



BEDFORD
BOROUGH COUNCIL

Help for Older People

Bedford Borough's Community Older People's
Social Work Team



Adults and Community Services

About us

The Bedford Borough Older People's Team is a team of Social Workers and Support Workers who provide support to people over 65 years of age. When you contact us to ask for help we will ask you a series of questions. The answers to these questions will help us to decide what we can do to help you. This is known as an assessment.

We are available to take enquiries and referrals during the working day Monday to Friday.

Our aim

We aim to provide you with services to help you live safely and independently, based on your assessment of need and eligibility for services.

We will work with you to:

- Increase your independence
- Increase choice and control in your daily life
- Enable you to access other support services
- Improve your quality of life.

Services we provide

We sometimes assess your needs by telephone and sometimes in person by visiting you, depending on your individual situation.

Following your assessment a range of services may be provided. These services may include:

- A Direct Payment
- Home care

- Day care
- Equipment including telecare
- Meals at home
- Residential or nursing care

We also support referrals for Sheltered Housing.

Some examples of when we would arrange support for you are if:

- you are unable to get out of your bed or chair or move around without help
- you find it difficult to look after yourself because you are unable to prepare meals and drinks or wash yourself properly.
- your main carers (relatives, friends or neighbours) are unable to support you without help.
- your main carers are putting their own health and welfare at risk because of the nature of the caring tasks.
- you have been subjected to any form of abuse i.e physical, financial, or if there are good reasons to suspect that you may be at risk of such abuse.

The services we provide will be reviewed on a regular basis by social work colleagues based in the community and adjusted according to your needs. We work closely with Doctors, Nurses, Occupational Therapists, Physiotherapists, Care Agencies and other specialist services.

Carers

Carers are a priority for us because they play such a valuable role. We encourage carers to have a Carers Assessment and to access Direct Payments for activities of their choice or Carers Vouchers used towards a sitting service.

Eligibility and access

We can only help those whose independence is at the greatest risk if they do not receive a service from us. The assessment helps us to give priority as fairly as we can to those in greatest need of support.

There is no charge for the assessment. The worker will discuss any costs relating to the service(s) you need with you and will arrange for an assessment of your financial circumstances. We can also assess whether there are any benefits that you are entitled to receive.

Safeguarding Adults

Abuse is mistreatment by any other person that violates your human and civil rights. Bedford Borough Council is committed to safeguarding vulnerable adults from abuse (SOVA). If you are being abused or suspect that someone you know may be the victim of abuse contact Adults and Community Services on 01234 267422. Your concerns will be taken seriously and will receive prompt attention.

Having your say


We would like you to tell us how you think Bedford Borough Council's Adults and Community Services have worked for you and what you think of our services. Our staff will ask for your views throughout your contact with us.

To give us feedback on the service you have received, please speak to the manager or staff in the Older People's Team or write to us at the address on the back page.

Bedford Borough Council's Adults and Community Services are independently regulated by the Care Quality Commission (CQC). If you want to discuss our service(s) with them they can be contacted at:



 **03000 616161**

 **Care Quality Commission**
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

 **enquiries@cqc.org.uk**

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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Per Informazione

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Bedford Borough's Community Older People's Social Work Team


 01234 276168 or 01234 276094

 **Bedford Older Peoples Team**
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP

 care@bedford.gov.uk

General Enquiries

 01234 267422

 **Adults and Community Services**
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP

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**Ask for leaflet
AS164_13**