

# Adult Social Care



## What do we do?

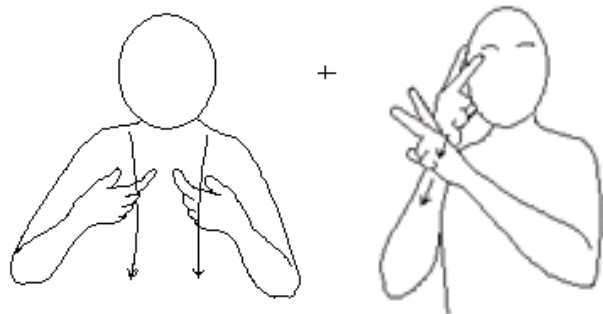


## Wandsworth easy-read

# Helpful words

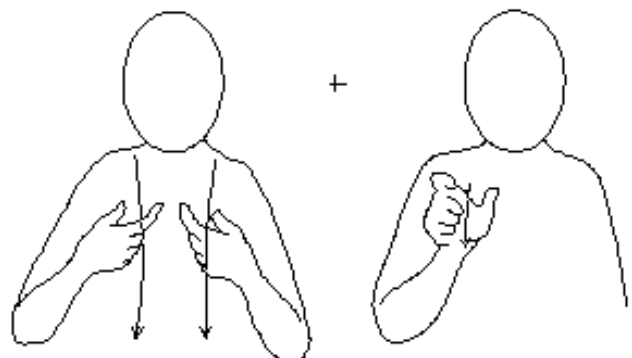
For support staff – please use these two pages to explain the words listed below which will appear in the leaflet, using the pictures and/or signs as needed to reinforce the explanation.

**Social Care** – This is help that you can get that lets you live your life safely and happily



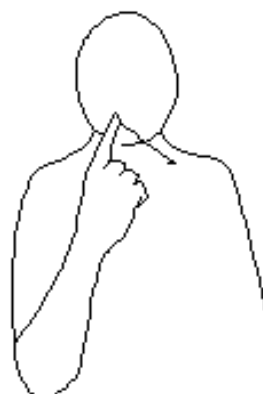
Sign = Social care

**Social Worker** – This is someone who works for the government in your town to give you the help that you need



Sign = Social worker

**Assessment** – This is a talk with a social worker who will find out what sort of help you need, and how much money it will cost



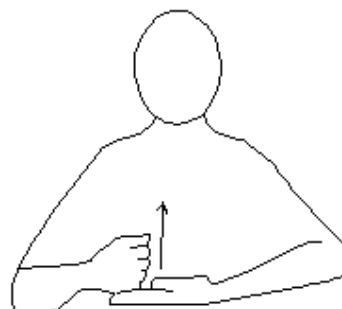
Sign = Talk

**Personal Budget** – This is the money that you use to pay for your help and care



Sign = Money

**Advice** – This is helpful information that is given to you by the Social Care team



Sign = Help

# What is Social Care?

**We offer help to adults in the Richmond area,  
such as:**



**Help for you to live safely in  
your home**



**Help to change parts of your  
home so you can carry on  
living there safely**



**Help if you need to move into a  
care home or another home  
which has extra help**

**Help for people who care for you who don't get paid**



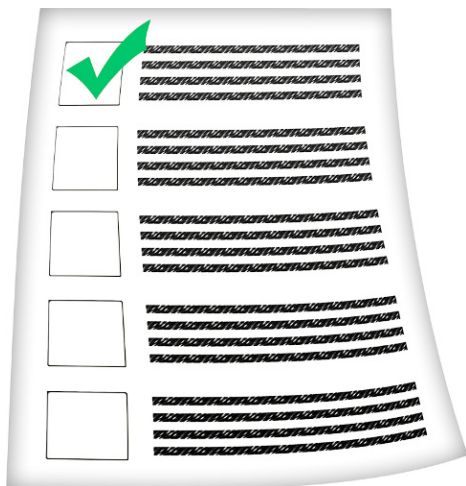
# Who do we help?



We help people over the age of 18 who live in the Richmond area



We help people who have the most serious problems first



We use rules to decide who needs our help the most

This means that sometimes we might not be able to help some people



We will still give you free information and advice

# How do I get this help?



If you feel like you need some help, then a **Social Worker** will come and talk to you

We call this an **assessment**



If we are able to help you, we will tell you how much money this help will cost



This is called your **Personal Budget**, and you use this money to get the help that you need

Someone can help you to spend this money



We will check that everything is ok and that you are getting the right help that you need

# Do I have to pay money for this help?



**You might have to pay  
some money for the help  
that you receive**



**The amount you pay  
depends on what help you  
need, and how much  
money you already have**



**We will talk to you and tell  
you how much money you  
will have to pay**



**Our information is  
always free**



# What if I am unhappy?

**If you are not happy about something, then please tell us**

- **You might be unhappy about the help you are getting**
- **You might be unhappy about a carer or someone who helps you**



**We won't tell anyone about your problem unless you want us to**



**Please ring 020 8871 7707**



# How to contact us



**Phone**

**020 8871 7707**



**SMSphone**

**07940 775107**



**Email**

**[accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)**

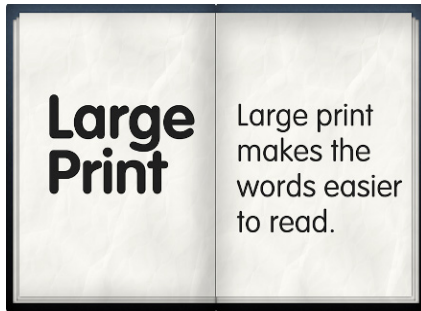
**Where are we?**



**Town Hall  
Wandsworth High Street  
SW18 2PU**



**Please contact us if you  
need this leaflet in  
Braille...**



**...large print**



**...audio tape**

*köszönöm !תודה dēkuji*  
*mahalo* 고맙습니다  
*thank you*  
*merci* 谢谢 *danke*  
*Ευχαριστώ* شکرا  
*どうもありがとう* *gracias*

**...or another language**



**Phone**

**020 8871 7707**