



Adult Social Care

What do we do?

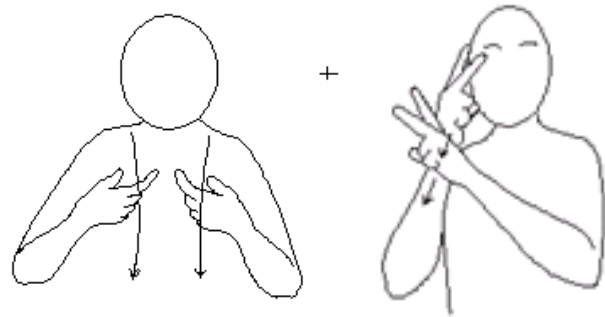
Easy-Read



Helpful words

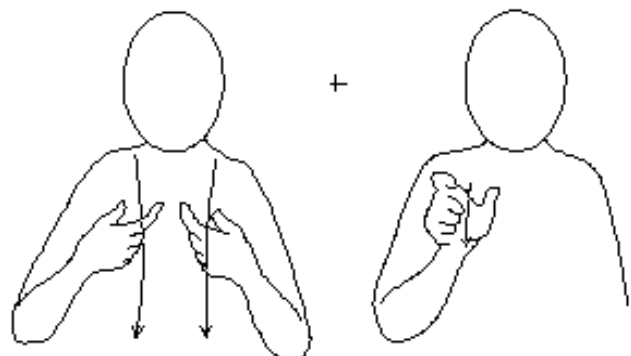
For support staff - please use these two pages to explain the words listed below which will appear in the leaflet, using the pictures and/or signs as needed to reinforce the explanation.

Social Care - This is help that you can get that lets you live your life safely and happily



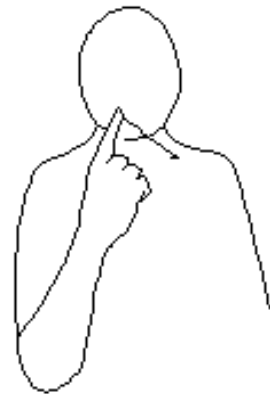
Sign = Social care

Social Worker - This is someone who works for the government in your town to give you the help that you need



Sign = Social worker

Assessment - This is a talk with a social worker who will find out what sort of help you need, and how much money it will cost



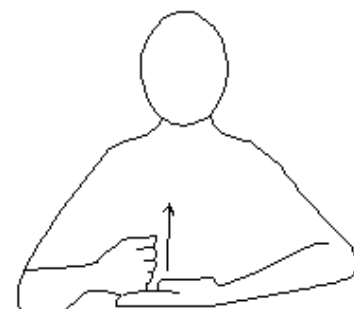
Sign = Talk

Personal Budget - This is the money that you use to pay for your help and care



Sign = Money

Advice - This is helpful information that is given to you by the Social Care team



Sign = Help

What is Social Care?

We offer help to adults in the Richmond area, such as:



Help for you to live safely in your home



Help to change parts of your home so you can carry on living there safely



Help if you need to move into a care home or another home which has extra help



Help for people who care for you who don't get paid

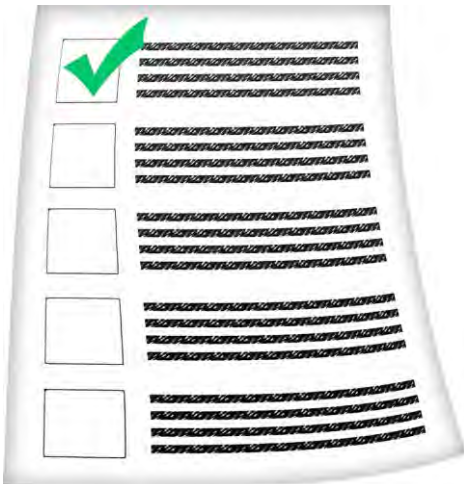
Who do we help?



We help people over the age of 18 who live in the Richmond area



We help people who have the most serious problems first



We use rules to decide who needs our help the most

This means that sometimes we might not be able to help some people



We will still give you free information and advice

How do I get this help?



If you feel like you need some help, then a **Social Worker** will come and talk to you

We call this an **assessment**



If we are able to help you, we will tell you how much money this help will cost

This is called your **Personal Budget**, and you use this money to get the help that you need



Someone can help you to spend this money



We will check that everything is ok and that you are getting the right help that you need

Do I have to pay money for this help?



You might have to pay some money for the help that you receive



The amount you pay depends on what help you need, and how much money you already have



We will talk to you and tell you how much money you will have to pay



Our information is always free



What if I am unhappy?

If you are not happy about something, then please tell us



- You might be unhappy about the help you are getting
- You might be unhappy about a carer or someone who helps you

We won't tell anyone about your problem unless you want us to



Please ring **0208 891 7971**

How to contact us



0208 891 7971

Phone



18001 020 8891
7971

Textphone



adultsocialservices@richmond.gov.uk

Email

To contact us in an emergency, at weekends or during the night, please use these numbers:



0208 744 2442

Phone



1800 1 020
8744 9414

Type Talk

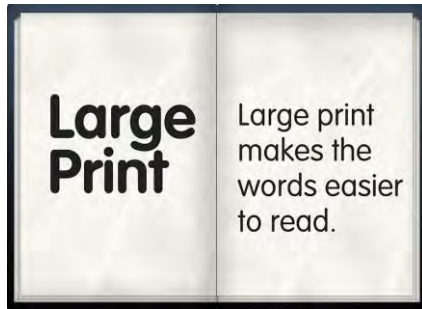
Where are
we?

Civic Centre
44 York Street
Twickenham
TW1 3BZ





Please contact us if
you need this leaflet in
Braille...



...large print



...audio tape

köszönöm !תודה! *dėkuji*
mahalo 고맙습니다
thank you
merci 谢谢 *danke*
Ευχαριστώ شڪرا
どうもありがとう *gracias*

...or another language



0208 891 7971

Phone