



BEDFORD
BOROUGH COUNCIL

Help for people with a physical disability

Bedford Borough Physical Disabilities Social Work Team



Adults and Community Services

About us

The Bedford Borough Physical Disabilities Team is a team of Social Workers and Support Workers who provide support to people over the age of 18 years up to 65 years who have a physical disability. When you contact us to ask for help we will ask you a series of questions based on your personal circumstances. The answers to these questions will help us to decide how we can help you. This is known as an assessment.

We are available to take enquiries and referrals during the working day Monday to Thursday 8.45am - 5.20pm, Friday 8.45am - 4.20pm.

Our aim

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

We will work with you to:

- Improve your independence
- Improve 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, it depending on your individual situation.

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

- Self Directed Support

- Home care
- Day opportunities
- Meals at home
- Residential or nursing care
- Carers assessment (if you are caring for someone or someone is caring for you)
- Referral to other support services which may include Telecare

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
- If you find it difficult to look after yourself because you are unable to prepare meals and drinks or wash yourself properly.
- If your main carers (relatives, friends or neighbours) are unable to support you without help.
- If your main carers are putting their own health and wellbeing at risk because of their nature of the caring tasks.
- If you have been subjected to physical, sexual, psychological or financial abuse, 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 changed 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 all carers to have a Carers Assessment to look at their own needs and outcomes.

Eligibility and access

We work with adults with a physical disability across Bedford Borough whose independence is at greatest risk if they do not receive a service from us. A member of the team will assess your need for support from health and social services - this is called an “assessment of needs”. The assessment helps us to determine who is eligible for a service and helps us 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 situation. 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 Physical Disability 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 Physical Disabilities Social Work Team



01234 267422



Bedford Borough Physical Disabilities Social Work Team

Bedford Borough Council
Borough Hall
Caudwell 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



care@bedford.gov.uk

**Ask for leaflet
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