



Directorate of Social Services
Performance Management Unit
Penallta House
Tredomen Park
Ystrad Mynach
Hengoed
CF82 7PG

Social Services Leaflets and Publications

June 2011

This catalogue contains a list of publications available, offering advice and information on the services provided by Caerphilly County Borough Councils Directorate of Social Services.

All publications are available on request and can be provided free of charge.

Arrangements can also be made for collection from the main reception at the Councils Ty Penallta offices based at Tredomen.




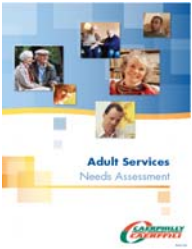
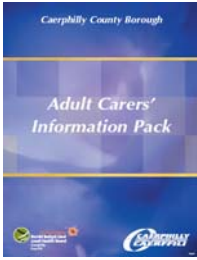

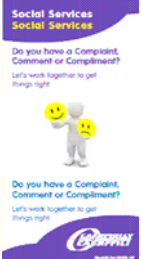

If you would like to order any of the information from this directory please contact:







Gareth Jones, Information Officer on the above address or:

Tel 01443 864667
E-mail jonesg13@caerphilly.gov.uk

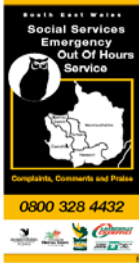

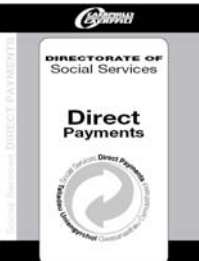

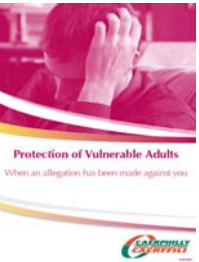
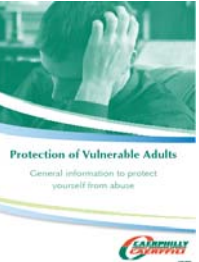
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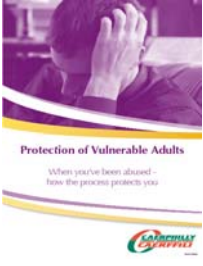
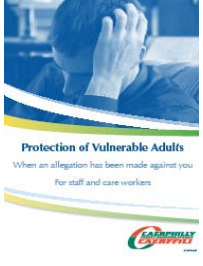
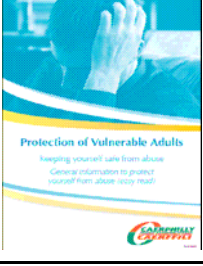

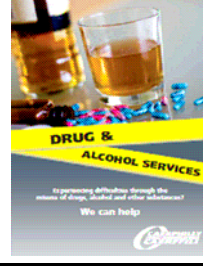
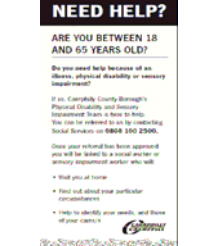
www.caerphilly.gov.uk/socialcare




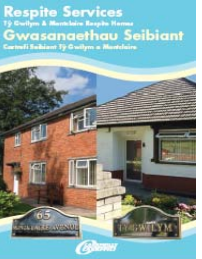
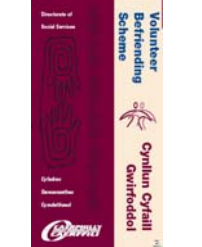

FRONT COVER	TITLE	NOTES
 <p>Social Services for Adults If you need help and information or know someone who does, whether they are a family member, friend, or patient, freephone Adult Services Duty and Information Team (ASDIT) Call our helpline on 0808 100 2500 This is the right number of calls, you may be asked to leave a message including your name and telephone number, which we will respond to on cases or provide. Helpline 0808 100 2500 Fax: 01443 864604 E-mail: adultservices@carphill.gov.uk 0800 Free 24/7/365</p>	ASDIT flyer	Flyer advertising contact details of the Adult Services Duty and Information Team
 <p>Adult Services Needs Assessment</p>	Adult Services Needs Assessment	Before we can arrange assistance for you, you will need to have an assessment. The assessment gives you the opportunity to tell us about your situation, what difficulties you may be experiencing, how you are coping and what support you feel you may need.
 <p>Carphilly County Borough Adult Carers' Information Pack</p>	Adult Carers Information Pack	This booklet contains general information covers all areas relating to adult carers
 <p>CARERS' Assessment For support, help and information contact us on... 01443 864604</p>	Carers Assessment	A carers' assessment gives the opportunity to tell us about your situation. What you do, how caring affects you, what help you get and what help you need.
 <p>Social Services Social Services Do you have a Complaint, Comment or Compliment? Let's work together to get things right. Do you have a Complaint, Comment or Compliment? Let's work together to get things right.</p>	Complaints, Comments and Compliments	Want to complain about something? You are welcome. Want to express appreciation or make a suggestion? You are welcome.
 <p>Social Services Complaints, Ideas and Praise This leaflet tells you how to: Thank if you have had a good service OR Complain if you are unhappy about a service. This leaflet is easy to read.</p>	Complaints, Ideas and Praise (Easy Read)	Easy Read version of the Complaints, comments and praise leaflet, for adults with learning disabilities or difficulty reading.


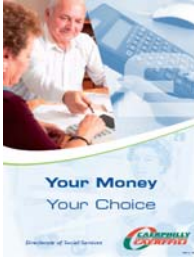

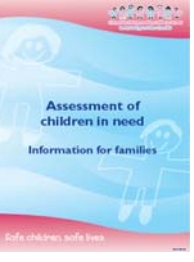



 <p>Brondeg Day Centre Blackwood Road Blackwood Gwent NP12 1GR Tel: 01493 226542 Fax: 01493 226542</p> <p>Department of Social Services CAERPHILLY COUNCIL</p>	<p>Brondeg Day Centre</p>	<p>Day centre based in Blackwood</p>
 <p>Caerphilly Day Centre Station Square Caerphilly CF83 1HD Tel: 029 2085 2518 Fax: 029 2085 2558</p> <p>Department of Social Services CAERPHILLY COUNCIL</p>	<p>Caerphilly Day Centre</p>	<p>Day centre based in Caerphilly</p>
 <p>Oaklands Day Centre Oakland Service Rhydymwyn NP23 3EP Tel: 01485 840665 Fax: 01485 843741</p> <p>Department of Social Services CAERPHILLY COUNCIL</p>	<p>Oakland's Day Centre</p>	<p>Day centre based in Rhydymwyn</p>
 <p>Twyn Carn Day Centre Blackwood Road Blackwood NP11 6BT Tel: 01493 419352 Fax: 01493 419323</p> <p>Department of Social Services CAERPHILLY COUNCIL</p>	<p>Twyn Carn Day Centre</p>	<p>Day centre based in Blackwood</p>
 <p>Department of Social Services Ty Iscoed Residential Home Blackwood Drive Newbridge NP11 9FD Tel: 01493 243187 Fax: 01493 240735</p> <p>Department of Social Services CAERPHILLY COUNCIL</p>	<p>Ty Iscoed Residential Home</p>	<p>Residential Home based in Newbridge</p>
 <p>Department of Social Services Ty Clyd Residential Home Newbridge Newbridge CF82 4HT Tel: 01493 420551 Fax: 01493 429951</p> <p>Department of Social Services CAERPHILLY COUNCIL</p>	<p>Ty Clyd Residential Home</p>	<p>Residential Home based in Newbridge</p>

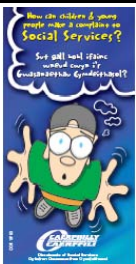
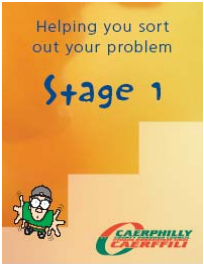
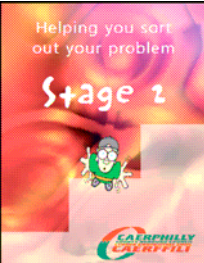
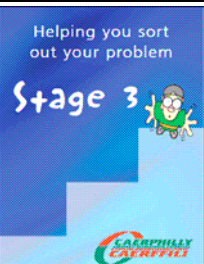


 <p>DIRECTORATE OF SOCIAL SERVICES Myn y Mynydd Residential Home 150001 Tel: 0345 454545 Fax: 0345 454545</p>	<p>Myn y Mynydd Residential Home</p>	<p>Residential Home based in Rhymney</p>
 <p>DIRECTORATE OF SOCIAL SERVICES Castle View Residential Home Castle Road Caerphilly CF83 1JG Tel: 02920 85 2554 Fax: 02920 85 1044</p>	<p>Castle View Residential Home</p>	<p>Residential Home based in Caerphilly</p>
 <p>DIRECTORATE OF SOCIAL SERVICES Brodawel Residential Home Llan Road Caerphilly CF83 2JN Tel: 02920 85 2552 Fax: 02920 85 1044</p>	<p>Brodawel Residential Home</p>	<p>Residential Home based in Caerphilly</p>
 <p>DIRECTORATE OF SOCIAL SERVICES Beatrice Webb Residential Home Woodland Road Blackwood NP23 5JG Tel: 01495 252771 Fax: 01495 228793</p>	<p>Beatrice Webb Residential Home</p>	<p>Residential Home based in Blackwood</p>
 <p>Social Services MY SOCIAL WORKER EASY READ</p>	<p>My Social Worker Easy Read (UNDER DEVELOPMENT)</p>	<p>Easy Read leaflet explaining the role of a social worker for service users with a learning disability</p>
 <p>South East Wales Social Services Emergency Out Of Hours Service 0800 328 4432</p>	<p>Emergency Out of Hours Service</p>	<p>Social Services provide an emergency service outside of normal office hours.</p>


 <p>South East Wales Social Services Emergency Out of Hours Service Complaints, Comments and Praise 0800 328 4432</p>	<p>Emergency Out of Hours Service Complaints, Comments and Praise</p>	<p>Information on how to make a complaint, comment or to praise the Emergency Out of Hours Service</p>
 <p>DIRECTORATE OF Social Services Direct Payments MANUAL FOR SERVICE USERS</p>	<p>Direct Payments Manual (UNDER DEVELOPMENT)</p>	<p>Direct Payments enables local authorities to make direct payments to a person instead of arranging services on their behalf.</p>
 <p>DIRECTORATE OF Social Services Direct Payments</p>	<p>Direct Payments (UNDER DEVELOPMENT)</p>	<p>If you have a physical, sensory or learning disability, or are disabled by illness and you need care, you may be eligible to receive cash via a direct payment to purchase your own care.</p>
 <p>Adult Visual Impairment Service</p> <p>This booklet is available in large print, braille and other formats on request.</p>	<p>Adult Visual Impairment</p>	<p>If you are visually impaired, you may benefit from being placed on social services' sight loss register</p>
 <p>Protection of Vulnerable Adults When an allegation has been made against you</p>	<p>POVA When an allegation has been made against you</p>	<p>Concerns may have been raised that you may have hurt or placed a vulnerable adult at risk through your actions or neglect.</p>
 <p>Protection of Vulnerable Adults General information to protect yourself from abuse</p>	<p>POVA General information to protect yourself from abuse</p>	<p>Some adults may be particularly vulnerable to abuse and may have their human rights routinely disregarded. Vulnerability may be due to mental ill health, disability, age or illness.</p>

	<p>POVA When you've been abused</p>	<p>Concerns may have been raised that someone may have hurt you or placed you at risk of harm through their actions or neglect.</p>
	<p>POVA When an allegation has been made against you for staff and care workers</p>	<p>An allegation or concern may have been raised that you may have hurt or placed a vulnerable adult at risk through your actions or neglect as a paid worker.</p>
	<p>POVA (Easy Read) General information to protect yourself from abuse</p>	<p>Easy Read version of the Protection of Vulnerable Adults leaflet, for adults with learning disabilities or difficulty reading.</p>
	<p>H.A.R.T Home Assistance and Reablement Team</p>	<p>Reablement is a short-term programme of intensive support and therapy in a person's own home. The home care / domiciliary care service aims to provide practical and personal care services in your own home.</p>
	<p>Drug & Alcohol Services (UNDER DEVELOPMENT)</p>	<p>Experiencing difficulties through the misuse of drugs, alcohol and other substances?</p>
	<p>Need Help?</p>	<p>Do you need help because of an illness, physical disability or sensory impairment? If so, Caerphilly County Borough's Physical Disability and Sensory Impairment Team is here to help.</p>

	<p>Multi-Agency Partnership Service (MAPS)</p>	<p>We are a partnership of organisations that can provide you with support services if you are experiencing mental health problems.</p>
	<p>Advice for people who pay for their own care</p>	<p>If you meet the full costs of your care services without any financial help from the council (often referred to as 'selffunding') you are still entitled to advice and services from social services.</p>
	<p>Your Choice Questions & Answers</p>	<p>Giving up your own home and moving into a residential or nursing home is a big step to take. So before making these changes and moving into a home you should be certain it is the right decision for you</p>
	<p>Respite Services Ty Gwilym & Montclair Respite Homes</p>	<p>A respite home is a place where you, and other adults with learning disabilities, can stay for short periods of time</p>
	<p>Volunteer Befriending Scheme</p>	<p>Could you volunteer to befriend an adult with a learning disability, who has similar interests and hobbies to your own?</p>
	<p>Community Support Services</p>	<p>We provide a wide range of community based daytime opportunities for adults with a learning disability.</p>

	<p>The Blue Badge Scheme</p>	<p>In this leaflet you will find a selection of frequently asked questions about applying for a 'disabled person's car badge' and how to renew your existing one.</p>
	<p>Your Money Your Choice</p>	<p>This leaflet explains the various options available to make arrangements for someone to manage your financial affairs.</p>
	<p>Managing Money</p>	<p>Managing money for people who lack Mental Capacity and who are receiving continuing health care commissioned by Aneurin Bevan Health Board.</p>
	<p>Assessment of children in need Information for families</p>	<p>An assessment of a child's needs is carried out after a concern or a request for help has been made to social services – this is called a referral.</p>
	<p>What is child abuse? How can you help to stop it</p>	<p>This leaflet is for everyone – we are all responsible for keeping children and young people safe from harm.</p>
	<p>Children's Services Contact and Referral Team Flyer</p>	<p>Flyer advertising Childrens Contact and Referral team's contact details</p>
	<p>Childrens Rights Officer</p>	<p>Card advertising contact details for the Childrens Rights Officer</p>

	<p>Childrens & Young Peoples Complaints Leaflet</p>	<p>Complaints leaflet designed for children and young people.</p>
	<p>Helping you sort out your problem Stage 1</p>	<p>This booklet tells you how the first stage of a complaint works.</p>
	<p>Helping you sort out your problem Stage 2</p>	<p>This booklet tells you how the second stage of a complaint works.</p>
	<p>Helping you sort out your problem Stage 3</p>	<p>This booklet tells you how the third stage of a complaint works.</p>
	<p>Private Foster Care Do you have someone else's child living with you?</p>	<p>Private fostering is when parents (or guardians) arrange for their children to live with, and be cared for by, someone who is not a close relative for 28 days or more.</p>
	<p>Your Information & You</p>	<p>We hold personal information about adults, children and young people who we provide services to. This leaflet gives you information on how we manage your information and your rights related to this information.</p>

	<p>Who to Contact Community Guide and Directory</p>	<p>The Community Guide and Directory has been compiled by Caerphilly county borough council in partnership with Gwent Association of Voluntary Organisations (GAVO) and includes information about the many voluntary organisations, community groups and other agencies across the county borough.</p>
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All our publications are available in various formats. If you require any of the publications listed above in a different format, please state the format when making your request.

If you have an idea for a new leaflet or publication or have an idea to improve an existing one, please call Gareth Jones on 01443 864667 or email jonesg13@caerphilly.gov.uk

For any further information, please visit our website
caerphilly.gov.uk/socialcare