



# WHERE TO GO FOR HELP SELF FUNDERS GUIDE WILTSHIRE

Self Funders Frequently  
Asked Questions Answered



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## Foreword

We at Wiltshire CIL have become aware of the difficulties and isolation of self funders and their families as they contact us for information and advice.

Working with people who fund their own social care packages i.e. self-funders, Wiltshire CIL became acutely aware of the anxiety, isolation and frustration self-funders and their families experience. Often, they are having contact with the world of social care for the first time, yet there is nowhere for them to go to get information, advice and support in what can be a crisis situation. Their difficulties are increased by feeling discouraged when advised they are ineligible for help from statutory services.

The delay in implementing the financial Cap introduced in the Care Act 2015 has increased the difficulties.

This guide has been produced as a small step to assist in this situation. The questions and answers are informed by some of the self-funders with whom we are in contact and we are most grateful for their contribution. We are always pleased to hear of relevant new information to share with people and welcome your views and input.

Wiltshire Centre for Independent Living  
January 2017



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# Introduction

Local authorities have important statutory duties, but more than 90% of actual support is provided by a diverse range of independent organisations, ranging from big corporate firms to small businesses, the charity and voluntary sector. The system is difficult to navigate and it is only when a possible crisis is happening that people need to find out the options available to them. Over the past five years, all local authorities spending on the essential care and support needed by older and disabled people has fallen and the numbers of people getting state funded help has plummeted. More people than ever are paying for their own care, but the complexities of the system can be difficult for people to understand.

More people are falling outside the social care system either because their financial means and savings are above the threshold set by government or their care needs do not meet the national eligibility criteria.

With all of this in mind, self-funders need to understand the market which offers support to make the best possible decisions, to have a range of choices and options that best suit the persons need and that can go some way to mitigate the risk of inappropriate decisions at a point of crisis. Therefore, having a basic knowledge of what is available in the local community may go some way to support in the future.

## Who are Self Funders?

A self-funder is someone who arranges and funds their own social care and support. This can include care and/or support to live independently at home or in a residential care home. In addition to formal personal care, it can include help with domestic tasks such as shopping, cleaning and gardening.

Self-funders are entitled to the same support from the council in terms of information, advice and assessment as other service users. The key difference is that self-funders pay for all care services they choose, to meet their needs. If people have savings of £23,250 or more, they will be considered a self-funder.

# 1 What help can I get from Wiltshire Council?

Every person with an appearance of need for social care is entitled to have an assessment of care and support needs, regardless of their financial position. The Council has a duty to apply the national eligibility criteria when determining if an individual has eligible needs. Only after an eligibility determination will the council need to establish if you will be a self-funder or will receive support from the council. Wiltshire Council will ensure everyone, regardless of financial status receives information and advice about services that will support an individual to prevent, reduce or delay an eligible need arising. Some services are means tested so a financial assessment will be needed to determine if you have over £23,250 in savings and are assessed as being able to pay. For those services such as domiciliary care, self-funders are then expected to pay for these themselves. Self-funders with eligible needs can ask the council to arrange care at home services on their behalf. The council will charge for this service.

Some support and preventative interventions are available to self-funders including support with:

- A period of initial support, to help you regain your independence - aimed at helping you to continue living at home safely and independently on returning from a stay in hospital.
- Access to the two Help to Live at Home domiciliary providers (Mears and Somerset Care) at the same cost as the Council pays.
- Information about services that will prevent, reduce or delay needs arising.
- Free equipment to support you live at home. This could include things like grab rails or items to help you get about your home.
- One session of financial advice from an independent financial adviser about planning personal finances to meet social care needs.
- Access to the emergency Telecare helpline and response service for a weekly charge of £3.75 for the helpline and a further £4 if you want the response service.
- Information and advice about all domiciliary agencies and care homes registered with the Care Quality Commission.

Self-funders can find the information they need on the Your Care Your Support information website:

**[www.yourcareyoursupportwiltshire.org.uk](http://www.yourcareyoursupportwiltshire.org.uk)**

You can search the site for self-funders to find out lots of information on paying for care, how to request an assessment and more useful information. To contact Wiltshire Council phone **0300 4560111** week days, or the out of hours duty team **0845 6070888**

## **2 If I have a non-emergency accident in the home and I have no-one to support me, how can I get help without calling the emergency services?**

Ring Wiltshire Council Helpline on 0300 4560111, or 0845 6070888 out of hours. Alternatively, there is the Telecare and Response Service.

People, their family and friends are often concerned about what happens if something accidental happens such as a fall and no-one is around to help them. Assistive technology, known as 'Telecare', provides a very simple way of giving people the confidence and reassurance of knowing that support is available at the push of a button.

Telecare allows a call monitoring centre to keep in touch with the person at home in the event of something happening. Telecare can also be used to monitor and make sure people are safe and well at home. It uses sensors to check people have not had a fall or gone out of the house at night and raises an alert if they have.

People can also choose to pay to have access to the Response Service that will mean a trained carer can come out to the home 24 hours a day, 7 days a week to cover an emergency situation.

For more information contact: Medvivo **03000 111 247**  
email: **[telecare@medivivo.com](mailto:telecare@medivivo.com)** website: **[www.medivivo.com](http://www.medivivo.com)**

### 3 How can I get help with equipment to assist me at home?

See Q 1 about an assessment.

Many people find that using the right equipment makes living at home much simpler. All community equipment is free of charge to people who have had an assessment by the Council and have eligible needs.



For those that don't, they can talk to a trained assessor from **Medequip** to help them establish what equipment can help them.

It is important that equipment is properly installed, Medequip are able to deliver, install and remove equipment.

Medequip have an online retail store of equipment available to purchase called 'Manage @ Home' these include mobility and disability aids to help every day. The website details are – [www.manageathome.co.uk](http://www.manageathome.co.uk) or **Medequip** can be contacted on **01249 815052**



*The Independent Living Centre  
Semington*

The **ILC (Independent Living Centre)** in Semington, also offer free expert advice and information and have an extensive range of equipment including assistive technology to demonstrate on site and for people to try. They have an Occupational Therapist at the centre but ask that people book an appointment in advance.

For more information or details you can contact the **Independent Living Centre (ILC)** on **01380 871007** or visit their website [www.ilc.org.uk](http://www.ilc.org.uk)

The **NHS** has some useful information on their website:

[www.nhs.uk/conditions/social-care-and-support-guide/pages/equipment-aids-adaptations.aspx](http://www.nhs.uk/conditions/social-care-and-support-guide/pages/equipment-aids-adaptations.aspx)

## 4 How do I employ staff directly to work in my home?

There is a long tradition of people being employed directly for jobs such as house cleaning, without the full requirements of employment law being met. However, unless the person is self-employed, you should treat them as an employee with the legal obligations this brings for you. You can employ your own Personal Assistant/carer to carry out any personal needs for as many or as little hours as necessary to support you.

If you employ directly in this way you will need to ensure you cover all aspects of employment law. Therefore, you will need to provide employees with a full PAYE payroll service and have full Employers Liability Insurance cover and you will need to register with the Inland Revenue as an employer. This may seem daunting but Wiltshire CIL can help you with all aspects of this. There is a small charge for this service.

As an employer you will need to cover the following areas:

### Personal Liability Insurance for employing Personal Assistants

If you employ a person to support you in your home, as an employer, you will have additional responsibilities and legal obligations.

The following companies offer insurance policies specifically designed for people who employ their own personal care assistant to support them in the home or while they are out and about. **Employers Liability Insurance** can be obtained from:



**Home Employment Insurance**  
(through Mark Bates Ltd)

Tel: **01476 514 478** Email: **enquiries@markbatesltd.com**

Website: **www.markbatesltd.com**

Weblink: **<https://markbatesltd.com/products/independent-living/home-employment-insurance>**

or

**Fish Insurance:** Website: **www.fishinsurance.co.uk** Tel: **0333 331 3770**

## Advertising and recruiting staff

Wiltshire CIL can support with advertising and recruiting staff and can help with a draft statement of conditions of employment etc.

Self-funders can use Wiltshire CIL's free online PA Register:

**[www.wiltspa-reg.org.uk](http://www.wiltspa-reg.org.uk)**

You are welcome to attend any information sessions Wiltshire CIL hold on recruiting and employing staff which will be advertised in the 'Upcoming Events' section of our website: **[www.wiltshirecil.org.uk](http://www.wiltshirecil.org.uk)**

You can advertise in local publications like parish magazines or at Jobcentres free of charge. You need to be clear about what the job involves and how much you will pay before you advertise. Wiltshire CIL can help you with planning this.

## Payroll service for your employees

Independent Numbers offers a payroll service for any employers who employ staff to assist with their own care. They can be contacted on the number below. There is a charge for this service which is available upon asking.



**Independent Numbers Ltd** Tel: **01249 445264**

email: **[office@independentnumbers.co.uk](mailto:office@independentnumbers.co.uk)**

You can also contact Wiltshire CIL for information.

## 5 Where can I get advice to plan my support?

Planning the support you need when you haven't been used to doing it can be hard at first especially trying to navigate the social care system.

**Wiltshire Centre for Independent Living** can help you get started by assisting in a number of ways – through their website, information sessions, or one to one support.

Telephone: **0300 1233 442 (Option 3)**

Email: **[info@wiltshirecil.org.uk](mailto:info@wiltshirecil.org.uk)**

Website: **[www.wiltshirecil.org.uk](http://www.wiltshirecil.org.uk)**



## 6 What agencies are available to provide help to get up and dressed?

All domiciliary agencies providing help at home have to register with the Care Quality Commission and a list is available from them or from Wiltshire Council. Agencies vary in size, quality and price! Think about what is important to you and how you wish to be supported before you talk to an agency so you can choose one that is best able to help you. Wiltshire Council has a contract with two main providers in Wiltshire under a scheme known as 'Help to Live at Home'. The providers are currently Mears and Somerset Care, however there are many other agencies that you can choose from.

## 7 How can I find overnight support?

Some domiciliary agencies registered with the Care Quality Commission are able to provide this service – there are two separate rates of charging: **Sleeping night:** staying a minimum of 8 hours and maximum of 2 duty calls. **Waking night:** up to 10 hours, on duty throughout the night. It may be cheaper to employ someone direct by advertising locally (see Q 4).

## 8 How can I find out what residential and nursing homes are available near me?

Moving into a residential or nursing home is a big decision. There is a range of support that can be offered to help people to continue to live in their own homes which you can explore. If support is no longer appropriate to help you continue living at home, you can contact the Council. They will be able to advise you on what type of support you may need and can carry out an assessment that could help you make an informed choice about any future support. All care homes have to register with the Care Quality Commission. A list is available from their website: [www.cqc.org.uk](http://www.cqc.org.uk) or from Wiltshire Council on 0300 4560111. If you are concerned about the long term costs of this, one session of free financial advice is available from independent advisors through Wiltshire Council. You are entitled to an assessment of need and this will help to identify whether you need 'social' or 'nursing' care.

## 9 Where, in my local community, is the best place to go to find out about relevant local information?



**Age UK Wiltshire** run an Information and Advice service across Wiltshire dealing with various enquiries including welfare benefits, care, housing, legal issues, leisure activities and local services. They have offices at 15 New Street, Salisbury and in The Market Place, Devizes for face to face advice. Opening hours of these offices are on the Age UK Wiltshire website [www.ageuk.org.uk/wiltshire](http://www.ageuk.org.uk/wiltshire). You can telephone the **Age UK Wiltshire Information and Advice service** on **01380 727767** for North Wiltshire residents, or **01722 335 425** for those living in the South of the County. If you prefer to make contact by e-mail then please send your enquiry to: [enquiries@ageukwiltshire.org.uk](mailto:enquiries@ageukwiltshire.org.uk)

Age UK Wiltshire provides a range of other services across the County for both older people and those who care and support them. Many of these services are free to use whilst others are subject to a modest charge. Age UK Wiltshire works hard to help those older people who feel lonely and isolated through the provision of a range of services and support. A full list of their services and availability are on the website, or via the Information and Advice Service.

There are local groups who welcome new members to join, depending on your interests, such as, reading or walking groups. You can go to Wiltshire Council's website called **Your Care, Your Support** to find out groups that are available in your area: [www.yourcareyoursupportwiltshire.org.uk](http://www.yourcareyoursupportwiltshire.org.uk)

Alternatively contact the Council who can advise you on what groups might be available where you live. The Parish Council notice board and the local village or Church magazines are helpful.

**The Silver Line** is a free confidential helpline providing information, friendship and advice to older people across the UK. They are open 24 hours a day, every day of the year. They can also link callers to local groups and services and offer regular friendship calls. Calls are free to **0800 4 70 80 90**. For more information visit their website: [www.thesilverline.org.uk](http://www.thesilverline.org.uk)



## About Medvivo

We are a clinically led organisation that provides a range of health and social care solutions. From GP out of hours in Wiltshire to a Telecare Alarm Monitoring and Mobile Responder Service, we offer a fully integrated service that uses innovative technology to deliver excellent care of the highest quality standards.

## What is Telecare?



Our Telecare Service is a personal emergency monitoring service which runs 24 hours a day, 365 days a year. This service provides peace of mind in helping you to live independently in your own home, with help and support available when it is needed.

When an alarm is activated, our highly skilled customer care advisors will arrange the right level of support for you. Whether contacting a friend, family member or carer, sending out one of our mobile carers or calling the emergency services, we will ensure you receive the appropriate level of urgent care to keep you safe and well.

## What is a Responder Service?

Our Mobile Carers visit you when an alarm is activated as part of the Telecare Service. They provide urgent care at home and are supported by our Clinical Team. The Responder Service is an essential part of the Telecare Service we offer that means you get the best possible care and support, any time of the day or night.

## Introducing Mobile Telecare

A brand new addition to our innovative range of assistive technology means that our Telecare Service keeps you safe both inside and outside the house.

This small and lightweight device works like a mobile phone. Designed for your personal safety and security, Mobile Telecare is an extension to our Telecare Alarm Monitoring and Responder Services to provide safer and independent living, everywhere.



- One touch SOS alarm button
- Auto-answer function
- Fall detector and safety-zone alerts
- Welfare checks and reminder alerts
- 4 speed dial keys

For more information, talk to our advisors about your needs:  
Call us free on **03000 111 247** or email [telecare@medvivo.com](mailto:telecare@medvivo.com)

Or visit our website:  
[www.medvivo.com](http://www.medvivo.com)



*Working together to provide a care network for everyone, everywhere!*

## 10 Where can I go to find skilled support for my parent who has Alzheimers?

**Alzheimer's Support** is an independent charity providing a range of practical services to enhance life and promote independence for those living with dementia at home across Wiltshire, and for their family carers.

Current services include:

- Day clubs
- One-to-one Support at Home service
- Singing for the Brain groups
- Movement for the Mind groups
- Art groups
- Memory cafes
- Discussion groups
- A wildlife club
- Life story groups
- Monthly carers' group, and more

Its team of Dementia Advisers give information and advice to people with dementia and their families through the course of the illness.

It supports family carers with support groups and training courses and offers training to professionals.

It supports communities wishing to become 'dementia friendly'.

For more information contact Alzheimer's Support Wiltshire:

Telephone: **01225 776481**

Email: **office@alzheimerswiltshire.org.uk**

Website: **www.alzheimerswiltshire.org.uk**

## 11 Where can I get advice about alterations to my home to make it more accessible?

Should you wish to carry out adaptations privately or are not eligible for a grant but would like some support managing it e.g. someone to source builders / oversee the work etc. **Care and Repair** can do this for you but they will charge a fee for doing this. Contact **Aster Living** on **0333 400 8299**

### Handyperson service

The service can help with small jobs such as replacing a tap washer, tacking down loose carpeting to prevent trips, installing a grab rail to assist you up a step. You can access this service whether you live in your own home or rented accommodation.

There is a charge for this service but if you receive low income benefits you may be entitled to receive the labour costs free of charge up to a certain amount. Any materials will always be charged for.

For more information or to request the service contact **Aster Living**  
Telephone: **0333 400 8299**.

## 12 Where can I get advice on security for my home?

Contact the **Wiltshire Bobby Van Trust**  
Telephone: **01380 861155** Email: **bobbyvan@wiltshire.police.uk**  
Website: **www.wiltshirebobbyvan.org.uk**

## 13 How can I take precautions at home to prevent fire breaking out?

Dorset & Wiltshire Fire & Rescue Service offer a free Safe & Well visit. They can fit free smoke alarms and offer advice around potential risks and help you develop an escape plan. To request a free Safe & Well visit in Wiltshire telephone **0800 038 2323** or visit their website: **www.dwfire.org.uk/safety/safe-and-well-visits** to complete an online application form.

## 14 Where can I get information about help available in the local community?

You can contact Wiltshire Council, who can signpost you to a list of community groups they have information on or visit their website and search your area for a list:

**[www.wiltshire.gov.uk/artsheritageandlibraries/librarieshome/wiltshireclubsandorganisationsdirectory.htm](http://www.wiltshire.gov.uk/artsheritageandlibraries/librarieshome/wiltshireclubsandorganisationsdirectory.htm)**

**Wiltshire Link Schemes** are voluntary car schemes that support vulnerable residents with transport support and through 'good neighbour' tasks such as small jobs in the home & garden. Most communities in Wiltshire have a local Link Scheme.

Telephone: **01380 722241**

Email: **[linkproject@communityfirst.org.uk](mailto:linkproject@communityfirst.org.uk)**

Website: **[www.wiltshirelink.org.uk](http://www.wiltshirelink.org.uk)**

Other local community initiatives often put posters in libraries, doctors' surgeries and information centres.

## 15 I can't drive now so where can I find help to get around?

Friends and contacts are often happy to give lifts if parking is made easy. The **Blue Badge parking scheme** is specific to you as a person rather than your car so can be used for any journey you take.

You will automatically qualify if you are over three years old and meet one of the following criteria:

- you receive the higher rate of mobility component of the Disability Living Allowance, or eight points or more in the 'moving around' section of Personal Independence Payment (PIP).
- you receive the mobility supplement to the War Pension.
- you are registered blind or severely sight impaired.
- you receive an award under the Armed Forces Compensation Scheme.

You **may** qualify if:

- you are over three years old and have a permanent and substantial disability, which means you are unable to walk or have considerable difficulty in walking.
- you are applying on behalf of a child under three who has a specific condition that means they must always be accompanied by bulky medical equipment or need quick access to transport to hospital or home.
- you drive regularly and have a severe disability in both arms, making it very difficult to operate parking meters.
- you are an organisation responsible for the care and transport of eligible people in registered disabled passenger vehicles or vehicles adapted to carry disabled people. Please telephone the Blue Badge team on 01225 713002 for further advice on this kind of application.

You can find more information about the Blue Badge Parking Scheme and how to apply on the Wiltshire Council website:

**[www.wiltshire.gov.uk/parkingtransportandstreets/carparking/bluebadges.htm](http://www.wiltshire.gov.uk/parkingtransportandstreets/carparking/bluebadges.htm)**

The **Wiltshire Bus Pass** is part of the English National Concessionary Travel Scheme that provides eligible older and qualifying disabled Wiltshire residents with free off-peak travel on local bus services anywhere in England, between the hours of 9.30am and 11pm Monday to Friday and all day at weekends and bank holidays. Information on the Wiltshire Bus Pass along with a downloadable application form and guidance notes can be found on the Wiltshire Council website:

**[www.wiltshire.gov.uk/transport-public-transport-bus](http://www.wiltshire.gov.uk/transport-public-transport-bus)** Telephone: 0300 456 0100 Email: **[concessionarybuspasses@wiltshire.gov.uk](mailto:concessionarybuspasses@wiltshire.gov.uk)**. You will also find information on buses you can use the pass on before 9.30am.

**Traveline** has bus timetables and a journey planner for rail, bus or coach travel. Website: **[www.traveline.info](http://www.traveline.info)** Telephone: **0871 200 22 33** (charged @ 12p per minute).

**Wiltshire Link schemes** run a volunteer driver scheme across Wiltshire and ask for a small contribution towards fuel costs.

Telephone: **01380 722241**

Email: **linkproject@communityfirst.org.uk**

Website: **www.wiltshirelink.org.uk**

**Community First** have a wheelchair accessible minibus available for self-drive hire. This vehicle can be used for community or private purposes. The minibus has room for the driver and up to 15 other passengers (or 2 wheelchair users + 5 other passengers). The vehicle is available to hire at £35 per half day (up to 4 hrs) or £60 per day (not including fuel).

Minimum charge £35. To drive the vehicle you must be over 21 and have held a full, clean car driving licence for at least two years. All drivers will be given training on using the vehicle and the safety and wheelchair securing equipment that is supplied with it. For more information:

Telephone: **01380 732824** or **732816** (9am - 6.30pm Mon— Thurs)

Email: **transport@communityfirst.org.uk** Website:

**www.communityfirst.org.uk/community-first-services/community-transport/minibus-hire**

## **16 Where can I find an advocate to support me in meetings about my social care needs?**

**Wiltshire Independent Advocacy at Rethink** (Care Act Advocacy)

Tel: 01225 709549 Email: **wiltsadvocacy@rethink.org**

Further information: **www.yourcareyoursupportwiltshire.org.uk/directory/providerdetails.aspx?olmproviderid=208387**

**SWAN—South West Advocacy Network** (Memory loss or dementia)

Tel: 01722 341851 Email: **mail@swanadvocacy.org.uk**

Website: **www.swanadvocacy.org.uk**

**Wiltshire People 1st (Self Advocacy)** (Learning Difficulties)

Telephone: **01380 871900** Email: **admin@wiltshirepeople1st.org.uk**

Website: **www.wiltshirepeoplefirst.org**

## 17 How can I get my shopping done?

- Some Link Schemes are able to provide volunteers to help with this. (See page 18 for contact details).
- You could try shopping online with home delivery. Most major supermarkets provide this service.
- Wiltshire Farm Foods produce and deliver frozen meals which can be ordered online: **[www.wiltshirefarmfoods.com/home-delivery](http://www.wiltshirefarmfoods.com/home-delivery)**
- Sometimes local pubs deliver hot meals.
- Ask for help in your local church magazine or Parish Council notice board.

## 18 What support is there for me as a family carer of a self funder?

Carer Support Wiltshire is a local charity supporting carers in Wiltshire. A carer is anyone who cares, unpaid, for a family member or friend who cannot manage without their support. They might look after someone with a physical disability, long term health condition, mental health issue or a problem with substance misuse. Carer Support Wiltshire help carers to access support, services, education and training, and break from their caring role. They ensure carers in Wiltshire have a voice in policy making and planning for services, and they work with health and social care professionals and employers to develop best practice. Their aim is to create carer friendly communities where carers are recognised, valued and supported.

You can ask for a Carers Assessment which may entitle you to a Direct Payment "sitting service" which provides a cash payment from Wiltshire Council to enable you to pay someone of your choice to be with the person you care for to give you a break (this is non means tested). It may also be possible to receive a bi-annual carer's respite payment as a Direct Payment for 4 week's respite once every two years.

Telephone: **0800 181 4118** or **01380 871690**

Email: **[info@carersinwiltshire.co.uk](mailto:info@carersinwiltshire.co.uk)**

Website: **[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)**



## 19 I need help to plan financially for my care in the future, where can I get advice?

You need to get advice from an independent financial advisor. Wiltshire Council has appointed two qualified and accredited independent financial companies with professional competency and accreditation in long-term care planning, to ensure financial advice and support is easy to obtain. They are:

- **Towry**  
Tel: **0117 917 1400** Website: **www.towry.com**
- **Eldercare Solutions**  
Tel: **0800 082 1155** Website: **www.eldercaregroup.co.uk**

It's well worth finding out how to plan using your resources as effectively as possible to make them go further.

More information can be found here:

**[www.yourcareyoursupportwiltshire.org.uk/paying-for-care/independent-financial-advisors.aspx](http://www.yourcareyoursupportwiltshire.org.uk/paying-for-care/independent-financial-advisors.aspx)**

## 20 What benefits am I entitled to as a self funder?

You may be eligible for any of the non-means tested benefits, such as Attendance Allowance and Personal Independence Payments. Visit the **NiDirect** website: **[www.nidirect.gov.uk/information-and-services/money-tax-and-benefits/benefits-and-financial-support](http://www.nidirect.gov.uk/information-and-services/money-tax-and-benefits/benefits-and-financial-support)**

You may also find the following organisations helpful:

**Disability Rights UK** - the National organisation campaigning for disabled people: **[www.disabilityrightsuk.org/how-we-can-help/advice-and-information](http://www.disabilityrightsuk.org/how-we-can-help/advice-and-information)** Telephone: **020 7250 8181**

**Age UK Wiltshire** information and advice service

**[www.ageuk.org.uk/wiltshire/what-we-do/information\\_and\\_advice/](http://www.ageuk.org.uk/wiltshire/what-we-do/information_and_advice/)**

Telephone: Devizes **01380 727767**, or Salisbury **01722 335425**

**Citizens Advice Wiltshire** Telephone: **03444 111 444**

Website: <http://www.citizensadvice.org.uk/>

or call in at your local CAB office.

## **21 Do I need to consider applying for Lasting Power of Attorney?**

This is a complex matter and if you need to go ahead you will probably need a solicitor's advice. An Information Pack is available from the Office of the Public Guardian, PO Box 16185, Birmingham, B2 2WH  
Telephone: **0300 456 0300**

Email: [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

Website:

[www.gov.uk/government/organisations/office-of-the-public-guardian](http://www.gov.uk/government/organisations/office-of-the-public-guardian)

An online service and downloadable forms are also available on their website.

## **22 How can the library service help?**

The Home Library Service is for Wiltshire residents who want to continue reading or listening to books and audio items but having problems getting to their local library.

They serve people of any age who are:

- Blind or partially sighted
- Disabled in some way
- Suffering from a long term illness
- Recovering from an operation and in need of short term help
- Elderly and frail
- Unable to carry library books
- Carers who cannot easily leave home
- People experiencing mental health issues

A member of library staff will talk to you about what you like to read. They will then visit you at home with a library volunteer and bring you some books. Every few weeks, the library volunteer will call at a time to

suit you and exchange your books. You can borrow every kind of book, many in large print – it could be crime, romance, family stories, historical, war stories or biographies for example. Also available are talking books on cassette, CD and Playaways (MP3 format) and music CDs.

There are no fines or charges for this service and you can request items as well. Applications for the home library service can be made by friends or relatives or by the person themselves.

More information can be found here: [www.wiltshire.gov.uk/artsheritageandlibraries/librarieshome/libraryservices/homelibraryservice.htm](http://www.wiltshire.gov.uk/artsheritageandlibraries/librarieshome/libraryservices/homelibraryservice.htm)

There are a number of ways you can apply:

Contact your local library

Telephone the Outreach Services Librarian: **01225 713706**

Download Home library service application form from

[www.wiltshire.gov.uk/home-library-application-form.pdf](http://www.wiltshire.gov.uk/home-library-application-form.pdf)

## Carers library card

Carers are entitled to a carers category library card. This means you can have books for six weeks instead of the usual three week loan and request Wiltshire library stock free of charge.

[www.wiltshire.gov.uk/artsheritageandlibraries/librarieshome/libraryservices/carerssupportfromlibraries.htm](http://www.wiltshire.gov.uk/artsheritageandlibraries/librarieshome/libraryservices/carerssupportfromlibraries.htm)

If you are already a library member ask a member of staff next time you are in the library to update your card. You can find out about joining the library here:

[www.wiltshire.gov.uk/artsheritageandlibraries/librarieshome/jointhelibrary.htm](http://www.wiltshire.gov.uk/artsheritageandlibraries/librarieshome/jointhelibrary.htm)

Carers are able to request books free of charge with a carers library card. Requests for stock can be placed by visiting the library or browsing the catalogue online.

## 23 Are any concessionary tickets available?

It is now becoming increasingly common for concessions to be given for the cost of carers'/employees' entrance fees etc. when you need assistance with you at all times. This avoids having to pay two lots of entry fees!

- Entrance to all National Trust properties is free to carers accompanying disabled people.
- Salisbury Theatre provides free seats for accompanying carers.
- The Oxford Playhouse and the Bath Theatre Royal provide reduced price tickets for carers.
- The Odeon Cinema, Trowbridge: you can book a disabled seat and free accompanying carer seat online.

A free ticket for carers accompanying cinema goers is available after the purchase of a Cinema Exhibitors' Association card. Further details from **[www.ceacard.co.uk](http://www.ceacard.co.uk)**. If it's not clear, it is best to ask when booking or at the event for the concession.

### USEFUL WEBSITES FOR SELF FUNDERS

**PayingForCare** is an online service that provides advice and guidance on the cost of care and support. **[www.payingforcare.org](http://www.payingforcare.org)**

**NHS Choices** Your Guide to Care and Support  
**[www.nhs.uk/conditions/social-care-and-support-guide/pages/what-is-social-care.aspx](http://www.nhs.uk/conditions/social-care-and-support-guide/pages/what-is-social-care.aspx)**

**ACAS** (Advisory, Conciliation and Arbitration Service) provide online advice and guidance on employing personal care and support workers  
**<http://www.acas.org.uk>**

**Skills for Care** provides a comprehensive toolkit to help people employ their own personal assistants and funding for PA training  
**[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)**

**Being the Boss** - a User Led Organisation providing peer support for disabled people employing their own care and support worker.  
**[www.beingtheboss.co.uk](http://www.beingtheboss.co.uk)**

Wiltshire Centre for Independent Living  
11 Couch Lane Devizes Wiltshire SN10 1EB  
Telephone: 0300 1233 442 (Option 3)  
Email: [info@wiltshirecil.org.uk](mailto:info@wiltshirecil.org.uk)  
Website: [www.wiltshirecil.org.uk](http://www.wiltshirecil.org.uk)

Charity No. 1120611 Company No. 5480761  
VAT Reg. No. 213891705



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This guide is available in a variety of formats – please contact the Wiltshire CIL office 0300 1233 442 (Option 3) or visit our website for a downloadable version: [www.wiltshirecil.org.uk](http://www.wiltshirecil.org.uk).

We endeavour to keep the information contained in this guide up to date and correct. If you notice any inaccuracies, please let us know.

**email: [info@wiltshirecil.org.uk](mailto:info@wiltshirecil.org.uk)**