

Support Group

Is open to all including people thinking of using Direct Payments or Personal Budgets.

The group will meet at

The Phoenix Centre,
Newtown Road
Newbury
West Berkshire
RG14 7EB

This is a new meeting venue where we have held the last two groups. It is a very pleasant room, and we hope to continue to meet there.

The meetings are from 1.30pm – 3pm.

Future meetings:

16th March 2010

Transport may be available on request

If you are interested in coming along to find out more, please 'phone **18002 then 0118 9419183**.

Introducing Shirley

Shirley Popat is the new social work student from Reading University based at WBDP and Chain Reaction in Reading.

Shirley is in her second year at Reading University and has previously worked with young people, the elderly, children with autism and survivors of domestic violence.

Personal Budgets – what next?

The first phase of West Berkshire Council's Personal Budgets development is now drawing to a close. 2009 has seen huge developments including new assessment processes, new internal procedures, a new way of allocating resources, training for all our Care Management staff, awareness raising sessions, developing Support Planning training to name but a few. We have made big steps forward, and the project board would like to thank in particular all the customers and carers who have given their time to provide us with valuable feedback to help us with the next phase.

Phase 2 sees another set of challenges ahead. The results of a survey of all Care Management staff and feedback from customers and carers, needs to be carefully considered before we make any changes. But, we already know that there is a need to streamline the processes, making them quicker and easier for all to use. We are also hearing loudly that people need more help to develop a Support Plan as this is new and can be daunting to some people – we're looking at the options for this. One way of doing this is through a series of Planning Live events, the first of which we held in November. 'Planning Live' is the name for interactive events where people can find the support to write their plan on the day should they wish. Staff attend from across the council's services (e.g. libraries, sports centres, care management teams, occupational therapy staff) as well as from private, voluntary and independent sectors come together to share their knowledge and skills with people developing plans. Having learnt from the November event, we hope to host another event in early summer – please check our website later in the year for more details (www.westberks.gov.uk/personalbudgets), alternatively email us to register your interest – personalbudgets@westberks.gov.uk.

Personal Budgets are the future for delivering Adult Social Care, and 2010 will see a big increase in the numbers of people we support to have one. One important point to remember is that a Personal Budget can be made up of one of three options:

- All as money paid into a set bank account for you to arrange your support (called a direct or indirect payment)
- all services arranged by West Berkshire Council, or
- a mixture of both of these

Whichever option you choose, we should tell you the amount of money available for your support and you should have choice and control over how that money is spent.

If you would like to find out more about Personal Budgets, please look at our website or contact your Care Manager. If you would like to get more involved in the developments, please email the Project Manager, Laura Timms on ltimms@westberks.gov.uk.

Update on Nina Wheeler's Cochlear Implant

Says Nina: 'I have had my cochlear implant for four months now. It took a month following the operation for the skin to heal properly, before the implant was turned on for the first time.

Even though I was born deaf with a profound / severe hearing loss, I used to be able to hear on the telephone in my left ear, up until the age of 18. My hearing has deteriorated over the years. I was told by a specialist that I would, most likely, be completely deaf in five years which is why I considered a cochlear implant.

Since the cochlear implant has been switched on, I have been learning to hear. Every sound has had to be learned using the implant. I can already hear better now than I could when I was using a hearing aid. The maximum benefit to be gained from the implant will take another eight months to be realised, and it varies considerably from person to person. I hope to be able to use a normal telephone in the future, but only time will tell.'



INFORMATION CORNER

The Safeguarding Vulnerable Groups Act 2006 - Your legal responsibilities

The Safeguarding Vulnerable Groups Act 2006 was passed as a result of the Bichard Inquiry arising from the Soham murders in 2002, when the schoolgirls Jessica Chapman and Holly Wells were murdered by Ian Huntley (a school caretaker).

The act defines the scope of the Vetting and Barring Scheme. It provides that certain activities in relation to children and vulnerable adults are regulated. This is known as '**regulated activity**'. This is any activity which involves contact with children or vulnerable adults. This could be paid or voluntary work.

Employers' duties and responsibilities

- It will be a criminal offence for an employer to allow a barred person, or a person who is not yet registered with the ISA, to work for any length of time in any regulated activity.
- It will be a criminal offence for an employer to take on a person in a regulated activity if they fail to check that person's status.



GETTING HELP IN A CRISIS OR EMERGENCY



If you have a medical emergency then you should always first contact the Emergency Services on 999 for immediate attention. This also applies to any crisis situation that involves fire, a serious accident or a threat to one's personal safety. Where Emergency Services are not required, there are various contacts available in West Berkshire, depending on the nature of the crisis.

Community Care / Social Services

In an emergency during office hours (between 9am-5pm, Monday to Friday) contact the Community Care Team - Contact Centre **0845 6014726** for help and advice.

For emergencies during evenings, weekends or bank holidays that cannot wait until the following day contact the Emergency Duty Team **01344 786535** for advice and help.

In the event of problems concerning Home Care please call

Home Care Duty Team: 6am-11pm **01635 503503** Emergency Duty Team: 11pm-6am **01344 786535**

Carers: Support when you are unable to care

If a carer is taken ill suddenly, what will happen to the person they care for? Also, if a carer should have an accident when outside the home, how will people know that there is someone waiting for them in need of care?

Newbury & District Crossroads - Emergency Out of Hours HELPLINE 07867 67 30 63

In the event of a carer being taken ill, having an accident or being involved in any kind of emergency situation, the out of hours helpline is available to all carers in West Berkshire. It is also there to provide help if a carer reaches the point of crisis and they are no longer able to cope. A care worker will support the carer over the phone and make the appropriate telephone calls to gain assistance.

The helpline is available from 8pm-8am on weekdays, and 24 hours a day at weekends.

Also, carers who have registered with Crossroads and have been visited by the Care Co-ordinator receive a service that allows the care support worker to visit the carer's home in an emergency situation.