

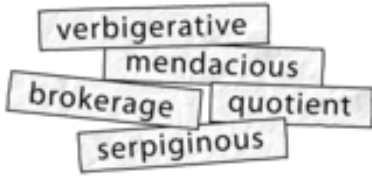
An easy guide to:

**The Fair Access
to Community Care Policy**

**for
adult services**



What this document is about



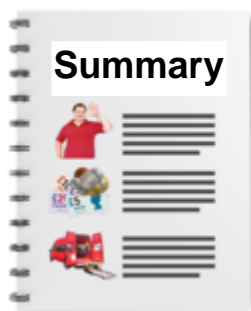
In this document we have used some words that not everybody will understand. We have written these words in **bold**.



If you see a word written in **bold** this word will be explained somewhere in the document.

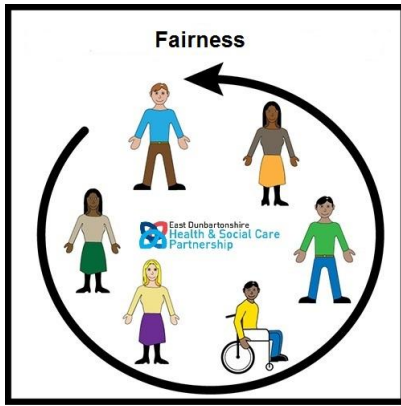


This is an easy read **summary** of the East Dunbartonshire Fair Access to Community Care (Adult) Services Policy



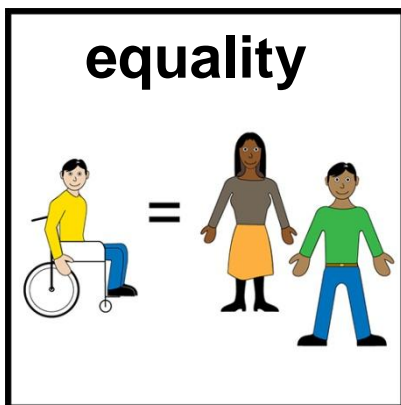
A **summary** is a short version of a report that tells you only the main points.

About the Fair Access Policy



Adult community care services help lots of people to stay safe and be independent.

We have to make sure that we treat people **fairly** in how we support them.



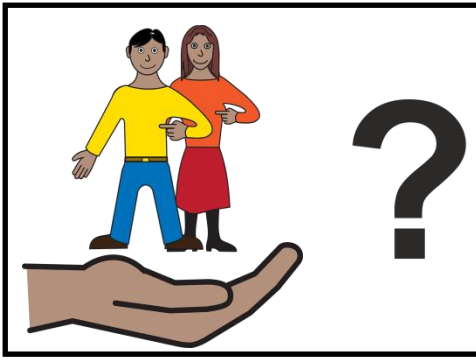
Fairness means that we respect everyone the same.

It means that no-one should be treated differently than other people, without a very good reason.



Eligibility Criteria are used to help decide *who* we will provide services to and what those services should be *for*.

We have a separate easy guide that explains about **Eligibility Criteria** – please ask if you would like to see this.

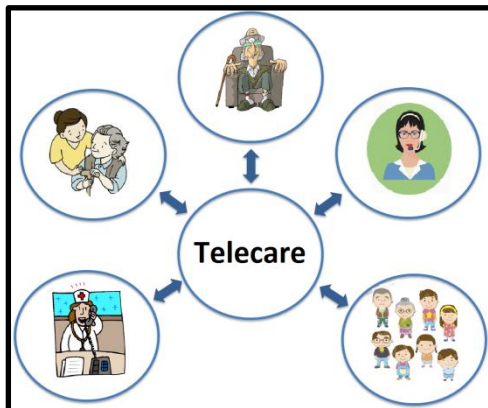


The **Fair Access Policy** is used to help decide *what* types of services are available and *how* they will be arranged. It also explains about choice.

Types and levels of support



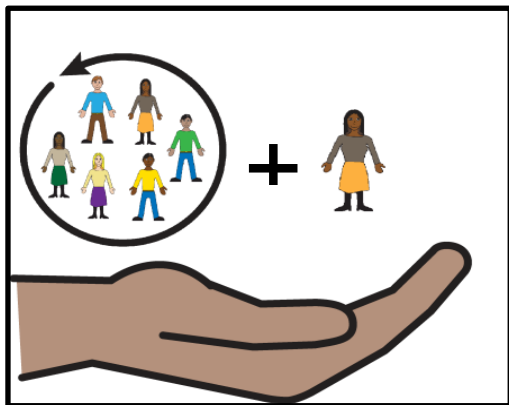
We will make the most of what is already in the community or in people's lives to provide important support.



We will use **telecare** to help to support people.

Telecare is equipment and services that support your safety and independence in your own home.

The equipment can sense risks such as smoke, floods and gas, can remind you to take pills and even call for help if you fall.



Services can be organised for more than one person that live near each other. This is called shared support.

We will use shared support where we can. People will still have their own support when they need it.



We will always try to provide services in your local community.

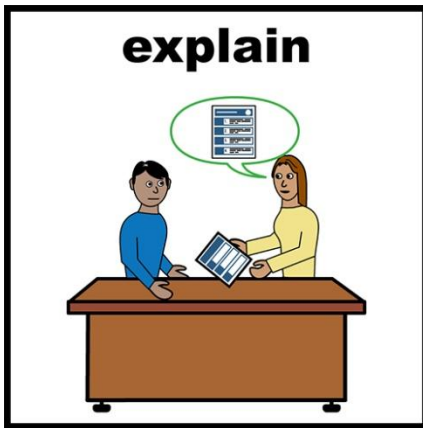
We will not normally use services in other areas if we can support you locally.

Types of living arrangements



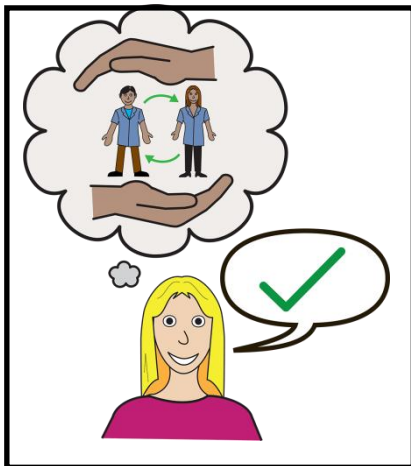
There are lots of different types of living arrangements where support can be provided.

Some people live on their own. Some people live with family. Some people live with other people.



There is a limit to how much support that we can provide in some of these living arrangements.

We can explain this and what it might mean for you.



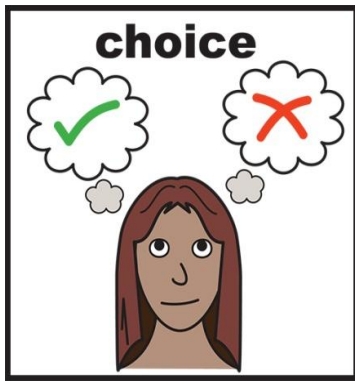
If this affects you, we will discuss with you or your guardian what the options are.

Any changes won't affect the level of service you get – but it might change the type or cost of service you can get.

Can I decide what my own services should be?



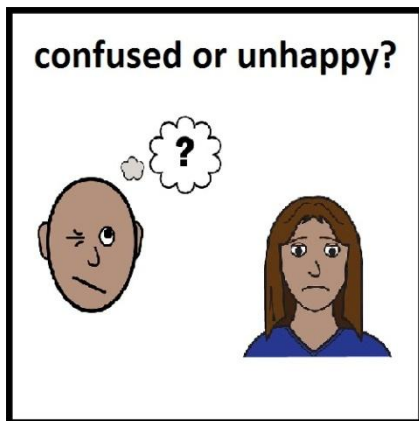
Yes. **Self Directed Support** is a way of giving people more control over the support they get.



You can choose to spend the same money that we would spend, or have help to do this. This is called a personal budget.

There are rules about this, but it means you can decide what services are right for you.

What if I am not happy with the services or my personal budget?



If you are confused or not happy with the services or the personal budget you have been given, tell your Social Worker.



They will help solve the problem if they can. If they can't, they will put you in touch with their manager who will try to sort out any problems you have.

If you are still not happy, you can make a complaint. You can be given help to do this.