

*...where everyone matters*

Solihull's  
Long Term Care Charter



2009 - 2010



This charter is also available in alternative formats, such as Braille, large print, audio tape or different languages, obtainable on request from Solihull Care Trust Communications Team on 0121 711 7171.

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# Introduction

This is Solihull's local Long Term Care Charter, intended to help anyone aged 18 and over living in Solihull who needs care or help to maintain their independence due to disability or long-term illness, and their carers. It supplements the national Long Term Care Charter.

The purpose of the charter is to:

- ◆ Explain what services are available and how to get them
- ◆ Set out the standards that you can expect from us and what to do if you do not think we are meeting them
- ◆ Show how you can get more detailed information on specific services

This charter is produced by Solihull NHS Care Trust jointly with Solihull Community Housing, Birmingham and Solihull Mental Health NHS Foundation Trust and Solihull Metropolitan Borough Council.

Solihull NHS Care Trust is a new organisation, formed since the last edition of the Long Term Care Charter was published, and consists of the previous

Primary Care Trust plus Solihull Council's Adult Social Services, with the exception of mental health services for people of working age, which are provided by Birmingham and Solihull Mental Health NHS Foundation Trust. This means that for example, from April 2009, social workers, community nurses and occupational therapists will be working together in the same teams to assess people's needs and plan services better.

Solihull Community Housing was set up in 2004 to run the housing service on behalf of Solihull Council. It is run by a management board made up of five tenants, five councillors and five independent people chosen for their specialist skills and experience. Board members are not paid for their services.

Birmingham and Solihull Mental Health NHS Foundation Trust provides an integrated service for people aged 18 – 65 who have mental health problems.

Solihull Metropolitan Borough Council has statutory responsibility for a range of activity. It also provides many services that are of importance to the public at large and for people who need help to remain independent, including leisure services, libraries and public information services, adult learning, council tax benefits and housing benefits. The council has delegated the delivery of most adult care services to Solihull NHS Care Trust but retains responsibility for those services.

By signing up to this charter, the chief officers of these public bodies are endorsing a shared set of values and principles and committing their staff to putting them into practice in their dealings with Solihull people.



## Our Core Standards - What you can expect from us all

1. We will treat you with courtesy and dignity
2. We will apply criteria fairly and impartially at all times
3. We will treat you as an individual and aim to provide the service that is right for you at the right time
4. We will work with you and your carers in partnership and with your fullest involvement
5. We will seek to maximise your independence and right to make choices
6. We will ask for and listen to your views about our services and ensure that you are not disadvantaged in any way when you make a complaint
7. We will work together to protect people from abuse and ill-treatment
8. We will measure how successful we are in meeting these standards and we will publish the results annually, to show what we are doing to maintain a high quality service.

Our organisations work closely with Solihull GPs, voluntary organisations, housing associations, independent service providers, the Department for Work and Pensions, the emergency services and local hospitals to provide a complete service to people who need support.

<p><b>Mark Rogers</b> Chief Executive Solihull Metropolitan Borough Council</p>	<p><b>Sally Burton</b> Chief Executive Solihull NHS Care Trust</p>	<p><b>Matt Cooney</b> Chief Executive Solihull Community Housing</p>	<p><b>Sue Turner</b> Chief Executive Birmingham &amp; Solihull Mental Health NHS Foundation Trust</p>
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How to get more information about issues in this section:

- ◆ The National Long Term Care Charter, "Better Care Higher Standards", sets out the Government's expectations of housing, health and social care services and contains much useful information. It can be obtained by calling The Stationery Office on 0870 600 5522 or visiting [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4006375](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4006375)

Find out more about our organisations

- ◆ [www.solihull.gov.uk](http://www.solihull.gov.uk)
- ◆ [www.solihull.nhs.uk](http://www.solihull.nhs.uk)
- ◆ [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)
- ◆ [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)

# Helping you to find out more about services

People need easy access to reliable, clear information about:

- ◆ specific problems they may be experiencing
- ◆ specific medical conditions
- ◆ the different organisations that can help them

We produce a wide range of leaflets to help meet these requirements and in each section of this charter we give details of how to get further information. Some will be on paper, some on our websites. The contact details for many organisations that also provide information and advice are to be found in the "Useful Contacts" section at the back of this charter.

Many other organisations are helpful sources of information and some are referred to below. In addition, Solihull Care Trust's Patient Advice and Liaison Service (PALS) provides information on NHS and social care services, listens to your concerns, suggestions or queries and can help sort out problems for patients, their families and carers.

The contact numbers for Solihull NHS Care Trust services are listed on pages 20 - 22 of this charter.

The Council has a single point of contact called 'Solihull Connect', which makes it easier for you to get in touch with the Council and to get a quick response if you need help. It is open to personal callers from Monday to Saturday at Library Square, Touchwood, at Solihull Community Housing Office in Chelmsley Wood Shopping Centre, and at Shirley Police Station. 'Solihull Connect' is also open at Balsall Common Library on Thursdays between 9.30-2.00pm only. You can contact the Council by calling 0121 704 6000.

The Health Service offers NHS Direct, a telephone help and information service which can be contacted on 0845 46 47. Solihull Community Housing can be contacted for all enquiries on 0121 717 1515. Further useful contact telephone numbers appear on the following pages.

## Our standards for helping you to get the information you need

- ◆ We will make it easy to get in touch with staff in our organisations by supplying key telephone numbers at the back of this booklet.
- ◆ We will work together so that wherever possible, you only have to make contact with us once.
- ◆ We will answer telephone calls promptly.
- ◆ We will reply to letters and emails within five working days.
- ◆ We will make information about our services readily available and easily understood. We will provide it in a format suited to your individual needs, on request, e.g. in Braille, or translated into another language.
- ◆ We will provide advice about how to contact other organisations that may be able to help
- ◆ We will tell you about your right to know what records we keep about you, who can see them, and how you can arrange to see them if you want to.

Over the coming year we will be exploring the possibility of making it easier for people to get the information they need by making all our leaflets available from one place. We shall report on progress with this in the next edition.

We shall also develop easy-read information for people with learning difficulties.

# Understanding and responding to the needs of you and your carer

The following stages will be gone through in order to understand and meet your needs: this is sometimes called "the care management process"

1. **Assessment** – we will listen to you and other people (with your agreement) to fully understand your circumstances, what you can do for yourself and what causes you difficulty. We will make the assessment with colleagues from other disciplines where appropriate. You may have someone with you during the assessment if you wish. We will arrange an interpreter if required.
2. We will determine your **eligibility** for social care help from us using the Fairer Access to Care Services criteria
3. We will agree a **care plan** with you which will show how your needs are to be met
4. We will assess your **financial situation** to determine the level of any financial contributions you may be asked to make to any social care services on your care plan
5. You will be offered the chance to have a **Direct Payment** so that you can arrange your own social care support. We can provide assistance if you are concerned about managing Direct Payments.
6. If you do not want a Direct Payment, we will arrange the **services** detailed on the care plan, either from the Care Trust's own services or by buying a service on your behalf from an independent sector care provider
7. We will regularly **review** the help you receive to make sure that it is of high quality and continues to match your needs.

## Our standards for the care management process

- ◆ We will start your assessment within 48 hours of your first request for help (or sooner if the situation is urgent).
  - ◆ We will take note of important matters relating to your age, race, gender, culture, religion, illness, disability and sexual orientation.
  - ◆ We will make sure that the different professions work together so that your assessment is thorough and so that you do not have to repeat the same information to different people.
  - ◆ We will notify you in writing of the outcome of the assessment, whether you are eligible for services and how much you will be expected to pay.
  - ◆ We will explain how Direct Payments can enable you to be more in control of your services.
  - ◆ If you are eligible for services, we will provide you with a copy of your care plan and ask you to sign to confirm that you are happy with it.
  - ◆ You will be given the name of the person responsible for coordinating your services and their telephone number.
  - ◆ We will contact you at least once a year to check that the care plan is meeting your needs, that you are happy with the help provided and that the help is still necessary.
- Carers are entitled to have their needs assessed in their own right. A carer is anyone who provides regular and substantial care for someone with long term illness or disability. A carer may qualify for help and support with their caring role and also with regard to their life outside of caring.

## Our standards for helping you to look after someone else

- ◆ Solihull Care Trust will automatically offer a carer's assessment to any eligible carer. The assessment will be in writing and you will get a copy.
- ◆ We will offer to review your carer's assessment not less than once a year.
- ◆ We will provide information, support and services to help carers to continue to care and to combine their caring role with their other responsibilities.
- ◆ We will seek to work in partnership with the carer, subject to the approval of the person being cared for, including consulting with the carer through the care management process and taking account of your views.
- ◆ We will provide information about the ways in which you can take a break from caring, either during the day or for longer periods, on a regular basis or as required, including the availability of direct payments.
- ◆ You will be informed in writing about any charges that will be made for services provided.
- ◆ We will work closely with the Solihull Carers Centre to enhance the support available to carers and monitor how well their needs are met.

## How to get more information about issues in this section

- ◆ For information about the criteria applied at assessment, financial considerations, the services that are available, Direct Payments and support to carers, contact Solihull Care Trust Communications Team on 0121 711 7171 or speak to your social worker or contact your Locality Team. (see details at the back of this booklet)
- ◆ For additional information and support for carers, contact Solihull Carers Centre, Crossroads or Age Concern (see details at the back of this booklet)
- ◆ Carers UK provides a national information service for carers, including advice on how to prepare for a carers assessment – visit [www.carersuk.org/Information/Helpwithcaring/Carersassessmentguide](http://www.carersuk.org/Information/Helpwithcaring/Carersassessmentguide)
- ◆ Solihull Carers' Charter can be found at [http://www.solihull.nhs.uk/socialcare/adultcarers\\_about.asp](http://www.solihull.nhs.uk/socialcare/adultcarers_about.asp)



## Helping you to keep your independence

We believe that people are happiest and have a better quality of life when they are helped to keep their independence and are free to make decisions and choices for themselves.

Most people want us to help them to live independently at home and avoid having to go to hospital or a care home to receive the care they need. Even people who do move to residential care should still be helped to exercise choice and as much independence and individuality as they can.

We are also committed to making our services as personal as possible, so that they are tailored to individuals' needs, rather than a "one-size-fits-all" approach.

Therefore, if you are eligible for our help, the services that we supply will be designed to meet these objectives. If you find that a service is undermining your independence or not treating you as an individual, or if you disagree with our assessment you should tell the person working with you or let us know through the complaints procedure.

Even if your assessment indicates that you are not eligible for services from us, we will still offer information and guidance on how you can get help from voluntary bodies or purchase your own services from private sector providers.

**Intermediate Care** is a service provided by Solihull Care Trust to provide rehabilitation at home. This will help people avoid unnecessary hospital admissions and help people who are already in hospital to return home sooner and regain their independence.

We can provide **equipment** to help people cope with day-to-day activities. Also, we are able to supply alarm/intercom systems so people can summon help when required. There is also "assistive technology" or "telecare", which uses electronic sensors to detect when a risk arises to someone at home. Systems are customised to meet people's individual risks, for example, to detect unlit gas or if the person falls. When the sensor is triggered, it alerts the Safe and Sound team or the out of hours response centre, who then respond. There are many other forms of assistive technology, suited to all age groups and types of disability. Ask your social worker, occupational therapist or Safe and Sound Officer for details.



## Adult Safeguarding

Adults who have long-term care needs may be more in need of being protected from harm or exploitation by others, or being denied their freedom or dignity.

All agencies in the public, voluntary and private sectors in Solihull are committed to working together to safeguard people from such harm. Anyone who is concerned that someone may need

to be protected can call 0121 703 0820 to discuss their concerns with the duty social worker at the relevant locality team. Out of hours referrals should be made to the Emergency Duty Team on 0121 605 6060. You can find more information about safeguarding adults at [www.solihull.nhs.uk/adultabuse](http://www.solihull.nhs.uk/adultabuse)

### Our standards for helping you to keep your independence

- ◆ We will involve you in drawing up your care plan and give you a copy.
- ◆ We will advise you of any services that you would be charged for and how much.
- ◆ We will tell you about your right to have money with which to buy your own services instead of having them provided by Solihull Care Trust (known as Direct Payments).
- ◆ We aim to provide services that you are eligible for from Solihull Care Trust within 28 days of the assessment being completed.

## How to get more information about issues in this section

- ◆ For help and advice about welfare benefits or financial concerns, contact your local Citizen's Advice Bureau, Disability Information Advice Line or the Department for Work and Pensions, whose numbers are listed at the back of this booklet. Benefits available include Incapacity Benefit, Carers Allowance, Disabled Living Allowance and Attendance Allowance.
- ◆ For help with Council Tax, read the leaflet Help with the Council Tax (ref CTB1), available from council offices or ring 0121 704 8100.
- ◆ For more about Intermediate Care, Falls Prevention, rehabilitation and reablement, speak to your social worker, community nurse or therapist, or contact Solihull Care Trust Communications Team on 0121 711 7171 for a leaflet.
- ◆ For details of Direct Payments, speak to your social worker or request a leaflet from Solihull Care Trust Communications Team on 0121 711 7171
- ◆ Contact Solihull's Telecare coordinator on 0121 704 7166.
- ◆ The right to exercise choice and control also extends into end of life care. Solihull Care Trust's policy on end of life care can be found at [www.solihull.nhs.uk/endoflifecare](http://www.solihull.nhs.uk/endoflifecare)

## Having a suitable place to live

This section describes the ways help may be provided to make day-to-day activities in the home more manageable for people who have a disability or long term health problem.

### Our standards for making your house more suitable to your needs

If you have difficulty with living in your house you may be eligible for:

- ◆ Equipment to help you live independently, such as a bath seat.
  - Solihull Care Trust will supply items costing less than £1000 within seven days.
- ◆ Minor adaptations to your home, such as stair rails.
  - Solihull Care Trust or Solihull Community
- ◆ Housing (if you are their tenant), will provide within seven days of assessment.
- ◆ Major adaptations, such as the installation of a stair lift.
  - Solihull Care Trust Occupational Therapists will assess and advise on your eligibility for a Disabled Facilities Grant.

### Other help to live at home

There are several schemes aimed at helping people to set up home in the community or regain self-care skills. They can provide 24 hours a day support and supervision, and protect people from abuse, accidents and crime. These schemes include Safe and Sound, Age Safe Initiative, and Linking People, which is funded by Supporting People. There is also a scheme for helping people with basic handyman tasks and garden maintenance. For details, see below. There may be charges for some schemes, depending on your circumstances.

- ◆ Help to repair and maintain your own home
  - the Care and Repair Scheme can provide advice on practical support and financial help for owner-occupiers and private sector tenants .
- ◆ Help getting the landlord to repair and maintain your privately rented home, and dealing with pests and nuisances
  - the Council's Environmental Health Service will advise you on what steps you and they can take.
- ◆ The Safe and Sound scheme is aimed at people aged 50+, and connects people 24 hours a day to a team of Safe and Sound Officers who make regular contact by telephone and home visits as well as responding to emergencies. The service is available whether living in council accommodation or not.
  - See "Safe and Sound" in the contacts section of this charter.

## Help to move to more suitable accommodation

If remaining in your present accommodation is not feasible, the alternatives include:

- ◆ Solihull Community Housing can advise on moving to adapted housing, housing with support, older persons' sheltered housing, Registered Social Landlords (Housing Associations), and other accommodation in any part of the country.
- ◆ Solihull Community Housing will assess your circumstances and needs within ten working days.
- ◆ Your social worker or Solihull Community Housing can advise on forms of sheltered accommodation.
- ◆ Your social worker can advise on moving to a care home.

## Extra Care Housing, Sheltered and Very Sheltered Accommodation, Housing with Care

For many people who find that they need more support than is possible in their own house, a move to one of the various types of sheltered accommodation is ideal. It can offer the benefits of a purpose built, self contained flat with

emergency call system and staff support as well as shared facilities like lounges and laundry. Accommodation in sheltered schemes may be for rent or to buy.

## Help finding a residential or nursing care home

If your assessment indicates that you need a high level of personal care that cannot be adequately provided at home or in sheltered accommodation, you may decide to move to a registered care home. Your social worker will discuss with you the pros and cons of living in a care home and provide you with information about homes that offer the right sort of care for you, in the area you are interested in. Except in very unusual and specific circumstances, no one

can be forced to go into a care home. You have a right to choose which home you go to if the move is to be permanent, subject to certain conditions (see below). If you need assistance paying for residential or nursing care, Solihull Care Trust may be able to help, and help is also available to people who are paying for their own care for the nursing element of nursing home fees.

## Our standards for residential or nursing home care

- ◆ If you ask for financial assistance towards the costs of paying for your care, you will be notified of any financial contribution you will be required to make within ten working days of your financial details being received by Solihull Council.
- ◆ If the Care Trust is helping towards the cost, you will receive a copy of the contract that the Trust has with the home.
- ◆ If you are to fund your own place in a home, we will still provide you with advice and information on request.
- ◆ We will advise you fully of the financial implications of the move including any entitlement to continuing health care funding.

## Our standards for helping people who are homeless

Homelessness – Service Standards	Target Time Scale
We will interview you within five working days of a request for a homelessness interview	Five working days
We will operate a Duty Officer service and you will be offered a same day emergency appointment if you are made homeless due to an emergency	Same day
We will visit you in your home if you have difficulty attending our offices for an interview	Within five working days
We will complete our investigations into your homeless application and provide you with written notification of our decision	Within 33 working days
You have the right to appeal against a decision made under homelessness legislation.	Within 56 days of date of receiving appeal request.

The Out of Hours emergency housing service can be contacted on 0121 717 1515, 8.00 pm to 8.00 am Monday to Friday and 24 hours weekends and Bank Holidays.

## How to get more information about issues in this section

- ◆ The Solihull Community Housing Tenant's Handbook can be obtained from any housing office, by calling 0121 717 1515, or [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)
- ◆ To request assessment for equipment or adaptations, contact your Solihull Care Trust Locality Team (see page 22).
- ◆ For All Housing enquiries: 0121 717 1515 or email [info@solihullcommunityhousing.org.uk](mailto:info@solihullcommunityhousing.org.uk)
- ◆ For a guide to sheltered and retirement housing, contact [www.housingcare.org.uk](http://www.housingcare.org.uk) or freephone 0800 377 7070.
- ◆ For advice on choosing a care home, and many other topics, contact Age Concern Information Line: 0800 00 99 66 or [www.ageconcern.org.uk](http://www.ageconcern.org.uk). Information Sheet 25 deals with your rights in choosing a care home.
- ◆ The Commission for Social Care Inspection is responsible for inspecting residential and domiciliary care providers. Their reports, and other helpful information can be found on [www.csci.org.uk/get\\_advice.aspx](http://www.csci.org.uk/get_advice.aspx)
- ◆ For information on NHS funding of nursing home places ask for Solihull Care Trust leaflet 163 (Continuing Health Care Guidance).

# Helping you to get the right health care

In Solihull, community health services are provided by Solihull Care Trust, which combines Primary Care Trust and Adult Social Services functions.

Community health services available in Solihull include:

- ◆ community nursing
- ◆ therapy services such as physiotherapy, foot health and speech and language therapy
- ◆ continence services
- ◆ falls prevention
- ◆ Macmillan Nursing
- ◆ specialist services like diabetes care, dermatology and sexual health.

Some health services require you to be referred by your GP, but some you can contact yourself.

Contact details and referral criteria for each service are available on our website [www.solihull.nhs.uk/services](http://www.solihull.nhs.uk/services).

Doctors' surgeries produce leaflets about the services they offer, including opening times and out-of-hours cover. Some surgeries also give information on their standards of service and how you, as a patient, can help the surgery to be more efficient. Contact your surgery for more information.

If you are registered with a GP outside Solihull, your community health services may be provided by a neighbouring Primary Care Trust.

## Our standards for helping you to get the right health care

- ◆ If you have problems finding a GP, the Care Trust will find you one within two working days. If you want to change your GP, the Care Trust will send you details of local practices and information on how to change within two working days.
- ◆ We will tell you about NHS Direct and how it can give you advice on health problems, 24 hours a day.
- ◆ We will tell you about your right to free health checks on request.

## How to get more information about issues in this section

- ◆ "Your Guide to the NHS" is published annually and explains what you can expect from the NHS. Translated, Braille, audio tape and easy-read versions on request. Freephone 0800 555777 and quote reference number 22545.
- ◆ Your guide to local health services is available from Solihull Care Trust – for details see "leaflets" in the contacts section.
- ◆ NHS Direct is a 24 hour confidential telephone line (0845 46 47). It gives information on medical conditions, treatment options and self help groups.

## Services for people with mental health problems

Integrated services for people of working age who have mental health problems are provided by Birmingham and Solihull Mental Health Foundation Trust. Older people with mental health problems, including dementia, access services through Solihull Care Trust's integrated Locality Adult Care Teams (see page 22).

GPs have extra support from specialist Community Psychiatric Nurses (CPNs) in providing a service to people with common mental health problems.

People between the ages of 18 and 65 who need a more complex service will be assessed by a member of one of the Community Mental Health Teams. These teams, one in the north of Solihull and one in the south, consist of CPNs, Social Workers, Occupational Therapists, Psychiatric Consultants and Doctors and other professionals working together to provide a multi-disciplinary and multi-agency service.

All people receiving a service from these teams will be given an individual Care Programme and have a Care Co-ordinator to ensure they receive the help they need.

The Care Co-ordinator will work with the service user, their carers and other professionals and agencies to ensure that people receive the level of care they need. They will help people access resources including inpatient facilities, rehabilitation, various therapies, residential or supported housing, day hospital, day services and community support.

People who find it hard to engage with services may be referred to the Assertive Outreach Team,

who will work more intensively with people with very complex problems. All referrals are made through one of the Community Mental Health Teams.

The Crisis Resolution and Home Treatment Team provide a service 24 hours a day, seven days a week to help people in crisis. It consists of a range of professionals who will assess a situation and decide what services are needed. Working with the service user and carer they will provide a service at home to avoid hospital admission as long as it is both safe and appropriate. When necessary they will organize admission but will also support people to help them to leave hospital more quickly.

The Care Programme Approach will ensure that anyone receiving a service from these specialist mental health services not only receives appropriate and timely care, but will also have their benefit, accommodation and occupational needs considered.

The Early Intervention service is for young people aged from 16 to 35 years during their first episode of psychotic illness. Work concentrates on enabling them to remain out of hospital and helping them to develop skills needed to avoid relapse and future hospital admissions.

# Comments, compliments and complaints

We want our services to improve continuously, which means that hearing from you is very important to us. We value your comments or suggestions for making the service better and want to hear from you when something has worked well for you or when the service has not met your expectations.

If you wish to make a complaint, you will find details below

**Talking and writing to us about your concerns will not affect your right to receive a service.**

## Our standards for dealing with complaints

- ◆ We will listen to what you have to say and take action where we can.
- ◆ We will direct you to others who can help, if we cannot do so.
- ◆ We will reply and tell you how we shall be dealing with your complaint and by when.
- ◆ We will then investigate and notify you of the result.
- ◆ We will investigate impartially and give you an explanation and an apology if appropriate.
- ◆ If problems have been found, we will learn from your complaint to try to avoid the same situation arising again.
- ◆ If you are not satisfied at the end of this process, we will provide you with information about how you can continue with your complaint.
- ◆ We will publish an analysis of the comments, compliments and complaints we receive and how we have learned from them.

This is a general overview of complaints handling. Each of the organisations covered by this charter has its own complaints system. Please see the complaints leaflet of the relevant organisation for details of how it will respond to a complaint.

## How to get more information about issues in this section

### Complaints about social care services

Complaints about social care personnel, social care services provided by Solihull Care Trust and the care management process are dealt with through the Solihull Care Trust complaints procedure. To find out how the Solihull Care Trust complaints procedure works or to make a

complaint, contact the Complaints Advisor (details in the contacts section at the end of this charter) or visit [www.solihull.nhs.uk/heretohelp/complaints.asp](http://www.solihull.nhs.uk/heretohelp/complaints.asp) Leaflets are also available at all Care Trust premises or by calling 0121 711 7171.

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premises or by calling 0121 711 7171.

Solihull Primary Care Trust PALS service can also advise about complaints – see Patient Advice and Liaison Service in the contacts section.

If you have a complaint about a service provided by an independent health care provider, you should use their complaints procedure. A leaflet explaining how this works is available from Care Trust premises or by calling 0121 711 7171.

### Complaints about social care service providers

Some services arranged by Solihull Care Trust's social workers are provided by independent service providers, under contract. All independent service providers must have their own complaints procedure. Ask your service provider for details about theirs. A leaflet explaining how this works is available from Care Trust premises or by calling 0121 711 7171.

You can also raise concerns about the quality of care in residential and nursing homes, and domiciliary care with the Commission for Social Care Inspection. Their details are in the "Useful Contacts" section of this charter.

### Council housing complaints

Details of Solihull Community Housing's complaints system are available from their

reception points, contact centre and website, or any member of staff on request.

## Complaints about Housing Associations

All Registered Social Landlords (Housing Associations) must have their own complaints

procedure. Ask your landlord for their complaints leaflet.

## Complaints about your Doctor, Dentist, Optician or Pharmacist

GPs, dentists, opticians and pharmacists must have their own complaints procedure. A leaflet explaining how this works is available from Care Trust premises or by calling 0121 711 7171.

If you do not feel comfortable complaining directly to the service you can ask Solihull Patient Advice and Liaison Service for advice and support.

## Complaints about your stay in hospital

All hospitals have their own complaints procedures. Ask for the complaints leaflet at your hospital. You can also contact Solihull

Patient Advice and Liaison Service for advice and support or your hospital's own PAL Service.

## If you remain dissatisfied

If your complaint is not resolved to your satisfaction, the investigating authority will advise you of your rights on how you can take it further.

Please note that changes in the complaints and inspections systems for health and social care

are anticipated to occur on 1st April 2009. After that date, please check with the Solihull Care Trust or Birmingham and Solihull Mental Health NHS Foundation Trust that you have up to date information if you wish to make a complaint.

## How you can get involved and help us to improve services

- ◆ Complete and return the questionnaire at the back of this booklet – your views are important to us.
- ◆ Let us know if we do not live up to the standards in this charter.
- ◆ We value your views and by telling us about your experiences, you can help us to improve the quality of our services. To find out some of the ways you could get involved in making sure we get things right please contact PALS on 0800 783 2894.
- ◆ Consider volunteering to be an expert patient – more details from PALS.
- ◆ Consider volunteering to join a partnership board. Partnership Boards bring together representatives from the Council, Solihull Care Trust, service providers, voluntary organisations, service users and their carers, to contribute to the planning and development of services and to monitor their effectiveness.
- ◆ A number of GP practices have established Patient Participation Groups, in which patients comment on the quality of the service, suggest changes and support health promotion work within their communities. Ask your GP practice for details.
- ◆ Local Involvement Networks (LINKs) are being set up across the country to help people influence the way health and social care services are run. Find out more at [www.direct.gov.uk/en/HealthAndWellBeing/HealthServices/PractitionersAndServices/DG\\_071867](http://www.direct.gov.uk/en/HealthAndWellBeing/HealthServices/PractitionersAndServices/DG_071867)

### You can also help us to provide you with better services by:

- ◆ Giving us all the information we need about your personal and financial circumstances.
- ◆ Looking after your equipment and returning it when you do not need it anymore.
- ◆ Following advice about treatment and medication.
- ◆ Letting our staff know if you think they are doing their job well. Compliments forms are available at all Care Trust premises or by ringing 0121 711 7171. Use the proper channels to let us know if you think they are not doing their job well.
- ◆ Keeping appointments or telling us promptly if you cannot make them.
- ◆ Keeping all those who provide a service for you up-to-date with what you need from them and letting them know if you do not need a particular service anymore.

# Making the Charter work

## Charter Champions

Charter Champions are senior managers in each of the organisations responsible for this charter. They work together to produce, promote and monitor the charter and the achievement of service standards. They also ensure that the organisations learn from the experience of service users and carers. Their contact details are in the "useful contacts" section below. Please note that they are separate from the complaints procedures.

We will regularly check how well we are meeting the standards set out in this charter. We will do this

- ◆ Through regular surveys of service users, patients, carers and tenants
- ◆ By measuring performance against national indicators.

The Performance Review Report for Adult Social Care is available on the Commission for Social Care Inspection website, [www.csci.org.uk/inspection\\_reports/default.htm](http://www.csci.org.uk/inspection_reports/default.htm)

## Dissemination Strategy – How we will tell people about the Long Term Care Charter

We will do the following:

- ◆ Printed copies will be given to people currently receiving a social care service or Direct Payments from Solihull Care Trust
- ◆ Printed copies will be given to people who have received a carer's assessment
- ◆ Printed copies will be given to potential service users and carers when they are first assessed by a social worker
- ◆ Leaflets and request forms will be offered to people with long term conditions as and when they are identified by other staff of our organisations
- ◆ Supplies of the leaflet and request form will be provided to GP surgeries, libraries, our reception points and the CAB, so that they can be made available to the public
- ◆ Individual GPs, voluntary bodies and other partner organisations will be sent printed versions of the charter
- ◆ Staff within our organisations will be briefed on the charter and printed or electronic versions will be distributed or made available to them.

## How to contact us

### Solihull NHS Care Trust

20 Union Rd  
Solihull B91 3EF  
Tel: 0121 711 7171

### Solihull Community Housing

Endeavour House  
Meriden Drive  
Solihull B37 6BX  
Tel: 0121 717 1515

### Solihull Metropolitan Borough Council

Solihull Connect, Library Square,  
Solihull, West Midlands B91 3RG  
Tel: 0121 704 6000 (Switchboard)

### Birmingham and Solihull Mental Health NHS Foundation Trust

Unit 1, B1  
50 Summer Hill Road, Birmingham B1 3RB  
Tel: 0121 301 2000 (Switchboard)

## Other useful contacts

Organisation	Telephone number	e-mail / web site address
Advocacy, Action through	0121 733 2434	office@solihulladvocacy.org.uk
Advocacy, Citizens (Learning Disabilities)	0121 733 2434	
Age Concern (Solihull)	0121 705 9128	info@acsolihull.fsnet.co.uk
Age Concern England Information Line	0800 00 99 66	www.ace.org.uk
Agesafe Forum	0121 704 6789	agesafe@solihull.gov.uk
Alzheimer's Society (local branch)	0121 683 0808	magnolia@alzheimersbham.demon.co.uk
Aquarius (drug and alcohol dependency)	0121 711 3732	aquarius.5@zoom.co.uk
Audiology service (Solihull Care Trust)	0121 712 8523	
Benefits enquiry line	0800 88 22 00	www.dwp.gov.uk
Bereavement Counselling Service	0121 424 5103	
Birmingham Institute for the Deaf	0121 246 6100	enquiry@bid.org.uk Textphone – 0121 246 6101
Blind, Solihull Association for	0121 789 6708	
Cancer BACUP (information)	0808 800 1234	www.cancerbacup.org.uk
Cancer Line (Macmillan)	0808 808 2020	www.cancerlink.uk
Care and Repair Scheme (Council)	0121 717 1450	
Care and Repair Scheme (Owner occupiers, private tenants)	0121 717 1435	chicks@solihull.gov.uk
Carers Centre, Solihull	0121 788 1143	info@carers-solihull.freemove.co.uk
Carers national help line (Weds & Fri only)	0808 808 7777	
Cerebral palsy (SCOPE)	0808 800 3333	cphelpline@scope.org.uk
Charter Champion (Housing) Rob Emery, Head of Community Services Solihull Community Housing	0121 717 1515	info@solihullcommunityhousing.org.uk
Charter Champion (Health and Social Care) Sean Pearce, Deputy Director of Resources, Solihull Care Trust	0121 711 7171	
Chelmsley Advice and Resource Agency	0121 770 3773	caraatklodge@aol.com
Children, Young People and Families Services	0800 389 8667	www.solihullonevoice.org
Citizens Advice Bureau	0870 120 2425	
Commission for Social Care Inspection (Birmingham)	0121 600 5300	www.csci.gov.uk
Community Nursing		see Integrated Locality Team
Complaints - (Solihull Care Trust)	0121 712 8472	complaints@solihull-ct.nhs.uk
Continence Service (Solihull Care Trust)	0121 770 8205	
Continuing health care	0121 712 8327	
Contraception and sexual health service (Solihull Care Trust)	0121 705 8737	
Council for voluntary service, Solihull	0121 704 1619	voluntaryservices@btconnect.com
Council tax benefits	0121 704 8100	revenues@solihull.gov.uk
Crossroads care attendant scheme	0121 733 7295	
Deafblind UK	01733 358 100 (voice/text)	www.deafblind.org.uk
Dental Service (Solihull Care Trust)	0121 704 3211	
Dermatology service (Solihull Care Trust)	0121 705 3814	
Diabetes Service (Solihull Care Trust)	0121 770 4432	

## Other useful contacts

Diabetes UK (Solihull)	0121 733 7581	
Diabetes UK Care line	0845 1202 960	careline@diabetes.org.uk
Diabetic support group	0121 748 5963	
DIAL UK	01302 310123	informationenquiries@dialuk.org.uk
Direct payments - Rowan Trust	0800 783 1755	info@therowan.org.uk
Disability Benefits helpline	0845 7123 456	0845 722 44 33 (text)
Disabled Living Foundation	0845 130 9177	0207 432 8009 (text) info@dlf.org.uk
Disabled People's Network (Solihull)	0121 788 1544	info@dpns.org.uk
Disablement Information Advice Line (DIAL)	0121 770 0333	dialsolihull@aol.com
Electric blanket testing (Age Concern)	0121 705 9128	info@acsolihull.fsnet.co.uk
Emergency Out of Hours (Housing)	0800 138 2935	6pm - 8am, 24hrs weekends and bank holidays
Emergency Out of Hours (Social Care)	0121 605 6060	5.00pm to 8.45 am, Mon - Thurs, from 4pm Fri. 24hrs weekends and Bank Hols.
Energy Efficiency helpline (Solihull)	0800 512 012	cmeaac@saveenergy.org
Equipment - Community Equipment Service (Solihull Care Trust)	0121 770 0900	
Foot health service (Solihull Care Trust)	0121 712 8492	
Gardening / handyperson scheme	0121 717 1450	cparker@solihull.gov.uk
GP, Dentist, Pharmacist, Optician (nearest)		www.nhs.uk
Handyperson / gardening scheme	0121 717 1450	cparker@solihull.gov.uk
Headway west midlands (head injuries)	0121 442 4671	enquiries@headway-wm.org.uk
Health Care Commission	0845 601 3012	www.healthcarecommission.org.uk
heart failure service (Solihull Care Trust)	0121 329 5650	
Heartlands Hospital	0121 424 2000	
Home Check Service (Council)	0121 704 6859	
Hospital Social Work (Solihull Care Trust)	0121 424 5119	
Housing enquiries	0121 717 1515	info@solihullcommunityhousing.org.uk
Integrated Locality Team - Central (Solihull Care Trust)	0121 704 8033	
Integrated Locality Team - North (Solihull Care Trust)	0121 329 0190	
Integrated Locality Team - South (Solihull Care Trust)	0121 704 6766	
Leaflets (Solihull Care Trust)	0121 711 7171	communications team
Learning Disabilities Community Team (Solihull Care Trust)	0121 704 7470	Parkview, Monkspath Hall Road Solihull B91 3LU
Macmillan Nursing Service	01564 732 804	Macmillan@solihull-ct.nhs.uk
MENCAP	0207 454 0454	information@mencap.org.uk
Mental health team for Older People (Solihull Care Trust)	0121 704 8111	
Mental health service for people of working age (BSMHFT)	0121 301 2000	
Mind (mental health advocacy service)	0121 742 4941	contact@solihullmind.org.uk
Money Advice Team (Council tenants and leaseholders only)	0121 717 1515	info@solihullcommunityhousing.org.uk
Multiple sclerosis society (Solihull & District)	01564 772 187	mssociety@hotmail.com
Neighbourhood care scheme (Age Concern)	0121 705 9128	info@acsolihull.fsnet.co.uk
NHS Direct	0845 46 47	
NHS funded care	0121 424 5409	
Occupational therapy (equipment and adaptations)	see Integrated Locality Team	
Older peoples services (Solihull Care Trust)		see Integrated Locality Team
Orthopaedic triage (Solihull Care Trust)	0121 329 0107	
Osteoporosis society	0121 777 1117	
Parkinsons disease society, Solihull	0121 705 7529	
Patient Advice and Liaison Service (Solihull Care Trust)	0800 783 2894	pals@solihull-ct.nhs.uk
Podiatric surgery (Solihull Care Trust)	0121 329 0054/0055	
Physical Disability Care Management Team (Solihull Care Trust)	0121 743 4905	
Physiotherapy Service (Solihull Care Trust)	0121 711 7171	
Rethink Solihull (previously schizophrenia fellowship)	0121 743 0713	
Ring and ride	0121 783 2625	
RNIB	0845 766 9999	helpline@rnib.org.uk
RNIB rehab	0121 705 7996	
RNID	0808 808 0123	information@rnid.org.uk 0870 808 9000 (text)
Rowan trust (help with managing direct payments)	0800 783 1755	info@therowan.org.uk
Safe and sound	0121 717 1515	info@solihullcommunityhousing.org.uk

## Other useful contacts

Samaritans	0845 7909090	jo@samaritans.org.uk
Samaritans (local)	0121 704 2222	
SANE	0845 767 8000	
Schizophrenia fellowship (now called rethink)	0121 743 0713	
SCOPE (cerebral palsy)	0808 800 3333	cphelpline@scope.org.uk
Senior Line	0808 800 6565	
Shop mobility - Drury Lane	0121 711 8701	
Shop mobility - Touchwood	0121 711 4231	
Smoking - Solihull stop smoking service	0121 712 8333	
Social workers		see Integrated Locality Team
Soldiers Sailors and Airmen Families Association	01676 523258	<a href="http://www.ssafa.org.uk/">http://www.ssafa.org.uk/</a>
Solihull Council for Voluntary Service	0121 704 1619	
Solihull Hospital	0121 424 2000	
Speech and language therapy (Solihull Care Trust)	01564 773605	
Spina bifida and hydrocephalus, association for	01733 555 988	<a href="http://www.asbah.org">www.asbah.org</a>
Stroke association Solihull (dysphasia support)	01564 773 485	
Supported housing scheme	0121 717 1515	
Telecare	0121 704 7166	Telecare Coordinator bernadette.faulkner@solihull-ct.nhs.uk
Terrence Higgins Trust (Birmingham)	0121 694 6440	info.birmingham@ttht.org.uk
Victim Support	0845 3030 900	contact@victimsupport.org.uk
Victim Support (Local, Mon - Fri 9.30 am to 12.30)	0121 745 7400	solihull@btconnect.com
wheelchair service (Solihull Care Trust)	0121 770 7311	
winter warmth pack, advice line	0800 085 7000	
Work and Pensions, Department of	0845 60 202 65	<a href="http://www.dwp.gov.uk/localoffice/">http://www.dwp.gov.uk/localoffice/</a>

## CONTACTING YOUR SOLIHULL CARE TRUST LOCALITY TEAM

Services for older people are assessed for and arranged by community nurses, social workers and (after April 2009) occupational therapists. Solihull Care Trust is in the process of reorganising its services so that these health and social care professionals will be working together in local bases, covering the North, South and Central areas of Solihull and linked to GP practices.

When the new bases have been set up, we will publicise the new contact points. In the meantime, existing patients and service users should use the telephone numbers they already have been given to make contact. We will notify you when they change.

During the change-over, new referrals and enquiries should be made to your nearest office, as shown in the chart below. Please have the name of the surgery,

medical centre or group practice you are registered with when you call (not the name of the GP).

Please note that your community health services will normally be provided by the Primary Care Trust where your GP is registered.

If your GP is registered in another area, their PCT will be responsible for services like community nursing, physiotherapy etc.

### If you live in

### Contact your locality office by ringing

North Solihull – Castle Bromwich, Smiths Wood, Fordbridge, Kingshurst, Chelmsley Wood	0121 329 0190
Central Solihull – St Alphege, Silhill, Elmdon, Lyndon, Olton	0121 704 8033
South Solihull – Shirley, Cheswick Green, Monkspath, Knowle, Dorridge, Balsall Common, Hampton-in-Arden, Meriden	0121 704 6766

*PLEASE NOTE – whilst these numbers will be correct for most people, we may need to arrange for your enquiry to be dealt with by another team. We apologise in advance for this, but you will only need to make one call – we will arrange for the right person to call you back if we cannot deal with your enquiry when you ring.*

# Your views on this charter

We would like to know your views about this charter. This will help us make next year's edition even better. Please complete the questionnaire below and return it to the Freepost address at the foot of the page. Thank you.

Did the charter give you the information you needed to know? YES  NO

Is there anything important that is missing?

Was it easy to read and understand? YES  NO

How could we make it clearer?

Would you like to see anything different in next year's edition? YES  NO

Would you be interested in helping us with the next edition? We need volunteers to help us plan future publications and give them a "trial run" before going to print. If you would be interested in taking part, please give your details below.

Name  Day time telephone no.

Address

PLEASE RETURN THIS QUESTIONNAIRE TO:  
COMMUNICATIONS TEAM, FREEPOST RLUJ-LKBC-HKTK  
Solihull NHS Care Trust,  
20 Union Road, Solihull B91 3EF



If you would like a copy of this publication in an alternative community language, large print or audio, please call our Patient Advice and Liaison team on 0800 783 2894.



Solihull   
Care Trust

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