs [are] such that their outcomes would benefit from a longer period of free reablement support”²⁵.

Further information on this topic can be found in Age Cymru’s Factsheet *76w Reablement, intermediate care and preventative services in Wales*.

Note: Reablement has a number of similarities with an NHS service, ‘intermediate care’ – see section 8.7 below.

7.9 Respite care (including night-sitting services)

Respite care services allow someone who cares on an informal basis for a family member or friend to have a break from their caring role. For example, if you are a carer, you may need to re-charge your batteries from time to time from what can often be a challenging role.

Respite care could be offered on a regular basis, or as an occasional requirement, depending on the levels of need of the carer and/or the cared for person. It could be for a night, or a day, or a longer period such as a week or two weeks. Below is a non-exhaustive list of the different ways that respite care might be provided – which one will be most appropriate for your situation could be determined by how long the carer wants or needs for a break:

- A sitter service or replacement social care worker to look after the cared for person whilst the carer goes out (during the daytime) and/or to allow the carer to have free time at home;
- a night-sitting service (so a carer can get a good night’s sleep);
- attendance at a day centre;

²⁴ Social Services and Well-being (Wales) Act 2014: Part 2 Code of Practice (General Functions), Welsh Government

²⁵ Social Services and Well-being (Wales) Act 2014 – Part 4 and 5 Code of Practice (Charging and Financial Assessment) (version 5 – April 2020), Welsh Government

- arranging visits from a befriending service;
- a temporary stay in a care home, or other residential establishment.

If you are a carer and you need a break, you can ask social services for a **carer's assessment** (“a local authority must offer an assessment to any carer where it appears to that authority that the carer may have needs for support”²⁶). Carers can request an assessment, even if the person cared for does not want one for their needs.

The charity, Carers UK, may be able to offer additional, advice or support – see section 13 below for their contact details.

7.10 Service options if someone's care needs are too great to be met at home

For some people with care needs who currently live at home, continuing to do so may become unsustainable. This might be because:

- they have been previously assessed by the local authority – and are receiving care and support services from them – but their needs have since increased; or
- they have sought a care needs assessment from the authority for the first time, but the authority judges that their needs are already too great to be met at home.

In either of these scenarios, the following may be potential options:

Extra care sheltered housing

Sometimes a social care assessment will identify sheltered housing as a potential way to help people meet their needs. Regular sheltered housing may well not be appropriate for someone with higher level needs, but ‘extra care’ sheltered housing (also sometimes referred to as ‘housing-with-care’) might be a possibility. As the name suggests, in this type of housing, personal care services, such as help with bathing and dressing, are provided. Age UK's Factsheet 64 *Specialist housing for older people* contains further information on extra care sheltered housing.

²⁶ Social Services and Well-being (Wales) Act 2014: Part 3 Code of Practice (assessing the needs of individuals), Welsh Government

Moving into a care home on a permanent basis

Someone may need to enter a care home on a permanent basis – Age Cymru’s Factsheet 10w *Paying for a permanent care home placement in Wales* and Factsheet 29w *Finding care home accommodation in Wales* have further information on this topic.

If someone does not want to enter a care home?

Some people feel very strongly that they do not want to live in a care home environment and want to remain at home. Whilst people cannot be *made* to move into a care home against their will (as long as they have sufficient mental capacity to make this decision for themselves), they may be advised – following a care needs assessment – that a care home is the only safe and effective way of meeting their needs.

A local authority is **under a duty to meet a person’s assessed eligible needs**; *however*, it is able to do so in the most cost-effective way.

Whilst this means the authority cannot choose a care package for you for the *sole* reason that it is cheaper than the alternatives – for example, you shouldn’t be asked to move to a care home just because it is cheaper than the home care you would need (or vice versa) – if there were *two* options that would meet your needs **equally well**, the local authority can legitimately choose the option that is cheapest for it to provide or arrange.

However, having said this, the local authority would have to ensure that the cheaper option met *all* assessed and agreed needs.

Note: As an example, it wouldn't be sufficient if the cheaper provision would meet your personal care needs (say, help with washing and eating), but was going to leave other personal outcomes unmet that were identified during the assessment (such as the service user being able to maintain family or other significant personal relationships; or involvement in the community – the care option/s that the local authority chooses must meet these sorts of needs too).

This is confirmed in the Welsh Government's guidance – namely, that people's personal outcomes must be identified during assessment and, although these will differ in each case, they must relate to the wellbeing definitions in the *Social Services and Well-being (Wales) Act*. The wellbeing definitions in the guidance include statements about the maintenance of important relationships, as do the personal outcomes to which eligible care and support needs must relate (i.e. relationships and involvement in the community are mentioned alongside other 'practical' needs such as ability to carry out self-care and/or domestic tasks).

In some circumstances it may be possible for someone to negotiate with the local authority social services department about the care it will provide or arrange – for example, you could explore the possibility of making an arrangement, whereby you receive a maximum homecare package from the authority and/or receive only the services which are deemed to be the most essential.

You would then need to make your own additional care provision for the remaining needs (for example, by arranging a private care agency to help with these other needs) – see Age Cymru's Factsheet 41w *Social care assessments for older people with care needs in Wales* for some more information on this topic.

8 Your GP and community-based health services

Your GP should arrange community-based health services for you, where necessary. Services available may include those outlined in sections 8.1 to 8.9 below.

8.1 District nursing

The main focus of district nursing teams is on assisting people who are unable to travel to their GP surgery for nursing provision and/or when assessments or treatment in the home are more appropriate.

District nurses often oversee complex packages of care and work with a wide range of other professionals, such as local authority social services staff (i.e. as well as receiving NHS provision from the district nursing team, the person may also have a package of care from the local authority, such as the services outlined in section 7 above).

8.2 Chiropody

Chiropodists (also known as podiatrists) help people who have problems with their lower leg or feet. To receive chiropody as an NHS patient, you must meet local eligibility criteria. This usually means you must have a medical foot problem or health condition – such as diabetes, arthritis and circulatory problems – that puts you at risk of foot-related problems. Age Cymru's Factsheet 44w *NHS services in Wales* contains some further information on this topic.

8.3 NHS continence services

These services are staffed by specialist nurses and physiotherapists. They can assess your symptoms, identify the cause, and discuss what treatment or exercises may help tackle your continence problems.

If you wish, you may be able to refer yourself directly to your local NHS continence service for an assessment, without seeing your GP first.

Provided you meet local qualifying criteria, you can get incontinence products provided by the NHS free of charge.

Age UK's information guide, *Bladder and bowel problems*, has additional information – see section 14 below for details of how to order a copy.

8.4 Physiotherapists

Physiotherapists arrange treatment and rehabilitation following injury or disability affecting, for example, your joints, ligaments or muscles (i.e. musculoskeletal conditions that could be as a result of trauma caused by a fall, or perhaps a specific condition such as arthritis).

They may be members of a multi-disciplinary team that offers rehabilitation support in a number of areas – for example, for someone who has had a stroke.

8.5 Mental health services

If you have been experiencing periods of anxiety, low mood, poor sleep or a loss of interest in things you used to enjoy on several days a week – and this has been going on for a month or more – it is important to speak to your GP.

They can potentially refer you to a range of services depending on the cause of your mental health issue.

The NHS 111 Wales website has further information on mental health services at:

<https://111.wales.nhs.uk/encyclopaedia/m/article/mentalhealthservices>

Age UK's information guide, *Your mind matters*, may also be helpful – see section 14 below for details of how to order a copy.

8.6 Marie Curie and Macmillan nurses

These nurses support people with cancer to manage the physical and emotional aspects of their illness, particularly as people approach the end of their life. Age Cymru's Factsheet 44w *NHS services in Wales* contains some further information on end of life care.

8.7 Intermediate care

Intermediate care is an NHS led service aimed at:

- preventing admission to hospital;
- making it possible for an earlier discharge from hospital to take place (where a stay has been necessary); and/or
- preventing or delaying the need for a permanent residential care placement.

Intermediate care has a number of similarities with reablement (see section 7.8 above), including that it is provided free of charge for up to six weeks.

Further information on this topic can be found in Age Cymru's Factsheet 76w *Reablement, intermediate care and preventative services in Wales*.

8.8 NHS continuing healthcare (NHS CHC)

The NHS is responsible for meeting the full cost of care for those whose 'primary need' for that care is health-based. This is called NHS continuing healthcare (sometimes also described as 'fully funded care').

Note: Significantly, this does not mean you are eligible *simply* because you have a health problem. It is the nature of your care needs that arise from your illness or condition that are important, not the illness itself. They must be health-related needs that are not suitable to be met via social care, as they are beyond those that the local authority has a duty to meet (due to the *level* of the health-related element).

If you receive an NHS CHC care package it will be **free** of charge (part of the overall package may include care and support more usually provided by local authorities – *however*, if it is provided by the NHS as part of continuing healthcare, it will be free).

More information on NHS CHC can be found in Age Cymru's Factsheet 20w *NHS continuing healthcare and NHS-funded nursing care in Wales*.

8.9 Care and support under the Mental Health Act 1983

If you receive after-care services under section 117 of the *Mental Health Act 1983*, following a period of detention and treatment in hospital under certain other sections of the Act, you cannot be charged for these services. Section 117 places a joint duty on health and social services authorities to provide these after-care services.

9 Getting help privately – finding a care worker or the private purchase of disability equipment

If you wish to organise your own care without local authority involvement in the process, you can find a care worker through an agency, or by employing someone directly – see below.

Note: However, remember that if the local authority has assessed you as needing particular care and/or support services, it has a responsibility to ensure that those services are available to you. This means providing or arranging home care services for you if necessary.

Also, bear in mind that there is the maximum weekly charge for non-residential care services arranged via the local authority assessment procedure, so this could be cheaper for you than arranging services privately by yourself.

9.1 Finding a care worker via an agency

Agencies that provide care workers who carry out personal care tasks must be registered with the *Care Inspectorate Wales (CIW)* – see section 13 for contact details. Agencies should be regularly inspected by the CIW to ensure that they comply with appropriate legislation and regulations.

The CIW website has a search facility where you can locate care agencies in your area:

www.careinspectorate.wales/service-directory

You can search by local authority area or by inputting your postcode. If you don't have internet access, you could contact the CIW by telephone and ask them to provide you with a list. Alternatively, your local Age Cymru, or other similar voluntary organisation, may be able to help you access the search facility online. Your local authority social services department might also be able to provide a list of potential agencies which you could consider using.

Making sure the care is appropriate to your needs

It is important to be clear about the type of help that you need in order to establish whether a particular agency and its staff can meet your needs.

A local authority care needs assessment can be useful for this, even if you have decided from the outset that you want to organise your care services privately and don't wish for the authority to arrange them.

Discuss with the agency how your needs can best be met. For example, depending on the level of care you need, it may not be possible for one person to provide it all. A planned rota of workers can help to minimise disruption and provide continuity.

9.2 Employing a care worker yourself

You can employ a care worker (or other help) directly, rather than go through an agency. However, this can be complicated and it is important to be clear about the responsibilities you are taking on – i.e. particularly in relation to a contract of employment and other financial commitments such as National Insurance contributions.

You may be able get help with various aspects of employment – including advice on recruitment, employment law, paying wages, dealing with tax etc – from a local voluntary organisation or a disability user group. For example, Disability Rights UK produces a range of information on employing care workers – see section 13 below for their contact details.

If you advertise for a care worker, it is advisable to take up references. You should carefully consider the duties you require and write a job description, so there is no misunderstanding by either of you about what is expected.

It is also a sensible safeguard to obtain a criminal record check beforehand. You can ask your local authority to make the application on your behalf. The Disclosure and Barring Service carries out checks and they keep a list of anyone who has been barred from working with vulnerable adults or children.

9.3 Purchasing disability equipment or adaptations

If you intend to buy disability equipment privately, it is advisable to try it out first, if this is possible. There might be a disabled living centre in your area where this can take place and where you can obtain impartial advice. The Disabled Living Foundation may also be a useful source of information on this topic – see section 13 below for their contact details.

Reputable companies that sell disability equipment, or carry out home adaptations, will usually belong to a trade association such as the British Healthcare Trades Association, which requires them to maintain a high level of ethical standards.

Also see Age Cymru's Factsheet 42w *Obtaining disability equipment and home adaptations in Wales* for further information.

10 Getting help from a charity or voluntary organisation

Some charities or voluntary organisations may be able to offer assistance with the following:

- domestic cleaning, gardening or shopping;
- help with nail cutting;
- befriending services for older people who are socially isolated;
- provision of disability equipment;
- practical assistance with minor repairs and improvements to your home, through a handyman scheme (this could include things like fitting smoke alarms or carbon monoxide detectors; home security measures such as door chains and door viewers; putting up shelves, or tacking down loose carpets).

There may be charges for some services. The following organisations might directly provide some of these services in your area, or be able to advise you of other similar local provision:

- your local Age Cymru;
- the British Red Cross;
- the Royal Voluntary Service (RVS); or

- Care & Repair Cymru.

Contact details for all the above can be found in section 13.

11 Welfare benefits that could help towards care costs

Non-means tested disability benefits

If you need personal care or have other disability related problems, you may be eligible for one of the following non-means tested benefits:

- Attendance Allowance (paid to people over State Pension age); or
- the Personal Independence Payment (for people below State Pension age).

See the following Age UK factsheets for further information:

- Factsheet 34 *Attendance Allowance*
- Factsheet 87 *Personal Independence Payment and Disability Living Allowance*.

Means-tested benefits

Depending on your financial situation, you might also be able to claim benefits to assist with general living costs, including costs associated with care needs. The following information resources provide further details:

- Age Cymru's *More money in your pocket* information guide
- Age UK Factsheet 48 *Pension Credit*
- Age UK Factsheet 17 *Housing Benefit*
- Age Cymru's Factsheet 21w *Council Tax in Wales – information about the tax and help you might get towards your bill*.

12 Problems and complaints regarding social care assessments or services

You may wish to complain to the local authority social services department about a number of issues around obtaining care at home. For example:

- The authority has decided that your needs do not meet its criteria (so you are not being provided with services);
- you are receiving services, but feel that they are inadequate or inappropriate for your needs;
- you feel the charging procedures have not been properly administered;
- you are unhappy with the conduct of social services and/or care staff.

For further information on the complaints procedure; how to submit a complaint and what to expect when you do, see Age Cymru's Factsheet 59w *How to resolve problems and make a complaint about social care in Wales*.

13 Useful organisations

Age Cymru Advice

Free and confidential information and advice on matters affecting the over 50s in Wales.

Tel: 0300 303 44 98

E-mail: advice@agecymru.org.uk

Website: www.agecymru.org.uk/advice

Age Cymru organisations (local)

Your local Age Cymru may be able to provide advice and support on a range of issues. **Age Cymru Advice** can provide details of your local Age Cymru (see above), or visit the Age Cymru website at:

www.agecymru.org.uk/local

Alzheimer's Society

Provides information and factsheets about all types of dementia. They may also operate services in your area to support people with dementia, along with their families and carers.

Dementia Connect support line:
0333 150 3456 (English)
03300 947 400 (Welsh)
General enquiries: 0330 333 0804
Website: www.alzheimers.org.uk

British Red Cross (The)

Offer a range of services, such as disability equipment and wheelchair loans, domiciliary care, home from hospital support and transport services. Some services may only be available in certain geographical areas.

Tel: 0344 871 11 11
E-mail: contactus@redcross.org.uk
Website: www.redcross.org.uk/get-help

Care & Repair Cymru

Care & Repair Cymru work to ensure all older people have homes that are safe, secure and appropriate to their needs. There is a network of local Care & Repair Agencies across Wales.

Call your local agency on: 0300 111 3333
Website: www.careandrepair.org.uk

Care Inspectorate Wales (CIW)

CIW inspects and regulates care and social services in Wales.

Tel: 0300 7900 126
E-mail: ciw@gov.wales
Website: www.careinspectorate.wales

Carers UK

A national charity providing information and advice for carers.

Advice Line: 0808 808 7777

Website: www.carerswales.org

Citizens Advice Bureaus (CABs)

National network of free advice centres offering confidential and independent advice, face to face or by telephone.

Tel: 0800 702 2020

Details of your nearest CAB can be found at:

www.citizensadvice.org.uk/wales

Dewis Cymru

This is a website owned and funded by local authorities across Wales. The site was set up by the Welsh Government to assist in the delivery of certain provisions in the Social Services and Well-being (Wales) Act. The Dewis Cymru site contains an extensive database of a wide variety of services that can help people with their well-being.

www.dewis.wales

Disability Rights UK

An organisation run by and for disabled people working on campaigns and policy.

Tel: 0330 995 0400 (this is for general enquiries and is not an advice line)

E-mail: enquiries@disabilityrightsuk.org

Website: www.disabilityrightsuk.org

Disabled Living Foundation (DLF)

The DLF provides detailed advice and information on disability equipment.

Tel: 0300 999 0004

Website: www.dlf.org.uk

NHS 111 Wales

NHS 111 Wales can provide contact details for local services – such as dentists, doctors, pharmacists, and support groups – as well as telephone and web advice on general health issues and common illnesses.

Tel: 111 (if you live in the health board areas, Hywel Dda, Powys, Aneurin Bevan and Swansea Bay – including Bridgend. Or, if you are outside this area, call 0845 46 47)

Website: www.111.wales.nhs.uk

Older People's Commissioner for Wales

Independent champion for older people across Wales.

Tel: 03442 640 670

E-mail: ask@olderpeoplewales.com

Website: www.olderpeoplewales.com

Public Services Ombudsman for Wales

The Ombudsman looks to see whether people have been treated unfairly or have received a bad service from a public body, such as the local authority social services department, or the NHS.

Tel: 0300 790 0203

E-mail: ask@ombudsman.wales

Website: www.ombudsman.wales

Royal Voluntary Service (RVS)

RVS operate various services in Wales to help older people stay independent at home.

Tel: 0330 555 0310

Website: www.royalvoluntaryservice.org.uk

United Kingdom Home Care Association (UKHCA)

A professional association of providers of home care from the independent, voluntary, not-for-profit and statutory sectors. They can provide a free list of home care providers.

Tel: 020 8661 8188

Website: www.ukhca.co.uk

Welsh Government

The devolved government for Wales.

Tel: 0300 060 4400

E-mail: customerhelp@gov.wales

Website: www.gov.wales

14 Further information about Age Cymru

Age Cymru is the national charity for older people in Wales.

We campaign, we research and we fundraise to make sure we build a better life for all older people. We ensure older people's voices are heard, we challenge and change attitudes and we fight discrimination wherever we find it.

We provide a range of national and local services and programmes directly to older people in the community and we ensure the highest standards so you can be assured of consistency and quality wherever you see the Age Cymru name and logo.

Our family includes local Age Cymru partners and national partners, Age NI, Age Scotland and Age UK.

Our information materials

Age Cymru and Age UK publish a large number of free Information Guides and Factsheets on a range of subjects, including money and benefits, health, social care and housing. Some resources, such as this factsheet, are produced 'in-house' by Age Cymru, whilst others are branded Age UK and – depending on the subject matter – contain either information which is applicable in England and Wales, or for the whole of the UK.

Contact details

Age Cymru Advice

Tel: 0300 303 44 98 (9am to 4pm, Monday – Friday)²⁷

E-mail: advice@agecymru.org.uk

Website: www.agecymru.org.uk/advice



www.facebook.com/agecymru



www.twitter.com/agecymru



www.youtube.com/agecymru

Contact us if you would like:

- To order copies of any factsheets or information guides.
- Further advice if you cannot find the information you need in this factsheet.
- Details of your nearest local Age Cymru organisation.

²⁷ 0300 numbers are reserved exclusively for charities and not-for-profits. Calls made to an 0300 number are charged the same as a call to a standard 01 or 02 number. They are also automatically included in any landline or mobile inclusive minutes package.

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Age Cymru
Ground Floor, Mariners House
Unit A, Trident Court
East Moors Road
Cardiff
CF24 5TD