

Better Care Higher Standards

Leeds Long Term Care Charter



2005

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Foreword

I would like to welcome you to the fifth edition of the Leeds Long Term Care Charter 2005.

Leeds Long Term Care Charters have been produced periodically since 2000 to let people know about the standards that they can expect from community care services and how to access these services.

The Charters have been produced by a partnership between service users, carers and the main organisations that plan, fund and provide community care services. The organisations include the Social Services Department, local health organisations, the Neighbourhoods and Housing Department, voluntary and independent sector organisations.

At some time in their lives, older people and people with a long-term illness or disability may need help from their Neighbourhoods and Housing Department, local health organisations or Social Services Department. Co-ordinated help from these services can make it much easier for people to obtain the support and advice that they need.

We hope that the Charter will provide you with the information you need about the standards we are working to and how to access services.

Councillor Peter Harrand
Leeds City Council
July 2005

Better Care, Higher Standards

Leeds Long Term Care Charter

1 Introduction

The Leeds Long Term Care Charter is for:

- * all adults in Leeds aged 18 or over who are disabled or have difficulties coping with old age, long-term illness or impairment;
- * Carers who support people in those circumstances.

The Leeds Long Term Care Charter is one of the ways that we are working to make sure that the people of Leeds get the best possible services. The first Leeds Long Term Care Charter was produced in 2000 and has been monitored and revised each year.

An Annual Report has been published containing the results of the monitoring. This shows how satisfied service users and carers are with the level of service that has been provided.

The Charter tells anyone needing care or support over the long term what standards they can expect from community care services. These standards are listed in Section 5 and will assist in ensuring that services are satisfactory to service users and carers. The Charter will make sure that you:

- * know how to get information about services
- * know what standard of service you can expect
- * know what your responsibilities are

The Charter provides information about where to go to find more information about community care services in Leeds. This year we have been able to make good use of recently published and up-to-date guides to services that relate to specific service areas and needs. We let you know where to find these guides in Section 9 of the Charter.

Leaflets about 'Leeds Long Term Care Charter' are distributed across the city to various points of contact. These contain details of how to obtain a copy of the Annual Report or a full copy of the Charter and how to make comments on either of these publications. These details are also listed on the back page of this Charter.

2 Who is responsible?

The principles and standards in the Charter are the responsibility of all the organisations providing community care in Leeds including the independent sector and voluntary organisations. Each organisation has different legal powers and duties. The Charter will assist in the continued development of a joint approach to the way services are planned and provided.

If you have any concerns about how the Charter is working in Leeds or wish to share examples of where it is working well, you can contact any of the three Charter Champions, their contact details are given below:

John England Deputy Director – Strategy and Performance Social Services Dept. Merrion House 110 Merrion Centre Leeds LS2 8QB	Paul Clarke Head of Strategic Housing Services Department Neighbourhoods And Housing Merrion House 110 Merrion Centre Leeds LS2 8BB	Lisa Butland Director of Planning and Performance Leeds West PCT Bremner House Gelderd Business Park Leeds LS12 6QD
E-mail:john.england@ leeds.gov.uk	E-mail: paul.clarke@ leeds.gov.uk	E-mail: lisa.butland@ leedswest-pct.nhs.uk

The role of the Charter Champions is to work together to develop:

- A co-ordinated approach to the publication and development of Charters and Annual Reports;
- Job standard setting;
- Annual budget and estimates for production of the Charter and related activities (e.g. user and carer surveys) with appropriate contributions from each service;
- Information-sharing and awareness-raising of the Charter among the three lead services and partner organisations;
- Ensuring service users and carers have easy and meaningful access to the Charter, to joint information about the three services and to co-ordinate user and carer surveys.

Within the Charter Champion's own services, Charter Champions will:

- Report to elected members/board members and chief officers at corporate level;
- Ensure that service-specific initiatives or strategies reflect and inform Leeds Long Term Care Charter, and that future strategic plans are informed by the results of Leeds Long Term Care Charter monitoring;
- Develop information-sharing protocols, staff development and training with particular reference to the needs of front-line staff;
- Analyse the handling of complaints and compliments procedures, undertake and monitor any action taken resulting from complaints.

Central government also has a responsibility to check that the Charter is working. It will do so through its contacts with local health organisations in the city, the Department of Neighbourhoods and Housing Department, and Social Services Department.

3 What is community care?

Community care is all about helping those who are ill or disabled and/or cannot manage on their own by ensuring the availability or provision of appropriate help and support needed to live independently. Services are provided locally by Social Services, Housing and Health Services working together in conjunction with voluntary and independent organisations.



The kind of help provided might include the offer of a direct payment or home care, meals services, equipment and adaptations for daily living, residential care, day care or community nursing services.

□ Community Care Assessments

The Community Care Act says that local care and support services should be provided following an assessment to people who need them. The overall aim is to enable you to live as independently as possible. The assessment process identifies your care and support needs. The aim is to match those needs with a range of services that may be able to help, some of which may be provided through Social Services.

□ Assessment by Social Services



The leaflet 'Guide to Assessments' provides further information on Social Service assessments. If you feel you would benefit from community care services, please telephone the Department of Social Services Customer Contact Centre on:

(0113) 398 4702

When you, or your carer, contact one of Social Services Customer Service Teams we will talk to you about what you find difficult and how you think we may be able to help. This conversation will help us to decide whether a formal assessment is the most appropriate means of determining your needs. When a formal assessment is appropriate, we will work out with you what your needs are. We will look at what kinds of help you or your carers need to enable you to be able to live as safely and independently as possible at home.

□ The Single Assessment Process

The purpose and manner in which assessments are undertaken are described in the Single Assessment Process. This was introduced through the National Service Framework for Older People in April 2004. The Single Assessment Process is applicable to all people in need of community care, not only older people. It also attempts to ensure an appropriate, effective and timely response to identifying and meeting health and social care needs. It also attempts to ensure that health and social care professionals try to reduce the number of times you are asked for information. The Single Assessment Process could be initiated by either Health or Social Services, which will pass on the information they gather during the assessment process to other relevant professionals with your consent.

□ **Carer's Assessments**

If you give substantial and regular support to someone in their home, you are entitled to have an assessment of your own needs (a Carer's Assessment). This will help to identify how best to support you in providing the care you give. By law, you are now entitled to an assessment even if the person you care for doesn't want or need services themselves. If you feel you would benefit from a Carer's Assessment or would like to know more:

- Pick up the leaflet 'Assessments for Carers' – this contains a reply slip or
- Telephone the Department of Social Services Customer Contact Centre on **(0113) 398 4702** or
- Contact Bridget Maguire, Social Services Department, Merrion House, 110 Merrion Centre, Leeds LS2 8QB or Tel: **(0113) 224 3991**

□ **Eligibility for social care services**

To be fair to everyone, the social care help Leeds City Council provides is based on what the risk might be to your independence if you don't get any help. We have to consider what the risks are now and what they are likely to be in the near future.

Leeds Social Services Department cannot meet all the requests for help that might be made of us, because money and resources are limited. To make sure everyone has fair access to our services we look at whether your needs are critical, substantial, moderate or low. These 'levels of need' have been decided by the Government for all Local Authorities and are described below.

In common with other Local Authorities, Leeds City Council is required to focus its available resources on those people with the greatest needs, this means that services will be provided to those people with critical and substantial needs.

If your needs are moderate but are likely to become critical or substantial in the near or foreseeable future we will support you to avoid that happening. We are not able to help people whose needs are low but we will give you advice and information about other organisations who are willing and able to help.

In all cases, including those where it is unlikely we will provide services, we will still offer advice and information about other sources of help. Sometimes people have such high health care needs that all their care may be provided and paid for by the NHS. This is called Continuing Health Care.

The Government defines the level of eligibility as:

Critical

- life is, or will be threatened; or
- significant health problems have developed or will develop; or
- there is, or will be, little or no choice over vital aspects of the immediate environment; or
- serious abuse or neglect has occurred or will occur; or
- there is, or will be, an inability to carry out vital personal care or domestic routines; or
- vital involvement in work, education or learning cannot or will not be sustained; or
- vital social support systems and relationships cannot or will not be sustained; or
- vital family and other social roles and responsibilities cannot or will not be undertaken.

Substantial

- there is, or will be, only partial choice and control over the immediate environment; or
- abuse or neglect has occurred or will occur; or
- there is, or will be, an inability to carry out the majority of personal care or domestic routines; or
- involvement in many aspects of work, education or learning cannot or will not be sustained; or
- the majority of social support systems and relationships cannot or will not be sustained; or
- the majority of family and other social roles and responsibilities cannot or will not be undertaken.

Moderate

- there is, or will be, an inability to carry out several personal care or domestic routines; or
- involvement in several aspects of work, education or learning cannot or will not be sustained; or
- several social support systems and relationships cannot or will not be sustained; or
- several family and other social roles and responsibilities cannot or will not be undertaken.

Low

- there is, or will be, an inability to carry out one or two personal care or domestic routines; or
- involvement in one or two aspects of work, education or learning cannot or will not be sustained; or
- one or two social support systems and relationships cannot or will not be sustained; or
- one or two family and other social roles and responsibilities cannot or will not be undertaken.

□ **Help that may be provided by Leeds Social Services Department**

The type and amount of help provided will depend on each individual's situation and their "Eligible Needs". This could include:-

- Information and advice on other services which could help
- Assistance to consider how your needs or those of the person you care for could be met ;

Eligibility is determined via a Community Care Assessment. At the end of your assessment, the assessor will discuss with you whether your needs are such that you are eligible for help from Leeds Social Services Department. Whether you will get help will depend on:

- a. What needs are identified
- b. What is the most cost-effective way to meet those needs

Where eligibility is confirmed, help could be provided in various ways including:

- Direct Payments - where we provide you with money so that you can arrange the help you need
- Day Services
- Home Care
- Providing equipment or minor adaptations to the home
- Respite Care

This is not a complete list, but gives some idea of the sort of help that might be provided. You can find out more about these various types of help on the Leeds City Council website or by asking for information from the Customer Contact Centre, or any of the Leeds One Stop Shops.

We have to meet people's needs in the most cost-effective way. For instance, where the cost of meeting your needs at home is significantly greater than the cost of meeting them in a suitable care home, we will carefully discuss this with you. We will look at each individual's particular circumstances before coming to a decision.

If you do qualify for help, we will contact you within three months of your services starting. This will be to reassess how things are going, to make sure the services provided are at the right level and frequency and to see whether you are still eligible for help. We do this because we recognise that people's needs change through time, sometimes rapidly. We need to be as sure as we can that the care we organise is responsive to those changes.

We will then contact you at least once a year to reassess your situation. In a small number of cases where people's needs are very complex and subject to fluctuation we will keep in more regular contact.

These reassessments will determine whether the help you receive needs to continue or should be changed, depending on how things are going and whether you are still eligible for help. A reassessment involves a discussion with you and possibly others involved in your care depending on your circumstances, for example, your carer.

□ **Direct Payments**

The Community Care (Direct Payments) Act and the Carers and Disabled Children Act allow Local Authorities to make cash payments to:

- Adults who have been assessed as needing 'community care' services.
- People with parental responsibility for a disabled child, to meet the child's assessed needs.

Instead of receiving services to meet yours or your child's needs you can use direct payments to purchase the support to meet those needs. If you wish you could have a combination of directly provided services and direct payments. If you have eligible care needs we will ensure that you are offered a direct payment in the first instance.

Further information is available in the leaflet 'Leeds Direct Payments', available at One Stop Shops or phone the Social Services Customer Contact Centre on: **0113 398 4702**.

□ **Charging**

If you get help from the Social Services Department you may be expected to pay something towards it. The amount you pay depends on how much help you will be receiving and how much you can afford to contribute towards that care. We will assess your financial situation when we arrange your services.

□ **Further information**

For more information see Section 9 'Getting information out', page 23, or phone the Social Services Customer Contact Centre on: **0113 398 4702**

□ **Further Help for People with Long Term Conditions**

A further way of ensuring people with long-term conditions will receive high-quality care is through the NHS Improvement Plan:

- The Expert Patients Programme will be rolled out throughout the NHS by 2008 to enable thousands more people with long-term conditions to take more control of their health.
- The new contract for GP's introduced in April 2004 will reward family doctors who deliver higher standards of care to patients
- Patients with complex long-term conditions will be supported by community matrons, across the city by 2008
- People with long-term conditions will benefit from the rapid implementation of National Institute for Clinical Excellence (NICE) guidance on cost-effective drugs.

Further information on this can be obtained by contacting your local health organization (listed in Section 8).

4 Community Care Service Principles and Values

The assessment and delivery of community care services in Leeds is based on a set of principles and values. We are committed to working together to deliver high-quality services to meet your needs and provide value for money. The principles give you the right:

- * to be treated with fairness, courtesy and respect;
- * to receive services, which are responsive to and respectful of race, religion, culture, language, gender, sexuality and impairment;
- * to be called by the name and title of your choice;
- * to be responded to without undue delay;
- * to be greeted by staff who give you their name and job title;
- * to a response to your letters and enquiries within ten working days or sooner if your case is urgent;
- * to be recognised and respected as a carer who is looking after a relative, friend or partner at home or elsewhere;
- * to confidentiality, to have all personal information protected and to have access to information that is kept about you;
- * to be consulted and actively involved in decisions about services;
- * to independence and choices;
- * to have access to full and accurate information;
- * to comment or complain.

5 Charter standards

One of the first tasks undertaken by the original 'Leeds Better Care, Higher Standards Partnership' (BCHS) was to establish standards and goals for improvement for each of the partner agencies. These standards are grouped into six main areas and are as follows:

A Standards which apply for everyone

1. Emergency help and advice will be available 24 hours a day, 7 days per week.
2. We will be aware of each other's responsibilities and will advise service users and carers on where to go for emergency help and will provide help and support where necessary.
3. We will work to agreed time-scales for acknowledging and acting upon complaints within each organisation.
4. We will provide an explanation if we fail to meet any of these shared standards.
5. We will make sure staff are trained, competent and supervised.

B Helping service users and carers to find out about services

1. We will ensure that our information is up to date, accurate and easy to get hold of.
2. We will provide information so that you know what services are available from the Council, local health organisations, voluntary and independent organisations as well as User and Carer projects.
3. We will provide information so that you are aware of advocacy groups and independent advice services in your area.
4. We will tell you what types of services are available and how much choice you have in choosing between them.
5. We will share information with other service providers, if you agree.

C Understanding and responding to the needs of service users and carers

1. We will make sure that you see the right people to help you and we will arrange times that are convenient for you.
2. We will tell you how long it would be before you are assessed.
3. We will tell you when you are being assessed.
4. We will listen to you when you are assessed.
5. We will tell you the result of your assessment.
6. We will explain to you the reasons for our decisions.
7. We will give you a written copy of your care plan.
8. We will give you full information about the services we will provide and any charges you may have to pay.
9. We will provide information so that you know where you can get advice about any benefits you may be able to claim.
10. We will provide information so that you know how to ask us to rethink our decisions.
11. We will review your care plan regularly.

D Finding a suitable place to live

1. Your housing needs and any options will be fully discussed with you.
2. You will be made aware of where to get information and advice about benefits, including housing benefit.

E Supporting carers in caring

1. We will inform carers of their right to a separate carers' assessment.
2. We will listen to you as a carer and also to the person that you care for.
3. We will take your needs into account when providing services to the person that you care for.
4. We will provide you with a Carers Action Plan which reflects your needs.
5. We will provide you with a copy of the care plan of the person that you care for.
6. If your needs change we will review your Carers Action Plan at your request
7. We will provide carers of people with mental health problems on the Care Programme Approach with their own care plan
8. We will involve you in all discussions about treatment and help in the home with the agreement of the person that you look after.

F Helping people to stay in their own homes

1. We will make sure that we talk to you about your care and support needs and take account of your wishes and feelings.
2. We will discuss with you which equipment and adaptations might be best for you.
3. Where possible, you will have a chance to try the equipment before you receive it.

G Getting the right health care

1. We will provide detailed information on local health services including information on the standards of service you can expect, waiting times and local GP services.
2. We will give you information about whom to contact to provide the health services you need.
3. We will give you a clear explanation of treatment, including any risks and alternatives.
4. We will give you a clear explanation of your condition.
5. We will give you details of the help available after you have left hospital and any long term care arrangements you may need.
6. You will not be discharged from hospital care until it is judged clinically appropriate and until appropriate arrangements have been put into place for your care.
7. We will fully inform you and your carers on arrangements for discharge.
8. We will give you enough time and information to help you to make decisions and tell you how to seek a review of any decisions if you are not happy.
9. We will provide you with a written plan.
10. Services will begin as soon as possible after you return home.
11. By the end of March 2003, 90% of patients in England should spend no more than 4 hours in A & E from arrival to admission, transfer or discharge. By the end of December 2004, no patient should be waiting longer than 4 hours.
12. 75% of urgent calls (category A calls) will receive a response within 8 minutes.
13. The maximum time a patient will wait for an inpatient admission will be 9 months (up to March 2004, progressing towards a maximum of 6 months by December 2005).
14. No more than 2% of patients will occupy a short term or 'acute' hospital bed because their discharge has been delayed for non-medical reasons.

6 Helping us to help you



We aim to provide quality services that effectively meet the needs of people in Leeds. You may have to pay for some services that you receive, and others will be free. If you feel that you may benefit from additional support to help you manage on your own, you can ask for an assessment of your needs. (See Section 3)

It is important to know what you can expect of services and to ask for what you feel you are entitled to. You also have an important part to play in achieving a good outcome by:

- * giving all the information needed about your personal and financial circumstances;
- * following advice about your treatment and medications;
- * keeping appointments, or telling people if you cannot keep them - you can expect the same from the people who provide your services;
- * keeping all the service providers up-to-date with what you need from them and letting them know if you no longer require a particular service;
- * looking after any equipment and returning it when you do not need it anymore;
- * telling us how you think the Charter and services could be improved.

7 Contacting Leeds City Council - Social Services and Housing

Leeds City Council has many offices across the city dealing with a variety of different types of enquiries. Detailed information on all Leeds City Council services can be found on the web site at www.leeds.gov.uk

If you would like to receive information on Council services in Braille, large print, on tape or electronically, please call **(0113) 214 4540** or by minicom on **(0113) 395 0300**.

The Council's Customer Contact Centre handles enquires by phone, letter, email and the Council's web pages. The Centre covers disabled parking badges, anti-social behaviour, complaints about the Council and environmental services.



You can make contact by telephone on the numbers listed on the next page. An automated answering service is not offered as customers have said that they prefer to speak to a person rather than a machine. Opening times are generally between the hours of 8.00am - 6.00pm Monday to Friday.

- Housing enquiries **(0113) 398 4701**
- Housing Repairs **(0113) 398 4704**
- Social Services enquiries **(0113) 398 4702**
- Blue Badge and Bus Pass enquiries for disabled people **(0113) 398 4700**
- Complaints about the Council **(0113) 398 4703**
- If you find a used a needle **(0113) 398 4705** or free phone **0800 138 6227**
- If you are suffering from Anti-Social Behaviour **(0113) 398 4701**
- Minicom **(0113) 224 3792**
- Fax **(0113) 247 6679**

If you have an emergency outside of opening hours, please ring the following;

- For Housing Repairs and Highways **(0113) 247 8500**
- For Social Services and Emergency Accommodation **(0113) 240 9536**

Switchboard operators will be able to help you find the right number if you are not sure who to call. The City Council's main switchboard number is **(0113) 234 8080**

If you are unsure of which department to write to, please address your letters to:

**Leeds City Council
Customer Contact Centre
PO Box 155
Leeds
LS14 6ZA**

Alternatively you may prefer to make contact by e-mail: onestop@leeds.gov.uk

If you would prefer to call in to see someone, you may contact an office or One Stop Centre. One Stop Centres bring together a range of services under one roof making it easier for people to contact the Council. The One Stop Centres are your first point of contact with Leeds City Council, helping you with enquires such as Council Tax bills and benefits, Housing tenancy issues, benefits for people on a low income, Social Services help for older people, disabled people, children and families.

Hate Reporting Centres have been formed from a shared partnership between West Yorkshire Police, Leeds Racial Harassment Project and Leeds City Council. Reporting Centres based in One Stop Centres are located at Dewsbury Road, Halton Moor, South Seacroft and Wetherby.

The One Stop Centres deal with face to face enquiries only. All our One Stop Centres are accredited with the Chartermark for Excellence in Delivering Outstanding Public Service.

They can be contacted at:

Office address and e-mail address for housing enquiries only MO* = Management Organisation	Opening times
CITY-CENTRE	
City Centre One Stop Centre 2, Great George Street, Leeds LS2 8BA	Monday – Friday: 8.00am – 6.00pm
EAST LEEDS	
North Seacroft One Stop Centre Irford House Seacroft Crescent Leeds LS14 6PA hsg.seacroft.north.nho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 4.30pm Friday: 8.30am - 4.30pm Leeds East Homes (MO*)

South Seacroft One Stop Centre 91-95 Moresdale Lane Leeds LS14 6GG hsg.seacroft.south.nho@leeds.gov.uk	Monday/Tuesday: 8.30am-4.00pm Wednesday: 8.30am-3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds East Homes (MO*)
NORTH EAST LEEDS	
Wetherby One Stop Centre Centre Council Offices, Westgate, Wetherby LS22 4NL hsg.wetherby.nho@leeds.gov.uk	Monday/Tuesday/Friday: 8.30am-4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am- 6.00pm Leeds North East Homes (MO*)
NORTH WEST LEEDS	
Aireborough One Stop Centre Micklefield House, Leeds Road, Rawdon LS19 6DD hsg.aireborough.nho@leeds.gov.uk	Monday/Tuesday/Friday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 5.30pm Leeds North West Homes (MO*)
Otley One Stop Centre 8 Boroughgate, Otley, LS21 3AL hsg.otley.nho@leeds.gov.uk	Monday/ Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 5.30pm Friday: 8.30am - 4.00pm Leeds North West Homes (MO*)
SOUTH EAST LEEDS	
Garforth One Stop Centre Centre Council Offices, Main Street, Garforth, LS25 1DU hsg.garforth.nho@leeds.gov.uk	Monday/Tuesday/Thursday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Friday: 8.30am - 5.30pm Leeds South East Homes (MO*)
Halton Moor One Stop Centre, Neville Road, Leeds LS15 0NW hsg.halton.moor.nho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds South East Homes (MO*)

Osmondthorpe One Stop Centre 81a Wykebeck Mount, Leeds LS9 0JB hsg.osmondthorpe.nho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds South East Homes (MO*)
WEST LEEDS	
Pudsey One Stop Centre Town Hall, Pudsey, LS28 7BL hsg.pudsey.nho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday/Friday: 8.30am - 4.30pm Leeds West Homes (MO*)
Armley One Stop Centre 2 Stocks Hill Armley LS12 1UQ hsg.armleynho@leeds.gov.uk	Every day: 8.30am - 4.00pm Except Wednesday: 8.30am - 3.00pm Leeds West Homes (MO*)
SOUTH LEEDS	
St George's Centre St George's Road Leeds LS10 4UZ hsg.middletonnho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4:00pm Wednesday: 8.30am - 3:00pm Thursday/Friday: 8.30am to 4:00pm Leeds South Homes (MO*)
Rothwell One Stop Centre Civic Buildings, Rothwell, LS26 OAD hsg.rothwell.nho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3:00pm Thursday 8.30am - 6:00pm Friday 8.30am - 5.30pm Leeds South Homes (MO*)
Dewsbury Rd One Stop Centre 190 Dewsbury Rd, Leeds LS11 6PF hsg.dewsbury.road.nho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3:00pm Thursday 8.30am - 6:00pm Friday 8.30am - 5.30pm Leeds South Homes (MO*)
Morley One Stop Centre Morley Town Hall, Morley, LS27 9DY hsg.morley.nho@leeds.gov.uk	Monday/Tuesday/Wednesday: 8.30am - 4.00pm Thursday: 8.30am - 6:00pm Friday: 8.30am - 5.30pm Leeds South Homes (MO*)

- **Hospital Social Work Offices**

There are also Social Work offices in hospitals. They can be contacted at:

Leeds General Infirmary, Social Work Office
'B' Floor, Main Site, Great George St, Leeds LS1 3EX
Tel: **(0113) 392 6851**

St James's Hospital, Social Work Office
Trust Headquarters, Beckett St, Leeds LS9 7TF
Tel: **(0113) 206 4391**

Mental Health Social Work Department
St Mary's House, 1st Floor South Wing, St Mary's Road,
Leeds LS7 3JX
Tel: **(0113) 295 4454/5**

- **Sheltered Housing**

If you would like information about applying for sheltered housing you may contact:

- Your nearest One Stop Centre
- The Housing Advice Centre on **(0113) 247 6919**
- The Older People's Housing and Services Team **(0113) 214 1801**

- **Emergency Alarm Call Service**

Care Ring Leeds enables support and assistance to be summoned through pressing a button on an alarm unit which is connected to your telephone. If you would like information about this please call **(0113) 224 3485**.

- **Homeless Service**

Leeds City Council has a specialist Homeless Service. If you have nowhere to live, or if you are likely to become homeless, we can help you. Contact us at:

Housing Advice Centre
21-27 The Headrow
Leeds
LS1 6PU
Tel. **(0113) 247 6919**

The Housing Advice Centre is open at the following times:

Monday - Thursday 9.00 am - 4.00 pm

Friday 10.00 am - 4.00 pm

When the Housing Advice Centre is closed, an out-of-hours service is provided by the Emergency Duty Team on **(0113) 240 9536**.

- **Neighbourhood Housing Offices**

In addition to the One Stop Centres listed above, there are a number of Neighbourhood Housing Offices who may be able to assist you with your housing enquiry or problem.

They can be contacted at:

Office, address and e-mail MO* = Management Organisation	Opening times
EAST LEEDS	
Ebor Gardens Rigton Lawn, Burmantofts, Leeds LS9 7QA hsg.eborgardensho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds East Homes (MO*)
Lincoln Green Cromwell Street Leeds LS9 7SG hsg.lincolngreenho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds East Homes (MO*)
Gipton North 95 Foundry Avenue, Gipton, Leeds LS8 3NH hsg.gipnonnorthho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds East Homes (MO*)
Gipton South 58 Coldcotes Drive, Gipton, Leeds LS9 6QG hsg.giptonsouthho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds East Homes (MO*)
NORTH EAST	
Harehills & Chapeltown 265, Roundhay Rd, Leeds LS8 4HS hsg.chapeltownho@leeds.gov.uk	Every Day: 8.30am - 4.00pm Except Wednesday: 8.30am - 3.00pm Leeds North East Homes (MO*)
Meanwood 6 Green Road, Meanwood, Leeds LS6 4JP hsg.meanwoodho@leeds.gov.uk	Every Day: 8.30am - 4.00pm Except Wednesday: 8.30am - 3.00pm Leeds North East Homes (MO*)

Moortown 4 Queenshill Approach, Moortown, Leeds LS17 6AY hsg.moortownnho@leeds.gov.uk	Monday/Tuesday/Weds: 8.30am - 4.00pm Thursday: 8.30am - 6.00pm Friday: 9.30 - 5.30pm Leeds North East Homes (MO*)
NORTH WEST LEEDS	
Little London Oatland Drive, Little London, Leeds LS7 1SH hsg.littlelondonnho@leeds.gov.uk	Monday/Tuesday: 8.30am - 5.00pm Wednesday: 9.30 - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds North West Homes (MO*)
Horsforth The Green, Town Street, Horsforth LS18 4RH hsg.horsforthnho@leeds.gov.uk	Monday/Tuesday/Friday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 5.30pm Leeds North West Homes (MO*)
Kirkstall 45 Kirkstall Lane, Kirkstall, Leeds LS5 3BE hsg.kirkstallnho@leeds.gov.uk	Monday/Tuesday: 8.30am - 5.00pm Wednesday: 9.30 - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds North West Homes (MO*)
Weetwood 10 Raynel Approach, Leeds LS16 6JT hsg.weetwoodnho@leeds.gov.uk	Monday - Friday: 8.30am - 4.00pm Wednesday: closed 12.00- 1.00pm for training Leeds North West Homes (MO*)
SOUTH EAST LEEDS	
Richmond Hill 8 Walter Crescent, Leeds LS9 8NG hsg.richmondhillnho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds South East Homes (MO*)
Kippax Hanover Place, Kippax, LS25 7LW hsg.kippaxnho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 4.00pm Leeds South East Homes (MO*)

Swarcliffe Langbar Road, Swarcliffe, Leeds LS14 5ER hsg.swarcliffenho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds South East Homes (MO*)
WEST LEEDS	
Bramley 202 Town Street, Bramley, Leeds LS13 2EP hsg.bramley.nho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday: 8.30am - 6.00pm Friday: 8.30am - 5.30pm Leeds West Homes (MO*)
Wortley Wortley Area Office 36 Heights Drive, Leeds LS12 3SU hsg.wortleyareaoffice@leeds.gov.uk	Monday - Thursday: 8.45am - 4.45pm Friday: 9.30am - 4.45pm Saturday: 10am - 12 Leeds West Homes (MO*)
SOUTH LEEDS	
Belle Isle 26a Broom Crescent, Leeds LS10 3JN hsg.belleislesouthnho@leeds.gov.uk	Monday/Tuesday: 8.30am - 4.00pm Wednesday: 8.30am - 3.00pm Thursday 8.30am - 4.00pm Friday: 8.30am - 5.30pm Belle Isle Estate Management Board (MO*)
Hunslet 27 Penny Hill Centre, Leeds LS10 2AP hsg.hunsletnho@leeds.gov.uk	Monday/Tuesday 8:30am - 4:00pm Wednesday: 8:30am – 3:00pm Thursday: 8:30am - 4:00pm Friday 8:30am - 5:30pm Leeds South Homes (MO*)

Non-Council Housing Services

- Care and Repair Housing Options Service

Care & Repair (Leeds) is an independent Home Improvement Agency covering the whole of the Leeds City Council area. It has been operating for 15 years and now provides a wide range of services to help older people, disabled people and people on low incomes to live in safe, warm, secure, well maintained and adapted homes in Leeds. It is an industrial and provident society with charitable status (Registration number 25858R). The Agency receives funding from the Office of the Deputy Prime Minister, Leeds City Council, Primary Care Trusts, Charitable Trusts and the Community Fund.

Care and Repair runs a Housing Options Service for Older People which aims to help older people make informed choices about their future housing options, and assist them to achieve their aims.

The other services they offer are:

- Helping to identify what repairs, improvements or adaptations are needed
- Advising on the financial options available for work
- Home visits to help with form filling and grant applications
- Maximising income through benefits checks, efficiency advice and charitable sources
- Drawing up plans and applying for building regulations and planning approval
- Helping to choose a builder, obtaining estimates and organising the work.
- Giving help and support throughout the process of repairs and adaptations
- Ensuring builders' work is up to a satisfactory standard
- Assisting disabled people in achieving successful aids and adaptations to their homes
- Providing help in Urdu, Bengali & Punjabi, and working with other agencies to provide an 'own language' service as required
- A handy-person and security service for older and disabled people
- Other security measures for designated areas with high burglary rates
- Running a prevention of falls service for older people
- Carrying out minor adaptations to assist people leaving hospital quickly
- Providing a Housing Options Service
- Providing advice and information on all of the above

Contact Details:

Care and Repair (Leeds)
323 Roundhay Road
Leeds
LS8 4HT

Tel: **(0113) 240 6009**
Fax: (0113) 249 3349
Minicom: (0113) 240 6053
E-mail: care-repair@totalise.co.uk
Web site: <http://care-repairleeds.org.uk>

8 Contacting local health organisations

- How to make contact with your local Primary Care Trust

There are five Primary Care Trusts in Leeds.

- Leeds East PCT
- Leeds North-East PCT
- Leeds North-West PCT
- Leeds South PCT
- Leeds West PCT

Each is responsible for the health of people in their area. They provide a wide range of community health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Each PCT produces an annual guide to the services they provide. You can obtain a copy of the latest version by contacting your local PCT.

Map showing the areas covered by each of the PCTs:



The Primary Care Trusts can be contacted at:

Contact Addresses	Localities Covered	Telephone / Fax / Web
East Leeds Primary Care Trust Oaktree House 408 Oakwood Lane Leeds LS8 3LG	<ul style="list-style-type: none"> • Garforth/ Kippax • Seacroft • Harehills 	Tel: (0113) 305 9521 Fax: (0113) 305 9523 www.eastleeds-pct.nhs.uk
Leeds North East Primary Care Trust Sycamore Lodge 7a Woodhouse Cliff Leeds LS6 2HF	<ul style="list-style-type: none"> • Wetherby • Roundhay/Moortown • Chapelton 	Tel (0113) 305 9763 Fax (0113) 305 9880 www.leedsnortheast-pct.nhs.uk
Leeds North West Primary Care Trust 2 nd Floor Mill House Troy Road Horsforth Leeds LS18 5TN	<ul style="list-style-type: none"> • Otley/Guiseley (including Yeadon) • Cookridge (including Horsforth) • Headingley (including Woodhouse and Burley) 	Tel: (0113) 305 7120 Fax: (0113) 305 7121 www.leedsnorthwest-pct.nhs.uk

Leeds South Primary Care Trust 1 st Floor Navigation House 8 George Mann Road Quayside Business Park Leeds LS10 1DJ	<ul style="list-style-type: none"> • Beeston & Holbeck • Belle Isle, Middleton and Hunslet • Morley • Rothwell 	Tel: (0113) 305 9666 Fax: (0113) 3059667 www.leedssouth-pct.nhs.uk
Leeds West Primary Care Trust Bremner House John Charles Way Gelderd Business Park Leeds LS12 6QD	<ul style="list-style-type: none"> • Pudsey/Farsley/Calverley • Bramley/Wortley/Armley 	Tel: (0113) 305 9400 Fax: (0113) 305 9481 www.leedswest-pct.nhs.uk

- How to make contact with Leeds Teaching Hospitals NHS Trust

The Leeds Teaching Hospitals NHS Trust is one of the largest trusts in the UK. It provides acute services for the population of Leeds and is a regional centre for the treatment of diseases such as cancer and heart disease. It employs about 15,000 staff across eight sites and treats 125,000 inpatients, 65,000 day cases and 700,000 outpatients each year. It has 3,000 beds and an annual budget of £540 million.

Leeds Teaching Hospitals NHS Trust

St James's University Hospital
 Beckett Street
 Leeds
 LS9 7TF

Tel: **(0113) 243 3144**

Web site address: www.leedsteachinghospitals.co.uk

- How to make contact with Leeds Mental Health NHS Trust

The main purpose of Leeds Mental Health NHS Trust is to improve the mental health and wellbeing of the people of Leeds and to provide them with effective and modern mental health and learning disability services.

Trust Headquarters
 Leeds Mental Health Teaching NHS Trust
 2150 Thorpe Park
 Leeds
 LS15 8ZB

Tel: **(0113) 3055 900**

Web site address: www.leedsmentalhealth.nhs.uk

9 Getting information out

We have developed an information strategy across all agencies in consultation with service users and carers. The strategy says:

“Information about all forms of long term care services should be easily available to anyone who might need it in a variety of formats in all parts of Leeds.”

Information about services can be made available in a number of different formats including Braille, on audio tape and translated into community languages.

It is also available via the internet (see Appendices A and B). There are terminals at a number of libraries and a number of voluntary and community organisations also provide free access to the Web. Age Concern have a project specifically aimed at supporting older people wanting to use the Web.

Information about long term care services and how to apply for them is being included in a number of different publications including:

- A-Z of Services for Older People, 2002
- Choices for Carers, New Edition, 2005
- Quick Guide to Services for Carers in Leeds
- Disability Directory, September 2005
- Through the Maze – A Guide to Learning Disability Services and Opportunities in Leeds
- The Children and Families Resource Directory, April 2004
- Your Guide to Local Health Services
- Housing Application Form
- Lettings Policy 2004
- Homeless Standards [available in 10 languages]
- Repairs and Maintenance Service Standards
- Sheltered Housing Guidebook
- Sheltered Housing Service Standards
- Care Ring Alarm Services
- Mental Health Services ‘The Quick Guide’, 2005
- Directory of Care Homes in Leeds

Many of the leaflets listed above and others are available in all One Stop Centres, Social Service Offices, libraries, many Health Centres, voluntary organisations and Citizen Advice Bureaux across Leeds. In addition, the carers’ guides and leaflets are available from:

Carers Leeds
6-8 The Headrow
Leeds
LS1 6PT

Tel: **(0113) 246 8338**
e-mail: info@carersleeds.org.uk

We are ensuring that staff are fully aware of the services that are available by providing good information for staff through paper and electronic systems as well as staff training.

10 How to complain and compliment

- Leeds Social Services Department and Neighbourhoods and Housing Department

Leeds City Council aims to provide a range of high-quality services to the people of Leeds. The services are used by many thousands of people, and sometimes things go wrong and mistakes are made. If things go wrong we would like to know so that we can improve our service to you. Similarly, if things go well we would also like to hear from you. Your comments will help us to improve and develop services.

For detailed information about the Complaints Procedures ask for a copy of:

- the booklet 'Complaints and Compliments about Leeds Social Services' **or**
- 'Complaints and Compliments about Leeds City Council Services' for the Neighbourhoods and Housing Department

You can make a complaint if:

- you feel there has been an unreasonable delay in providing a service;
- you feel our staff have been rude or impolite;
- you feel the quality of service provided has been unsatisfactory;
- you feel you have been discriminated against or treated unfairly;
- you do not agree with a decision that affects you or someone you care for.

If you want to make a complaint, it is often simpler for you to make your complaint initially to the member of staff with whom you have been dealing - they may be able to resolve the complaint for you immediately.

If you have tried to resolve your complaint but are still dissatisfied, you can write down your complaint and send it to:

The Complaints Manager
Social Services Department
Merrion House
110 Merrion Centre
Leeds
LS2 8QB

The Departmental Customer Relations Officer
The Neighbourhoods and Housing Department
Merrion House
110 Merrion Centre
Leeds
LS2 8QB

Tel: **(0113) 247 8627**

Tel: **(0113) 398 4703**

If you are still dissatisfied with the outcome of your complaint, and think it has not been dealt with properly, you can complain directly to:

The Local Government Ombudsman
Beverley House
17, Shipton Road,
York YO30 5FZ

Tel: **(01904) 380 200**

Fax: (01904) 380 269

- Local health organisations

- **Independent Complaints Advocacy Service (ICAS)**

ICAS can provide free, independent, confidential help and support to anyone wishing to make a complaint about health services. They can be contacted on **0845 120 3734**.

- **Primary Care Trusts (PCTs)**

Primary Care Trusts are responsible for commissioning health services for the local population, and may provide some services directly, e.g. district nursing, health visiting. Each PCT has a leaflet which explains the complaints process. Copies of the leaflets can be requested from the complaints managers at the addresses listed below.

Informal queries, comments or complaints are dealt with on the spot wherever possible by the member of staff concerned. Where a complaint is put in writing the following procedure is followed:

- The provision of an acknowledgement (by or on behalf of the Chief Executive of the PCT) within two working days of the complaint being received.
- Investigation of the complaint by whatever process is felt necessary, which may involve the Complainant(s) being asked to attend a meeting.
- The consideration of conciliation, where it is felt to be appropriate.
- The provision of a written response within 20 working days of being received. If the time-scale proves to be impossible for any reason, the Complainant(s) will be so informed before the expiry of the 20 working days and an explanation will be provided.
- All written complaints will receive a written response from the Chief Executive.
- If a complaint can not be resolved successfully, then the complainant has the right to ask the Healthcare Commission to review the case (see below for details).

The PCT offers an independent conciliation service for patients and practitioners. If a complaint can not be resolved successfully, then the complainant has the right to ask the Healthcare Commission to review the case (see below for details).

For PCT Complaints please write to the Chief Executive of the relevant PCT.

For advice and information on both PCT or Independent Practitioner complaints please contact the Complaints Manager for the relevant PCT:

South Leeds PCT
Complaints Manager
Tel **(0113) 305 9730**

Leeds North East PCT
Complaints Manager
Tel **(0113) 305 9730**

Leeds West PCT
Complaints Manager
Tel **(0113) 305 9466**

East Leeds PCT
Complaints Lead
Tel **(0113) 305 9521**

Leeds North West PCT
Complaints Manager
Tel **(0113) 305 7121**

❑ **Independent contractors (GPs, dentists, chemists, opticians)**

Independent contractors (GPs, dentists, chemists, and opticians) are required to have their own procedure to cover complaints about their NHS roles and responsibilities. For Independent Practitioner complaints, in the first instance please contact the practice directly. The procedure must comply with national guidelines:

- Complaint to be acknowledged within 2 working days.
- Response to be sent in 10 working days. If this is not possible, a holding letter explaining the delay should be sent.

❑ **Leeds Mental Health Teaching NHS Trust**

Leeds Mental Health Trust (LMHT) is committed to providing quality services for you, but to help us maintain this, we need to know your opinions. You can help us to improve and develop our services by giving us your comments.

It is also important for us to know when we are doing things right - so we can carry on doing so! Your compliments are always welcome and will be passed on to the relevant members of staff. Compliments can be made in the same way as comments and complaints.

Complaints can be made by service users, carers, relatives, friends or advocates. If you are raising concerns on behalf of someone else, we will seek their consent to enable us to respond to you. All comments and complaints are treated seriously. They can be made verbally or in writing in any of the following ways:

1 You can speak to a member of staff who is providing your care. They may be able to help you and resolve any issues or concerns quickly.

2 You can speak to our designated manager for comments and complaints who will listen to you and offer advice on what to do next or explain how the Trust can help.

3 You can write to the Chief Executive to register a formal comment or complaint. For more details on this process, please contact the designated manager for comments and complaints.

Letters regarding comments and complaints should be sent to:

Complaints and Claims Manager
Leeds Mental Health Teaching NHS Trust
2150 Thorpe Park
Leeds
LS15 8ZB

Tel: **(0113) 305 5973**
Fax: (0113) 305 5991

❑ **Leeds Teaching Hospitals Trust**

Anyone who is receiving or has received NHS treatment or services can complain. If you are unable to do so yourself then someone else (usually a close relative or friend) can complain for you. You may be asked to confirm that your relative or friend has your permission to pursue a problem on your behalf, especially if it involves personal information about yourself.

It is best to raise your concerns as soon as possible after the problem occurs. The NHS complaints procedure specifies time limits for making a formal complaint. The complaint should be made:

- Within six months of the event, or
- Within six months of you realising that you have something to complain about, provided this is not more than twelve months after the event itself.

There are some circumstances beyond these time limits where we may agree to investigate your concerns.

It is usually best if you can tell someone as soon as you are aware of the problem, for example the ward sister, doctor or receptionist. Often they can sort out your problem straight away.

Alternatively you can contact the Trust's Complaints Office, describing what happened and include any helpful information such as your date of birth or hospital unit number. We can help with problems concerning all the hospitals and are happy to give general help and advice if you are unsure whether of how to complain.

To make a complaint please contact:

The Chief Executive or The Patient Relations Manager
St James's University Hospital
Beckett Street
Leeds LS9 7TF

Tel: **(0113) 206 6261**

More information on the full complaints procedure can be found on the LTHT web site: www.leadsteachinghospitals.co.uk/patients/complaints_procedure.php

□ **Healthcare Commission**

The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. The Healthcare Commission can be contacted at:

Healthcare Commission
Peter House,
Oxford Street,
Manchester M1 5AN

Tel: **(020) 7448 9200**

Further information is available at www.healthcarecommission.org.uk

□ **Patient Advice and Liaison Services (PALS)**

The Patient Advice and Liaison Service provides a confidential free service across the city of Leeds offering advice and support to help patients, relatives and carers resolve concerns they may have about general health care provided. This unique service is able to guide you through the different services available through the NHS.

The Patient Advice and Liaison Service (PALS) aims to:

- Advise and support patients, their families and carers.
- Provide information on NHS Services.
- Listen to your concerns, suggestions or queries.
- Help resolve problems on your behalf.
- Signpost to local and national support organisations.

PALS have successfully assisted many patients, carers and service users since its launch and would welcome any comments or suggestions you may have about NHS services in Leeds.

To contact PALS please ring:

- For general health care services provided outside of hospitals please call the freephone number **0800 052 5270** (mobile calls may incur a charge)
- For hospital services in Leeds please call **(0113) 206 7168**
- For mental health services please call **0800 052 5790**
- For ambulance services please call **(01274) 707 155**

Further information is available at www.leedspals.nhs.uk

11 Adult Protection Unit

The Adult Protection Unit offers guidance and advice to staff working in health & social care and also the voluntary & independent sectors, on matters relating to the protection of vulnerable adults.

Training is also offered to any organisation with an interest in safeguarding vulnerable adults. A vulnerable adult can be an elderly person, an adult with a learning disability, physical or sensory impairment or a mental health problem.

Anyone who is concerned that a vulnerable person may be experiencing abuse should contact the social services call centre on **(0113) 398 4702**.

Up to date information on our training programme, current legislation, procedures and good practice can be found at the unit's web-site: www.leedsadultprotection.net

Contact can be made directly with the Adult Protection Unit at:

Adult Protection Unit
Social Services Department
2nd floor East
Merrion House
Leeds
West Yorks
LS2 8QB

Marion Bunyan, Administrative Officer
Tel: **(0113) 247 4909**
e-mail: marion.bunyan@leeds.gov.uk

Norman Sterling-Baxter, Training & Development Officer
Tel: **(0113) 247 8738**
e-mail: norman.sterling-baxter@leeds.gov.uk

Joanne Purdie, Adult Protection Co-ordinator
Tel: **(0113) 224 3511**
e-mail: joanne.purdie@leeds.gov.uk

12 Social Security Benefits and Housing Benefit

You may be able to receive help with your living and housing costs by claiming Social Security Benefits. Most low-income benefits such as Income Support are means tested, which means that the amount of the benefits you receive will depend upon any income or savings that you may have. Other benefits, such as disability living allowance, will be paid if you suffer from a disability and do not depend upon your income or savings.

You can obtain information about benefits from any of the following agencies. The advice services listed are independent of the Department of Social Security and may have an office close to your home. To find out more telephone one of the numbers listed or seek further contacts from the telephone directory and One Stop Centres.

Housing Benefit and Council Tax Benefit help people on low incomes to pay their rent and Council Tax. For more details or to apply for Housing Benefit, contact **Leeds Benefits Service**:

- Corporate Services
Leeds Benefits Service
Selectapost 15
Leeds LS2 8BA
- Tel: **(0113) 247 7247**
- e-mail: lcc.benefits@leeds.gov.uk

Anyone can call in at the One Stop Centres, and you can also hand forms in at Housing Offices.

- **Benefit & Advice Services**



The following organisations offer advice and may be able to help you. There are also many specialist agencies that may be able to help. The specialist agencies details can be found in the guides listed in Section 9.

- **The Welfare Rights Unit**

The Welfare Rights Unit offers a free, confidential and impartial Welfare Rights Service via the telephone, surgeries and home visits. The team provides:-

- information and advice on a whole range of welfare benefits and appropriate services and schemes
- assistance with form completion
- guidance and support with appeals
- talks and displays.

They produce a 'Welfare Rights Leaflet' which provides further information. They can be contacted at:

The Welfare Rights Department
116 York Road
LEEDS
LS9 9AA

Advice Line: Leeds **(0113) 240 5480**
Minicom: Leeds **(0113) 240 5480**
e-mail: Welfare.Rights@leeds.gov.uk

Office Hours Monday to Thursday: 9.00am - 5.00pm
 Friday: 9.00am - 4.30pm

- Citizens Advice Bureau

They provide welfare benefits advice and a range of other advice services. They run advice sessions throughout the City. The central office is located at:

Westminster Buildings
31 New York Street
Leeds LS2 7DT

Tel: **08701 202 450** (calls charged at national rate)

- The Department for Work and Pensions:

The Department for Work and Pensions has a freephone Benefit Enquiry Line (BEL) for people with disabilities and their Carers which is **0800 882 200**.

13 Monitoring and review

You can expect the Neighbourhoods and Housing Department, local health organisations and Social Services Department to work with and ask people using services about local standards for this Charter.



Each year local health organisations in the city, the Neighbourhoods and Housing Department and Social Services Department carry out sample surveys of the people using their services. Information from these surveys has been used to form part of a joint Annual Report which describes the progress made against each Charter standard and the plan for improvement. Details of how to obtain a copy of the Annual Report are on the back page of this Charter.

Local Councillors and board members of local health organisations in the city want to ensure that the standards in the Charter are met. They would appreciate your comments and suggestions.

- Involving users and carers
- **I-say Leeds**

Leeds Social Services has launched an interactive consultation web site called **I-say Leeds**.

<http://www.isayleeds.net/>

e-mail: isay@leeds.gov.uk

The web site has been developed as part of the Social Services Department's commitment to consulting with and involving service users and carers in the planning and delivery of services.

- We will give you the opportunity to fill in questionnaires online regarding the issues we are looking at currently, and we will give you information about other ways you can be involved and consulted.

- We will keep you informed with news about involvement events, new developments in consulting and involving people, and the results from consultations.
- We also would like to hear what you think is important. We welcome your comments on the 'Tell us what you think!' questionnaire. In the discussion area you can suggest topics and reply to topics of interest.

If you don't have internet access you can access the site at your local library where you can also find out details about training opportunities in computer skills. Age Concern also provides training to older people wanting to use the internet.

- **Patient and Public Involvement Forums for Leeds**

Patient and Public Involvement Forums (PPI Forums) are new independent statutory bodies set up for all NHS Trusts and Primary Care Trusts in England from December 2003. Each Forum aims to identify healthcare issues of concern to local people and to look into these and find ways of addressing them through improvements.

There are seven PPI Forums for the Leeds Trusts which are:

- Leeds Teaching Hospitals NHS Trust
- Leeds Mental Health NHS Trust
- Leeds East PCT
- Leeds North-East PCT
- Leeds North-West PCT
- Leeds South PCT
- Leeds West

Each Forum has between seven and eleven members and is currently developing a work plan which will set out the main priorities for action for the immediate future. The Forums will be looking to start outreach work in the near future to contact a wider audience and get views from patients and carers. At the same time they will be working with their relevant Trust on issues identified in the Forum's work programme.

The Forums are supported by Voluntary Action-Leeds who provide a part-time co-ordinator for each Forum. They can be contacted through:

Ann Crossland
 Project Manager
 Voluntary Action-Leeds,
 Stringer House,
 43 Lupton Street,
 Leeds LS10 2QW.

APPENDIX A

A How to Obtain Further Information about the Charter or Annual Report

For further information please contact:

Leeds City Council
Customer Contact Centre
PO Box 155
Leeds
LS14 6ZA

Tel: (0113) 398 4702
E-mail: onestop@leeds.gov.uk

The Leeds Long Term Care Charter is also available on the Leeds Website at:
www.leeds.gov.uk

There is also general information on Better Care, Higher Standards on the Department of Health website. Log onto the link below and search for 'Better Care, Higher Standards':
<http://www.dh.gov.uk>

If you don't have internet access you can access the site at your local library where you can also find out details about training opportunities in computer skills. Age Concern also provides training to older people wanting to use the internet.

If you have any concerns about how the Charter is working in Leeds or wish to share examples of where it is working well, you can contact any of the three Charter Champions:

John England
Deputy Director – Strategy
and Performance
Social Services Dept.
Merrion House
110 Merrion Centre
Leeds
LS2 8QB

Paul Clarke
Head Of Strategic Housing
Services
Department Neighbourhoods
And Housing
Merrion House
110 Merrion Centre
Leeds
LS2 8BB

Lisa Butland
Director of Planning and
Performance
Leeds West PCT
Bremner House
Gelderd Business Park
Leeds
LS12 6QD

E-mail: john.england@leeds.gov.uk

E-mail: Paul.Clarke@leeds.gov.uk

E-mail: lisa.butland@leedswest-pct.nhs.uk

Alternatively, you can make comments on the I-say web site: <http://www.isayleeds.net/>

Or by e-mail to: isay@leeds.gov.uk

All Leeds Better Care, Higher Standards publications can be made available in Braille, large print, on tape and on computer disk and in a number of languages.

B Useful websites

The organisations are listed in alphabetic order. If you don't have internet access you can access the site at your local library where you can also find out details about training opportunities in computer skills. Age Concern also provides training to older people wanting to use the internet.

Age Concern

www.ageconcern.org.uk

Age Concern is the UK's largest organisation working with, and for, older people. They provide vital local services as well as influencing public opinion and government. Information on their work can be found on the website.

Alzheimers Society

www.alzheimers.org.uk

The Alzheimers Society provides advice and support to people with dementia and their families. The Alzheimers Society can help people to find help and support locally. Information on their work can be found on the website.

Caring about Carers

www.carers.gov.uk

In the policy document - *Caring about Carers* - the Government made a commitment to provide details of the services or benefits affecting carers on the Internet. This site is the result of the implementation of this policy. It is intended to be useful to carers, to carers' workers and voluntary organisations and others. There is a feedback form if there are any comments you would like to make.

Carers Online

www.carersonline.org.uk

Department of Health

www.dh.gov.uk

This website provides health and social care policy, guidance and publications.

Department of Health Consultations

www.dh.gov.uk/consultations/fs/en

This page gives you the opportunity to contribute to Department of Health policies. The site also provides information regarding the results of recently conducted consultations.

Healthcare Commission

www.healthcarecommission.org.uk

The Healthcare Commission is a new organisation, which was launched on 1st April 2004. They have a wide range of responsibilities, all aimed at improving the quality of healthcare. Through this site, you can find out more about what they do, why they have been created and the difference they will make to patients and the public.

I-say Leeds

<http://www.isayleeds.net/>

I-say Leeds is an interactive consultation website which has been developed as part of Social Services commitment to consulting with and involving service users and carers in the planning and delivery of services. The website provides the opportunity for service users and carers to fill in questionnaires online regarding the issues Leeds Social Services are looking at, and we provide information about other ways to be involved and consulted. It will also contain information about involvement events, new developments in consulting and involving people, and the results from consultations.

Including Us Website

www.includingus.org.uk/home.html

On this site you can find all the latest news and in depth features about mental health in Leeds. You can also read about World Mental Health Day. We want to include your views on mental health in Leeds. To include your views use the online forum or send them your comments.

Information for Mental Health

www.mentalhealthleeds.info/

This website provides information about services and resources dedicated to mental health.

Leeds Adult Protection Unit

www.leedsadultprotection.net

This website will be launched in 2004 and will provide up to date information regarding adult protection issues, legislation, training opportunities and good practice guidance. The site is mainly geared to the needs of staff working with vulnerable adults but may be of use to anyone with an interest in adult protection.

Leeds Carers

www.carers.org/leeds

The Carers Centre provides information, support and social activities to carers in Leeds. You can find out more about these and contact other carers via this website.

Leeds City Council

www.leeds.gov.uk

This is a link to the council's main site homepage. You can access information about Social Services under 'health and social care' and about the Department of Neighbourhoods and Housing under 'housing'

Leeds City Council Complaints, Compliments and Comments

www.leeds.gov.uk/complaints

Leeds Social Services and the Department of Neighbourhoods and Housing are part of Leeds City Council. This page tells you how to make a formal complaint and allows you to complete it online.

Leeds East PCT

www.eastleeds-pct.nhs.uk

Leeds East Primary Care Trust is responsible for the health of people in the East Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

Leeds Initiative Community Website

www.leedsinitiative.org

This site contains details about the Community Involvement Network and a database of information and results from community consultation exercises. To get to this part of the website under 'Partnership groups' click on 'community'.

Leeds Mental Health Teaching NHS Trust

www.leedsmentalhealth.nhs.uk

Leeds Mental Health Teaching NHS Trust provides the people of Leeds with accessible community and hospital based adult, older adult and specialist mental health services and learning disability services. Information about the Trust's services and performance can be found on the website.

Leeds North East PCT

www.leedsnortheast-pct.nhs.uk

Leeds North East Primary Care Trust is responsible for the health of people in the North East Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

Leeds North West PCT

www.leedsnorthwest-pct.nhs.uk

Leeds North West Primary Care Trust is responsible for the health of people in the North West Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

Leeds Older Peoples Forum

www.opforum.org.uk/advancedhome.htm

Leeds Older Peoples Forum is a collection of older people's groups who aim to improve the quality of life for older people. Information on their work can be found on the website.

Leeds Teaching Hospitals NHS Trust

www.leedsth.nhs.uk

The Leeds Teaching Hospitals NHS Trust is one of the largest trusts in the UK. It provides acute services for the population of Leeds and is a regional centre for the treatment of diseases such as cancer and heart disease. It employs about 15,000 staff across eight sites and treats 125,000 inpatients, 65,000 day cases and 700,000 outpatients each year. It has 3,000 beds and an annual budget of £540 million. Information about the Trust's services and performance can be found on the website.

Leeds West PCT

www.leedswest-pct.nhs.uk

Leeds West Primary Care Trust is responsible for the health of people in the West Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

Mencap

www.mencap.org.uk

This website provides information, advice and support to people with learning disabilities and their carers.

NHS

www.nhs.uk

This new NHS Gateway has been introduced to make finding health information on the Internet, quicker and easier. It will provide you with the answers to the most frequently

asked questions about the NHS and general health issues, bringing together access to a wide range of health related websites. Access to the website for information about NHS Local Services and the NHS in England is available at the address - www.nhs.uk/england

NHS Direct

www.nhsdirect.nhs.uk

This website provides a vast range of information on health topics including a health encyclopaedia, links to a best treatments website, self-help guide, and a local information database.

NHS Performance Indicators 2003/4

www.chi.gov.uk/eng/ratings/index.shtml

These pages are part of an archived information website and will not be updated. The Commission for Health Improvement's work is now conducted by the Healthcare Commission.

South Leeds PCT

www.leedssouth-pct.nhs.uk

Leeds South Primary Care Trust is responsible for the health of people in the South Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

The Princess Royal Trust for Carers website

www.carers.org/home

The Princess Royal Trust for Carers aims to offer useful information and support for all unpaid carers throughout the UK through their website.

Through the Maze Information Service

www.through-the-maze.org.uk/pages/

This website has been set up to provide information of interest to people with learning disabilities, their carers and professionals in the Leeds area.

Ukonline

www.ukonline.gov.uk

This website helps you to shape government policy by taking part in consultations and finding out how the UK is governed.

This Charter was produced jointly by:



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