

Other leaflets that may be useful:

- If I've told you once... your guide to the single assessment process
- Can we help you? – Supporting people with disabilities
- Choosing a Residential or Nursing Home
- Leaving Hospital? How Social Care Services can help.
- Do you need help looking after a relative or friend?
- Reablement
- Can we help you? Services for Deaf, Deafened and Hard of Hearing people. Blind and partially sighted people. Deaf/Blind people

For more information about Fair Access to Care Services in Staffordshire you can see a copy of the policy at www.staffordshire.gov.uk or request a copy from

Staffordshire County Council
Wedgwood Building
Tipping Street
Stafford
ST16 2DH

Area Offices

Biddulph Office

Councils Connect, Town Hall, High Street, Biddulph,
Stoke-on-Trent, ST8 6AR
Tel: 01782 297810 - Fax: 01782 297815
Minicom: 01782 297937
Email:
biddulph.socialservices@staffordshire.gov.uk

Burntwood Area Office

Sycamore Road, Chasetown,
Burntwood, WS7 4RR
Tel: 01543 510410 - Fax: 01543 510437
Email:
burntwood.socialservices@staffordshire.gov.uk

Burton Area Office

1-3 St. Paul's Square, Burton on Trent, DE14 2EQ
Tel: 01283 239888 - Fax: 01283 239635
Email:
burton.socialservices@staffordshire.gov.uk

Cannock Area Office

Ivy House, 202 Wolverhampton Road,
Cannock, WS11 1AT
Tel: 01543 510300 - Fax: 01543 510350
Email:
cannock.socialservices@staffordshire.gov.uk

Cheadle Office

Council Offices, Leek Road, Cheadle, ST10 1JF
Tel: 01538 483800 - Fax: 01538 483823
Email:
cheadle.socialservices@staffordshire.gov.uk

Codsall Area Office

Histons Hill, Codsall, WV8 1AA
Tel: 01902 434000 - Fax: 01902 434005
Email: codsall.socialservices@staffordshire.gov.uk

Leek Area Office

County Services Building, Fountain Street,
Leek, ST13 6JR
Tel: 01538 483112 - Fax: 01538 483145
Email: leek.socialservices@staffordshire.gov.uk

Lichfield Area Office

Lombard Court, Lombard Street,
Lichfield, WS13 6DP
Tel: 01543 510800 - Fax: 01543 510817
Minicom: 01543 510849
Email:
lichfield.socialservices@staffordshire.gov.uk

Newcastle Area Office

Unit 3 Evolution
Lyndale Business Park
Hooters Hall Road
Newcastle under Lyme
Staffs, ST5 9QF
Phone: 01782 296005
Fax: 01782 428015
Minicom: 01782 428127
Email: newcastle.sch@staffordshire.gov.uk

Rugeley Area Office

Council Offices, Anson Street, Rugeley, WS15 2BA
Tel: 01889 256016 - Fax: 01889 256034
Email:
rugeley.socialservices@staffordshire.gov.uk

Stafford Area Office

The Business Centre, Madford Retail Park,
Foregate Street, Stafford ST16 2PA
Tel: 01785 276810 - Fax: 01785 276880
Email:
staffordadults.socialservices@staffordshire.gov.uk

Tamworth Area Office

Marmion House, Lichfield Street,
Tamworth, B79 7BX
Tel: 01827 475506/7 - Fax: 01827 475509
Minicom: 01827 475510
Email:
tamworth.socialservices@staffordshire.gov.uk

Uttoxeter Area Office

63 High Street, Uttoxeter, ST14 7JQ
Tel: 01889 256300 - Fax: 01889 256326
Email:
utttoxeter.socialservices@staffordshire.gov.uk

Fair Access to Care Services



What does it mean?

FMS 228
May 2010



Corporate member of
Plain English Campaign.
Committed to clearer communication.

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FACS- what does it mean?

We can also provide this information in larger print, on audio, in Braille, or in different languages. Contact our helpline on 01785 276900 for this service.

Social Care Services aim to help people care for themselves or for others at times when they are experiencing difficulties and we do this through a range of services. To make sure we help people who are most in need and who may lose their independence without our support, we have to find out who is eligible. We do this by using the government guidance called Fair Access to Care Services (FACS). FACS helps us to rate the likely loss of independence by considering if the need for services is critical, substantial, moderate or low.

What happens in Staffordshire?

In Staffordshire we screen and assess all requests. For people who have **moderate** or **low** needs we give advice and pass on contact details for help from services such as: -

- Carers support services
- Care and repair/handyman services

- Befriending services
- Private home care services
- Leisure and education services
- Debt counselling and benefits advice

Assessment for Social Care Services

People who have **critical** or **substantial** needs when trying to maintain their safety and independence can be assessed to find out what services are needed. There is more information about assessments in a leaflet called 'If I've told you once... Your guide to the single assessment process'.

Help for Carers

We can also assess any carers and their needs. This is an opportunity to talk about the things that could make life easier and look at what services could be helpful in the circumstances. There is a leaflet that explains this called 'Do you need help looking after a relative or friend?'

Charges

There is no charge for an assessment by social care services or for the services of a social worker, occupational therapist or rehabilitation officer. But, there are charges for some services, for example, home care, meals on wheels, residential care and day care. So, as part of your assessment, we may need to look into your financial circumstances to assess how much you might have to pay towards a service.

Where there are charges you will always be told how much they are likely to be.

Services include

- Direct payments to help pay a personal assistant or other care services
- Home care, to assist with personal care
- Equipment to help with day to day activities
- Alterations to your home to make it safer and easier to get around
- Meals service
- Day-care
- Respite care
- Residential care
- Blue badge scheme

Reviewing services

As people's needs change over time reviews take place to make sure the service is still appropriate.

The first step for anyone who thinks they may need help is to talk to staff at one of our offices – contact details are on the back page.