Social Services for Adults

Services for people with physical impairments

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Social Services for Adults are here to help people over the age of 18 at times when they need support. We can provide or arrange services to help people to live in their own homes and to remain part of the community.

1. How do Social Services help people with a physical impairment?

The Physical Impairment Team, working within Social Services for Adults offer a service to people between the ages of 18 and retirement age (65 for men, 60 for women). There is a separate service for older people. The Physical Impairment Team is there to assess your needs and offer support and advice to you and your carer.

A separate information leaflet ‘Guide to social services for adults’ gives more information about who can and cannot get help from Social Services.

Carers are entitled to an assessment in their own right. A separate information leaflet “How to get help if you are looking after someone” is available. If you would like a copy of this leaflet please contact Social Services.
2. What kinds of services are available?
We can arrange services to help people to live in their own homes and to remain part of the community. We can arrange:

- Meals at home
- Care for you in your own home
- Help to obtain support, activities or employment during the day
- Respite care
- Equipment or adaptations for your home
- Help with travel
- Short term help as a result of hospital admission

We provide these services in partnership with the Health Service and voluntary and private organisations. If you are eligible for a service we will give you additional information on where to go to get support.

There are usually charges for these services, which are made according to your ability to pay. A separate leaflet ‘charging for social services’ is available if you would like a copy of this leaflet please contact Social Services.
3. Meals at home
If your assessment shows that you are unable to prepare a meal yourself and need a meal during the day, you will be referred to the meals on wheels service. This may be either the Frozen Choice Meal Service or a Hot Meal Delivery Service.

There is a standard charge for each meal delivered to you. This charge is made to everyone who receives the service and you will be told what the charge is when you agree to receive meals on wheels.

4. Care for you in your own home
We can provide you with help to undertake a range of tasks, which will help you, remain independent in your own home. The help we can arrange for you depends on the assessment of your needs. Home care services can include cleaning, ordering shopping, pension collecting, laundry, personal care of your hair and teeth, food preparation and assistance with dressing and undressing, washing or bathing. The cost of this service depends on an assessment of your financial position.

Home care may be provided using our own in-house service and/or the services of a private agency or it can be provided through the direct payment or independent living scheme. Please see separate leaflet ‘Direct Payments.'
5. Daytime activities and opportunities
If you need regular help and assistance to maintain independence, visiting a day centre can provide an opportunity for support and companionship.

Day centres provide a range of social, recreational and creative activities. This service can be offered alongside other services such as Home Care, and can be offered to support carers who provide a high level of assistance.

6. Respite care
Respite care can be provided to cover times when your carer is away. This may be for a few hours to allow your carer some free time or it could mean going to a day centre or a stay in a residential or nursing home for a short period.

We can offer any period from overnight to 2 weeks and longer periods can be negotiated. Respite care can also be provided on a regular basis. Respite care is also possible under the Direct Payments scheme.
7. Direct payments for independent living
Direct Payments are available to support Independent Living. Direct Payments are, therefore, a way of ensuring that you have more independence, choice and control over your own care. Please see separate leaflet ‘Direct Payments’

For any of these services, or for an assessment, contact the Merton Physical Impairment Team on 020 8545 4490.

8. Occupational therapy
Occupational therapy services aim to enable people with disabilities to live as independently and as safely as possible in their own homes. They will give advice and support to both you and your carer, to help you maintain your quality of life, manage the effects of your impairment and adjust to everyday living.

You are eligible for this service if you live in Merton and have a permanent and substantial disability due to any long-term condition affecting your ability to carry out day-to-day activities. A leaflet giving more information about the services offered by Occupational Therapy Services is available from Social Services.
If you would like to speak to an Occupational Therapist you should call: -

**If you are over pensionable age -**
(65 for men, and 60 for women).

The Duty Occupational Therapist
Older People’s Services
Gifford House
Morden
SM4 6HY
Telephone: 020 8545 4477
9.30 a.m. – 12.30 p.m. Monday, Wednesday and Friday (answerphone available at other times)

9. Transport
Social Services administer several schemes, which will help you to get around.

**Taxicard**
The Taxicard is available for people who are registered or registerable as physically disabled or blind, who are unable to use buses or trains through blindness or a long term physical impairment or injury that seriously impairs their ability to walk.
Application forms are available from Russell Road, Telephone 020 8545 4490.
Blue badges
All applications for the Blue Badge Parking concession Scheme must be made through Parking Services, 11th Floor Civic Centre, London Road, Morden SM4 5DX. Telephone 020 8 545 4661. Contact at the Civic Centre is through Merton Link at reception. In cases where it cannot be easily ascertained if people are eligible for blue badges, an assessment will be carried out through Parking Services.

Freedom Passes
Application forms for Disabled Persons Freedom Passes are available from Russell Road, Telephone 8545 4490.

10. What help is available for disabled parents?
If you are a disabled parent and we will assess your needs and if you are eligible we will provide services to support you in your role as a parent.
11. How can I contact Social Services?

If you are over retirement age (60 years for woman, 65 years for men) and want help from Social Services you should contact:

Social Services for Older People
Gifford House
67c St Helier Avenue
Morden SM4 6HY
Telephone: 020 8545 4360

If you are aged between 18 years and retirement age you should contact:
Social Services for Adults
42-44 Russell Road
Wimbledon SW19 1QL
Telephone: 020 8545 4490

If you are in hospital you should contact:
Merton Social Services - Hospital Social Work Team
2nd Floor Grosvenor Wing
St. George’s Hospital
Blackshaw Road
London SW17 ORE
Telephone: 020 8725 3006
12. Where can I get more information?
Information about local health, housing and social services and the standards you can expect from these services in Merton is available in the charter ‘Better Care, Higher Standards’. You can get a summary of this charter from your local social services office or from Care Connect.

For further advice and information contact Social Services or Care Connect

Care Connect is a local information centre providing confidential, free and impartial information about the wide range of health and care services; available both locally and nationally, that are provided by social services, health care services voluntary organisations and private care agencies.

Care Connect
Merton Civic Centre
London Road
Morden
Surrey
SM4 5DX
Telephone: 020 8545 4710
Fax: 020 8545 3637
Text phone: 020 8543 4356
A telephone information service for parents, carers and workers caring for children.

**Sharing information**

As we work with the Health Service and other agencies to provide a package of services, we often need to share your personal information with other organisations involved in your care. If necessary, we may ask you to sign a form giving us permission to share your personal information with other organisations. For your own protection or for the protection of other people we may, on rare occasions, share information without your permission. We will let you know if this happens and explain the reasons why.

If you want to gain access to information held about you in your file, we have a policy which enables this to happen. There is normally £10 administration charge for this service unless you receive certain social security benefits.
If you would like to see the information that has been written about you, you can apply in writing to the Customer Services Officer.

**Data protection**
We will handle any personal information you provide in line with the Data Protection Act 1998 and will only use it for the purpose identified.

**13. Helping us to help you**
We welcome feedback about our services from the people who use them. If you have any comments, complaints or compliments about Social Services, or would like to see a copy of any records Social Services keep about you, please contact:

The Customer Services Officer  
Housing and Social Services  
Merton Civic Centre  
FREEPOST SEA  
London Road  
Morden SM4 5QZ  
Telephone: 020 8545 3509  
Fax: 020 8545 3637  
Web: [www.merton.gov.uk/complaints](http://www.merton.gov.uk/complaints)
14. Useful contacts
Merton Physical Impairment Team (for people under pensionable age)
42-44 Russell Road
Wimbledon
SW19 1QL

Telephone: 020 88545 4493/4494 (for referrals and information)
Textphone: 020 8543 3212
Duty Social Worker: Telephone: 020 8545 4528

Occupational Therapy (for people under pensionable age)
Telephone: 020 8545 4504

Merton Association for Disabled People
Telephone: 020 8685 1618

Merton Crossroads Caring for Carers (Home-based respite support for carers)
Telephone: 020 8685 9206

Disability, Pregnancy and Parenthood International
Telephone: 0800 018 4730
Text telephone: 0800 018 9949
Disabled Parents Network
Telephone: 0870 241 0450

You can request further copies of this leaflet by telephoning 020 8545 3475
If you would like more information in your own language, please contact us at the address shown in the bottom box.

Bengali বড়ি আপনার নিজের ভাষায় লেখা আরও তথ্য চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন, তবে কিন্তু আমাদের ঠিকানা রয়েছে।

Chinese 如果你需要用中文印成的资料，
请按低端方格内提供的地址与我们联系。

French Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l’adresse figurant dans l’encadré du bas.

Gujarati તમને તમારી પોતાની ભાષામાં વધારે માહિતી જોવી એટલે હે,
તો સૂચાવી શકીએ નીચે અને આપણી આચાર્ય અન્ય ત્રણ સરનામે અમારો સંપર્ક કરે.

Panjabi ਤੇਜਵਤ ਜ੊ਂ ਧਾਵ ਦੀ ਦੁਆਰਾ ਤਹਾਅਮ ਇਹ ਹੈ ਕਦੀ ਤੋ ਉਹ ਖਿਚ ਰਹੇ ਰੇਠ ਦੀਆਂ ਬਹੁਤ ਦਿਨਾਂ ਪੈ ਵੇ 'ਚ ਮਾਹੀ ਨਗ ਮੇਧਾਤਰ ਵੇਚ।

Somali Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.

Spanish Si usted desea mas informacion en su propia lengua,
por favor contactenos en la direccion al pie del formato.

Tamil தான் சாதாரணமான இந்த தகவல்கள் பேச்சு
ஆதரானோ பாடல்கள் கேள்வி மற்றும்
மீது கூறில்லாம் சிந்துவதால் நிகழ்த்து
கலாச்சார் கொண்டாட்டம்.

Urdu اگر کپڑے ایک دیکھنے میں معید معلومات مسلسل کرنا چاہئے تو تیار کر
کے سے اس پہلے پریشان کرے کہ کسی بھی درخواست

Information is also available in large print, Braille and tape.

Public Information Officer
3rd Floor, Merton Civic Centre,
Morden SM4 5DX Tel: 020 8545 3475

Registration; SSCC03/36