



Denbighshire Social Services & Housing

Adult Placement Scheme

A guide for service users



For a version of this leaflet in Braille, in large print or on tape, call free on 0800 243 980. If you would like any of our information in a language other than Welsh or English, please let us know.

What's in this guide

This guide should tell you everything you need to know about Adult Placements and Denbighshire's Adult Placement Scheme. There is also lots of useful information about how carers will support you, how we make sure you go to stay with the carers who are right for you, and who you can talk to if there is anything you want to change or are not happy about in your placement.

If you decide you want an Adult Placement, we hope you have a brilliant time!

Who you can contact...

If you have any questions about what you read, or you want more information about Adult Placements, please contact the First Contact Team:

By post:	First Contact Team	or	First Contact Team
	Social Services & Housing		County Hall
	64 Brighton Road		Wynnstay Road
	Rhyl		Ruthin
	LL18 3HP		LL15 1AS

Tel: 01824 712900

Email: firstcontactteam@denbighshire.gov.uk

Videophone: 01824 706418

Minicom: 01745 345160

Fax: 01824 712888

Textphone: 07917 597 993 (for people who are deaf or have difficulty hearing)



Words we use about Adult Placements and what they mean



Adult Placement Carers

These are the people you will stay with or live with. They have been trained and chosen to be adult placement carers.

Adult Placement Officer

The person who gives information and advice to your carers and makes sure your placement is going to work well for everyone.

Social Worker or Care Manager

The person who works for social services who supports you and helps organise things that you might need, like day services and transport. You can contact your social worker or care manager if you are worried about anything and do not want to talk to your carer.



Service User Plan

This is where we write down lots of information about the ways your carers and other people will be helping you in your adult placement.

Placement Agreement

This is where we write down all the things that your carers, you, your social worker or care manager and the adult placement scheme workers agree to so that your placement goes well.

Advocate

This is someone who can help you to say what you want, or will speak or write for you if you like.



Placement Review

These are the meetings that we will have with you and your carers to check that things are OK. We can also decide at a placement review if any changes need to be made to your service user plan or placement agreement.

What is an Adult Placement?

An adult placement can be:

- somewhere to live
- somewhere to stay for a short break
- somewhere to go for support during the day
- someone who will offer you support to live in your own home



In every adult placement you are helped and supported by someone called an adult placement carer who will share their home with you and include you as part of their family.

There are lots of different kinds of adult placement carers. Some adult placement carers are couples some are single people. Some have children. Some provide help and support to more than one person.

All adult placement carers are part of an adult placement scheme.

How will Adult Placements help me?

In an adult placement, you will:

- choose your own carers
- share a home, which will be clean and well looked after
- be part of your local community
- have the company of other people, but also have your own independence as an adult
- be able to meet new people and make new friends
- get the help you need to do the things you choose to do
- get support to learn new skills
- receive respect from your carers



What is the Adult Placement Scheme?



This scheme is about finding people who want to be adult placement carers. We do this by:

1. doing lots of checks, like checks with the Criminal Records Bureau to make sure that they are safe
2. making sure they are the right kind of people to be adult placement carers, and that they have the skills to support people properly, and
3. giving training to adult placement carers

We will do our best to match you with carers who we think will be right for you. We will introduce you to carers and help you get to know each other by arranging visits with the carers (including overnight stays if you are going to live in the carer's home).

When you have decided with us which carers are right for you, together we will write an service user plan and a placement agreement.

When you begin to stay or live with your carers an Adult Placement Officer from the scheme will visit you regularly to make sure things are going well and to help you and your carers sort out any problems.

We make sure that placement review meetings are held regularly to talk about whether you or your carers want to change anything about your placement.

Who do I tell if I would like an Adult Placement?

You could tell your social worker or your care manager if you have one, or your key worker or your advocacy officer.

You could also tell a parent or family member so that they can find the right person to help you.



Can I choose my Adult Placement Carers?

YES

We will tell you about carers who we think you might like to live with. We will also tell you:

- where they live
- what their house is like
- how many people live there and how old they are
- what they enjoy doing and whether they have a pet

If you like, we will then help you to meet them to see what you both think. You can bring someone else with you if you want to.

Sometimes you may need to meet a few different carers before we find the right placement for you.

How will the Adult Placement Carers know about me?

Your social worker or care manager will talk with you so that you can work out together what you want the adult placement carers to know about you and what they need to know to support you properly.

It will help if you can tell them things like what you do during the day, what you like doing in the evening and at weekends, and what things you need help with each day.

Information given to your carers is confidential. It will only be shared with anyone else if it needs to be, in order to help you or keep you safe.



What will my Adult Placement Carers help me to do?

Your adult placement carers can help you do all sorts of things, like:

- making a cup of tea or cooking
- choosing what you would like to eat
- washing your hair or taking your medication
- managing your money or going out
- doing the things you like doing during the day

Your adult placement carers will know what things you need help with and what you would like to learn to do because we write these things down in your service user plan.



Will I have to keep lots of rules?

NO

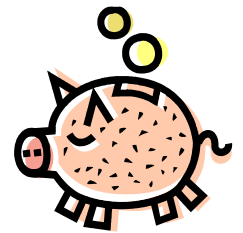
There may be a few rules that everyone living in the house is asked to keep, like:

- not smoking anywhere in the house
- helping to clear up after meals
- not playing loud music - especially late at night

If you do not agree with the rules they have you may decide that these are not the right carers for you.

There may also be a few other rules that you will be asked to agree to by other people who know you. These will help you to stay safe and will be written down in your plan.

Will my carers get paid?



Most carers will be paid some money to give you the help you need. Some of that money usually comes from your local authority.

You will need to pay some of your benefits or wages towards the cost of your placement to help pay for their help and for food and the other things you need. If you are living there your money will also pay for the cost of your accommodation.

We make sure that you still have enough money so that you can buy things for yourself and do the things you want to do.

Will I be able to spend my own money?

YES

Money you have left after you have paid for your carers is yours to spend on the things you want.

If you find it difficult to manage your money alone your carers will help you.

What will my carers write about me?

Your carers will write a diary. You can help with this if you want. In the diary your carers will write about what is happening - things like:

- appointments for you
- people who come to visit
- times when you are ill
- anything else that happens that's important



Your carers may also need to write down information about any medication you have and when you take it.

Information written down is confidential. Your carers will tell you if they need to share any of this information with anyone else.

If I am living with an Adult Placement Carer...

Will I have my own room?

YES

Can I bring my own things with me?

YES

Your bedroom will be furnished but you can bring any of your own things you want with you that will fit into your room. People often bring a television or music centre.

Can I still do the things I like doing during the day?

We will try to find a placement that is not too far from where you live now, so that you can still do the same things during the day that you do now.

If this is not possible we will tell you, and if you want we will help you to find something new to do during the day.



Will I still be able to see my friends?

Friends are important and your carers and the people who run the scheme will do everything they can to help you see your friends.



Will I still be able to do the things that I enjoy doing in the evening?

If your placement is not too far away you will be able to go out to do the things as you do now in the evening. If this is not possible, because you are further away, you can ask your carers and the people who run the scheme to help you find new things to do.

YES

Will I be able to visit my family?

If you are living with adult placement carers you can visit your family whenever it is OK for both of you. Your carers can help you with these arrangements.

YES

Will my family and friends be able to visit me?

Your family and friends will be able to come and visit you. Your carers will make sure that you can see them privately in your own room or another room in the house.

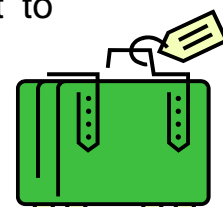
YES

What if I don't want to stay with my Adult Placement Carers anymore?

Sometimes people want to move on from their placement and this is OK.

You will need to tell your social worker or care manager if you have one, your carer and your adult placement officer. Your carer or a friend you trust will help with that if you find it difficult.

One of these people will help you to decide where you want to move on to and to plan how you are going to do that. We can try to find you a new adult placement if you want.



What happens if I am not happy about something in my placement?

If there is something that you are not happy about in your placement, you should tell your carers if you can, so that you can sort out the problem together.

If you don't feel like you can tell to your carer, you can tell:

- a member of your family or a close friend,
- your social worker or care manager,
- a member of staff at your day centre, or
- the Adult Placement Officer, or
- your advocacy officer



These people will all be able to help you.

If you have a serious problem with something to do with your placement, you may need to make a complaint. If you want help to make a complaint you can ask your social worker if you can have an advocate or someone to help you. This can also be a family member or friend. They can help you get in touch with the Complaints Officer to make your complaint. These are the Complaints Officer's contact details:

Complaints Officer
Denbighshire Social Services
64 Brighton Road
Rhyl
LL18 3HP

Freephone: 0800 032 1099
Fax: 01824 712888
Text: 07917174038



You can also contact the local Care & Social Services Inspectorate for Wales (CSSIW) office if you want to complain about your placement. This is where the person who inspects our service works. The address and telephone number of your local office is:

CSSIW North East Wales Regional Office
Broncoed House
Broncoed Business Park
Wrexham Road
Mold
CH7 1HP

