Adult social care in the Royal Borough of Windsor & Maidenhead

www.rbwm.gov.uk

Royal Borough of Windsor & Maidenhead

Everyone's needs change over time, and you or your loved one may benefit from extra support to live well with a disability, long-term illness, mental health challenges, or neurodiversity.

Adult social care aims to help people stay independent, safe and well so they can live the lives they want to. This includes older people, people who have disabilities or neurodiversity, mental health needs as well as the people who care for them.

This leaflet provides some advice and information about adult social care within the Royal Borough of Windsor & Maidenhead.

We want to make sure that you get the right kind of help. This might be information and advice, signposting to other community services or helping you arrange support.

Free help to stay active and independent

Doing gentle physical activity around the home can help you keep your muscles strong so you can keep doing things you love and live life your way.

Active Lives is a free, easy to use website designed to help people stay active, fit and healthy – without needing equipment or going to classes. Sign up for free at - **tinyurl.com/FrimleyHealth**

Staying independent

We understand that staying independent is important for you to continue to live a happy and fulfilling life.

As your circumstances and abilities change, doing things on your own can become more difficult, but there are lots of things you can do to keep your independence - both at home and when you are out and about.

We offer occupational therapy services who can assess your needs and provide help and information about equipment and adaptations to your home. Our aim is to help you maintain your independence with daily living activities.

If you are struggling with:

- moving on and off furniture
- managing your bathroom routine
- accessing your property

You might benefit from looking for aids and equipment. Visit **AskSARA** for impartial advice about equipment to help make daily living easier: **https://sloughandrbwm.livingmadeeasy.org.uk/**

If you need further support contact the Front Door Team to discuss your situation and get advice.

We do not have access to wheelchairs. You can hire through Red Cross or online, alternatively purchase one privately.

Mental Wellbeing service

The team support adults (18+) with mental health needs or who are neurodivergent. We will work with you to understand your situation and help you get the support you need to stay safe, well and independent, working with other services, families and professionals.

To find out more and access support please visit our webpage https://www.rbwm.gov.uk/adult-social-care/planning-your-care-and-support/mental-health-services/mental-wellbeing-service

Falls prevention and safety

The Falls Prevention Team can provide advice to help reduce or manage your risk of falls. To speak to a Keep Safe Stay Well team member, call 03331 210 205.

You may wish to explore ways to raise an alarm if you do experience falls regularly. A falls pendent is worn around the neck or wrist and has a button which can be pushed in an emergency. When pressed this alerts the monitoring centre who will inform your next of kin or emergency service to initiate any help required.

You can discuss your situation and purchase your preferred equipment from the providers below.

Forestcare: 01344 786 599
Careline365: 0808 304 4510
Ageco: 0800 085 8032

Alternatives can be found online.

Social prescribers

A social prescriber can help you with a wide range of social, emotional or practical needs, focused on improving your mental and physical wellbeing.

They can provide advice and connect you with groups in your community. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports.

If you think you might find this advice useful please speak to your GP surgery.

Help for longer term or more complex needs

You might find that you or your loved one needs a bit more help and support to live as well as possible with any disability or illness they may have.

Our Front Door Social Work team provide advice, information and support for people who may need social care in the Royal Borough of Windsor & Maidenhead.

The team will discuss your situation and may arrange to meet with you to do a full assessment of your care and support needs.

One of our helpful practitioners may then visit you to understand what you want and need. This may involve a discussion about resources in your community that might be helpful for you. It will also look at your strengths, things you can still do independently, and things where your family, carers or wider community can help you.

Looking to arrange care and support for yourself or a loved one?

If you have more than **£23,250** in savings then you will be responsible for funding your own care and support. If you need to source some care at home, then you can contact:

My Care My Home: 08007318470
Care Home Selections: 0800 008 7193

Details about local care providers can be found in the care directory, copies are available at Maidenhead Town Hall or from your local library.

Are you caring for a family member or friend?

If you provide necessary unpaid care or support to an adult family member, friend or partner, you may be eligible for support. We can discuss completing a carers assessment of need with you and talk about the support available to carers living in the borough.

Alongside this you can apply online for a carers allowance, to receive money to help you look after someone who needs to be cared for. Visit **www.gov.uk/carers-allowance**

Free dementia support groups

Join one of our free monthly sessions to meet others in a similar situation and share experiences. Our team will be available to offer practical information, advice and guidance. Held 10.30am to 11.30am on the first Thursday of every month for our general group.

For our session supported by our ethnic minorities link worker come along from 10.30am to 11.30am on the first Wednesday of every month. Find us at Boyn Grove Library, Courthouse Road, Maidenhead, SL6 6JE.

Dementia care advisors

The team provide advice and help to people living with dementia and their family or carers.

Contact the team on **01628 683 715** or email **DementiaCareAdvisors@rbwm.gov.uk**

Finding help in your community

If you need a bit of help with getting to the supermarket, need some gardening done or would just like a weekly cup-of-tea and a chat with a very friendly face then we would love to hear from you. We work with a number of local organisations and can put you in touch with groups to help you.

Useful contacts

Adult social services - Front Door Team
Tel: 01628 683744 (option 5)
Email: AdultSocialCareFrontDoor@rbwm.gov.uk

Advocacy Services (under 55)
Website: www.theadvocacypeople.org.uk/seap
Tel: 03304 409000

Age UK Berkshire (over 55) provides health and wellbeing support services for older people across Berkshire
Website: www.ageuk.org.uk
Tel: 0118 9594242

If you urgently need to speak to a Social Worker outside normal office hours please contact the **Emergency Duty Service (EDS)** on 01344 351999

Citizen Advice East Berkshire
Tel: 08082 787914

Community team for people with learning disabilities
Tel: 01189 042834
Email: ctpld@rbwm.gov.uk

CRISIS Resolution Team
Tel: 0800 1299999

Disabled parking badge
Website: www.gov.uk/apply-blue-badge
Thursday clinic at Town Hall, Maidenhead 9.30am to 12.30pm

Mental Health Service
Tel: 03003 652000 (option 2)
Email: gateway@berkshire.nhs.uk

Millbrook Provide services to create safe home environments
Website: millbrookhealthcare.co.uk
Tel: 0118 2288701

People to places Community transport and Shopmobility
Website: www.people2places.org.uk
Tel: 01628 587922

Safe and well visit by Royal Berkshire Fire and Rescue Service
Website: www.rbfrs.co.uk/your-safety-at-home

Safeguarding concerns
Tel: 01628 683744 (option 1)
Email: Safeguardinghub@RBWM.gov.uk

Talking Therapies (over 17) friendly service for people with low mood, anxiety or stress
Website: www.talkingtherapies.berkshire.nhs.uk
Tel: 03003 652 000

Wheelchair hire
Red Cross: 03004 561 914
Wheelfreedom: 0800 025 8005

For enquiries please contact:

Front Door Social Work Team,
Town Hall, St Ives Road
Maidenhead, SL6 1RF

01628 683744

AdultSocialCareFrontDoor@rbwm.gov.uk

If you would like this information in another format, please contact us.

www.rbwm.gov.uk

Find us on:

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