

Help for people with

# HIV and AIDS



SUPPORTING CHILDREN, FAMILIES & VULNERABLE ADULTS IN CUMBRIA



# How can I **contact**

## Cumbria Social Services?

**You can contact our HIV Co-ordinators at:**

### **North Cumbria**

Angela Lynch  
Cumbria Social Services  
Wiza House, Station Road  
Wigton  
Cumbria CA7 9BA  
Telephone 016973 66120  
angela.lynch@cumbriacc.gov.uk

### **South Cumbria**

Barbara Chapman  
Cumbria Social Services  
Brogden Street  
Ulverston  
Cumbria LA12 7AH  
Telephone 01229 894001  
barbara.chapman@cumbriacc.gov.uk

**Visitors, telephone calls, letters and email through Cumbria Social Services offices:**

### **Carlisle Adults' Services**

Civic Centre  
Rickergate  
Carlisle CA3 8QG  
Telephone 01228 607000  
carlislessd@cumbriacc.gov.uk

### **Carlisle Children's Services**

3 Alfred Street North  
Carlisle  
CA1 1PX  
Telephone 01228 607002  
carlislessd@cumbriacc.gov.uk

### **Allerdale**

New Oxford Street  
Workington  
CA14 2LW  
Telephone 01900 325325  
workingtonssd@cumbriacc.gov.uk

### **Copeland**

Somerset House  
Duke Street  
Whitehaven CA28 7SQ  
Telephone 01946 852852  
whitehavenssd@cumbriacc.gov.uk

**South Lakeland**

County Offices  
Kendal LA9 4RQ  
Telephone 01539 773377  
kendalssd@cumbriacc.gov.uk

**Barrow-in-Furness**

Market Street  
Barrow-in-Furness LA14 2LH  
Telephone 01229 894894  
barrowssd@cumbriacc.gov.uk

**Eden**

Friargate  
Penrith CA11 7NX  
Telephone 01768 242242  
penrithssd@cumbriacc.gov.uk

**All offices are open:**

9.00am to 5.00pm Monday to Thursday; 9.00am to 4.30pm on Friday

**Please note: do not email us with emergency and urgent matters, these should be telephoned through to your local office.**

**Emergency telephone calls:**

For emergencies outside office hours, at the weekend or during bank holidays, the Out of Hours Service can be contacted on 01228 526690.

**Textphone users:**

Typetalk 0800 959598  
Text Phone 01228 606336

**Information in other formats:**

A tape version of this booklet (on audio cassette) is available from these Cumbria Social Services offices. Other formats can also be provided on request.

**Internet/web users:**

You can find more information about Cumbria Social Services on our website at: [www.cumbria.gov.uk/socialservices](http://www.cumbria.gov.uk/socialservices)

# **About** this **booklet**

This booklet is for people living with HIV and AIDS, their carers and relatives and anyone interested in what help is available.

**It includes information about:**

- who can get help
- what help is available
- how to find out more
- what we will do
- your rights as someone receiving services from us

# **Who** can get **help?**

People of any age with HIV and AIDS can contact us to discuss their needs. Carers and relatives who help look after someone with HIV can also contact us to discuss their needs as carers.

If we agree to look at your needs in detail, we will arrange an assessment to help us identify which services will best meet your needs.

Where possible, we will aim to provide services to support people with HIV to live in the community. We will also aim to help them remain together with their families.

We cannot provide help to everyone so we use assessments to tell us who needs services the most. We will compare the needs identified in your assessment with our *eligibility criteria* to decide if you qualify for help from us. We have a '*Guide to assessments and eligibility*' which will tell you more about this.

If your assessment tells us that you are not at present eligible for our services, we will tell you about other sources of help if we can. If your circumstances should change, then please do make contact again.

# **What help is available?**

We can make a range of services available including:

- advice and support with personal and family problems;
- help with meals;
- equipment and adaptations to your home to help you if you have a physical disability;
- day care for yourself;
- child care and family support for your children;
- respite care so that people who help look after you can have a break;
- care in a residential or nursing home if you are unable to live at home with support;
- personal care at home; and
- services for people who have problems with their sight or hearing.

With your consent, we can either ask other organisations to provide you with services or refer you on to them. These organisations can include:

- health services from hospitals, genito-urinary medicine (GUM) clinics, community health services and doctors;
- advice on benefits and financial matters from Citizen's Advice Bureaux, or the HIV/AIDS Welfare Benefits Advisor, based in Newcastle;
- advice on legal matters from the Community Legal Service or Outreach Cumbria; and
- housing and housing benefit from District Councils and Housing Associations.

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

If you think we can help you, please contact your nearest HIV Co-ordinator:

## **North Cumbria**

Angela Lynch  
Cumbria Social Services  
Wiza House, Station Road  
Wigton  
Cumbria CA7 9BA  
Telephone 016973 66120  
[angela.lynch@cumbriacc.gov.uk](mailto:angela.lynch@cumbriacc.gov.uk)

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Ulverston  
Cumbria LA12 7AH  
Telephone 01229 894001  
[barbara.chapman@cumbriacc.gov.uk](mailto:barbara.chapman@cumbriacc.gov.uk)

If they are not available when you ring, please leave a short message for them to contact you.

The co-ordinator will be able to discuss with you the different kinds of help available to you both from within Cumbria Social Services and from other organisations. If you decide you would like to apply for help from us, your Co-ordinator will arrange for you (and your carers or relatives, if you wish) to have an assessment of need from a social worker.

# What happens next?

At your assessment, we will discuss and agree with you, your needs and how these affect your ability to live a full and independent life. This will include discussing areas such as:

- what can you do by yourself?
- what can you do if someone helps you?
- what are you unable to do at all?
- who helps and supports you at present?
- what is the best way of meeting your needs?
- how much help is your carer or family able to offer you?

We deal with emergency and urgent situations first but we aim to complete all assessments **within four weeks** of being asked for one.

You should play an essential part in your assessment. Knowing your views and wishes is very important. With your permission, we will also take into account the views of your family, friends, carers and other people who know about your circumstances, such as your family doctor.

Once your assessment is complete, we will then agree with you what help we can provide.

# **How** could **Direct Payments** **help me?**

If your assessment shows you need social care services, there are three ways in which these may be arranged for you:

- we can arrange for services to be provided to you;
- you can receive *Direct Payments* to allow you to arrange your own services; or
- a combination of the two.

A Direct Payment is money that we can give you, in the place of services, to let you arrange the services you choose which meet your needs. Direct Payments can offer you greater choice about the services you receive, who provides them and when. A Direct Payment will not affect your benefits.

If you would like more information about Direct Payments, please ask us.

# **What** is a **care plan?**

If you ask us to arrange services for you, we will then draw up a care plan with you. The care plan will detail:

- what results your care is expected to achieve;
- the services you will get, and which organisation or individual will provide them;
- how often you will get services and for how long;
- what we will do if there is an emergency;
- which members of staff will be responsible for making sure you get these services; and
- when we will review your needs and services.

Reviews are done to make sure your needs are being met. If your needs are not being met, your services may need to be changed. We will review your needs and services at least once a year.

**You will be given a written copy of your care plan.**

If you have agreed with us to receive Direct Payments, you will be asked to produce your own care plan. (We can make help available to you to help you do this.) Your care plan will need to include details of the services you will arrange with your Direct Payments.

Will it

# **cost me anything?**

We will tell you the cost of services before you get them so you need not worry about unexpected bills. Charges for services vary:

- some services are free, for example advice and information and visits by our staff or volunteers;
- others have a set charge, for example Meals on Wheels and day services; and
- for others, people pay on a sliding scale according to their means, for instance, home care and care in a residential or nursing home.

What if I

# **don't want a service from you?**

We normally work with people who want our help although sometimes the law requires us to act even when the people concerned do not want this. If you do not want a service we have offered you, please let us know.

# How can I make a **comment** or **complaint?**

Through our Compliments, Comments and Complaints Procedure, you have the right to:

- compliment us on the way we have done things;
- 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.

Please ask us if you would like to know more.

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

We keep records about our work with people who use our services. This information is kept to enable us to arrange services for people and to carry out our legal duties. The Data Protection Act 1998 gives you the right to see information we keep about yourself whether this is kept on computer or in writing. Please ask if you would like to know more.

We recognise that those who ask us for help may be very anxious that details about their needs are kept confidential. We respect your wishes for confidentiality at all times. If we feel it is in your interest to have other services outside Cumbria Social Services, we will discuss this with you. It is your decision whether we talk to other agencies and how much information we give to others on your behalf.

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February 2004



This booklet has benefited from the views and comments of the Readers Panel