

All Age Disabilities Service

You said...

The response to calls to Social Care Direct is not the same for everyone.

Mobility training is helpful, but it would be helpful to have support to get it.

The standard of homecare can be bad. The service was better when it was in house.

There were staff changes within the Sensory team and no replacements.

We did...

Service users were invited to visit the Social Care Direct team, the Head of Service for Early Intervention and Prevention and the Director of Adult Services for Adult Social Care.

The issues were investigated and discussed by the Social Care Direct and Social Work teams. Both services aim to respond to residents within the times shown in the Council's Customer Care Standards.

People with a visual impairment are advised to contact the Sensory team, who will be happy to carry out mobility training.

Changes have been made to the council's homecare contract. There are now four providers in Hillingdon, each delivering care in one area of Hillingdon. Direct payments also give people more choice over their care provider.

We now have a new Rehabilitation Officer and if any residents with a visual impairment need mobility training, they can contact Health and Social Care Direct on 01895 556633.

You said...

Annual reviews have not been completed. The work completed by Skylakes is not good; for example, when filling in forms.

Waiting times for occupational therapy services are too long; for example, someone waited one year.

Careplace (the directory of care services and information) moved and is still not finished. Some people need support to look at emails and online information.

The Taxi Card service is not helpful for longer journeys.

We did...

Meetings now take place every month between the Council and Skylakes to look at how well assessments are being completed and the work of social workers. There is a programme in place to look at outstanding reviews and a suggestion for a way to make sure reviews are completed on time.

There is no longer a 'waiting list' and all referrals for assessments are completed within 28 days.

Minor adaptations are now completed by an outside company employed by the Council.

The Council has recently launched a new website called Connect to Support Hillingdon, which replaces the other Adult Social Care directories.

Support for people who need help using this website to find information and help will be available from voluntary sector partners and in the borough's libraries.

There is also audio information on the website.

From 1 April 2015, Taxi Card users can 'double swipe' their cards, which doubles the length of allowed journeys by letting people use two journeys one after the other.

The total number of journeys in a single year has also risen from 72 to 104.

Thank you for your feedback.