

## Adult Social Care and Health: What We Do and How to Contact Us

### Adult Social Care & Health Factsheet G1

#### What help does Cheshire West and Chester Council provide?

Cheshire West and Chester Council helps people to live as independent lives as possible. It does this by providing health and social care advice, information and services.

Examples of people we help include:

- Vulnerable older people at risk
- People with physical and sensory disabilities
- People with learning disabilities
- People with mental health problems
- Carers

#### How do I receive help?

To receive help for yourself or a member of your family you need to contact our Access Team.

You can do this by:

**Telephone:** 01244 973400

**Email:**

[accesswest@cheshire.gov.uk](mailto:accesswest@cheshire.gov.uk)

**Post:** Access Team, Goldsmith House, Hamilton Place, Chester, CH1 1SE

Office visits are best arranged by appointment.

The Access Team will ask for information about you and will provide advice. If you need further help they can set up an assessment with a social worker. The social worker will then work with you to decide the social care services that you need.

If your problem is not something we can deal with, we will try to put you in touch with the appropriate contact or agency.

### **How can I find out more about services?**

There are a range of factsheets which describe the services we offer in more detail. You can obtain these from your local social care building, from the Access Team or using the website at [http://www.cheshirewestandchester.gov.uk/social\\_care\\_and\\_health/about\\_social\\_care\\_and\\_health/social\\_care\\_factsheets.aspx](http://www.cheshirewestandchester.gov.uk/social_care_and_health/about_social_care_and_health/social_care_factsheets.aspx).

### **Out of Hours Contact**

If you need to contact Adult Social Care Services out of hours you can speak to a member of the **Emergency Duty Team** on 01606 76611.

If the team is busy you will be able to leave a message and a member of the Team will get back to you as soon as possible.

The service is available from 5.00 pm Monday to Thursday

(from 4.30 pm on Friday) until 8.30 am the next working day. Besides evenings and weekends the service covers all Bank Holidays. You can also fax the Team on 01606 815776.

### **Will I have to pay for services?**

The cost of services will depend on the type of help you need to receive and also your financial situation. This would include your income (how much money you have coming in) and how much money you have in savings.

Please ask for our factsheets on charging for more information. These can be found on our website at [http://www.cheshirewestandchester.gov.uk/social\\_care\\_and\\_health/about\\_social\\_care\\_and\\_health/social\\_care\\_factsheets.aspx](http://www.cheshirewestandchester.gov.uk/social_care_and_health/about_social_care_and_health/social_care_factsheets.aspx).

### **Do you keep records about me?**

We keep computer and paper records about everyone for whom we provide a service.

Our records are maintained in accordance with the Data

Protection Act 1998. You have the right to see records we hold about you, subject to safeguards. Ask for the factsheet “Social Care Records” for more information.

1238123 or contact the Information Point at your local Library.

## **Complaints**

Our complaints procedure allows you to:

- Make a comment or suggestion about how we can improve our services or;
- Make a complaint about the service you have received if you are not satisfied or;
- Ask us to reconsider if you have been refused a service and do not understand why.

You can obtain more information about making a comment, complaint or compliment by contacting the Access Team. See contact details on page 1 of this document.

See the factsheet/leaflet “Getting Things Right – How to make a comment, a complaint or a compliment” for more information.

For information about other Council services call 0300