

West Berkshire Council

Adult Social Care



has **changed** in two important ways

The approach that we take

We have signed up to a number of commitments which include the following:

- We will focus on the strengths and abilities of each individual to support the highest level of independence possible.
- We will work with families, carers and their wider community networks, not just individuals, in order to find the solutions they are looking for.
- We believe in support that reduces dependency.
- We are here to work with you, rather than to do to or for you.
- Our first offer to you is expertise, knowledge and experience.
- We will do as much as possible, as quickly as possible, for your and our benefit.
- We will stick with you until we find a solution that works.
- We will not plan long-term with you when you are in crisis.
- We recognise that, for everybody, life is always changing and we will seek to build flexibility into support plans to reflect changing needs.
- We will advise how to keep yourself safe and agree how any risks can be minimised.



The way we are organised

Adult Social Care has for a long time been organised according to specialism. This means that if a person with a physical disability, a learning disability, a mental health need or dementia has needed our help, they will have been supported by a specific team according to that need.

In the new way of working, we are organised in 3 localities (East, West and Central), so that people are supported by a team which is focused on their local area and linked to their GP surgery wherever possible. We hope this makes us more connected to local resources and more efficient in our response.

There are some exceptions to this, including

- our Sensory Needs team, which will cover the whole of the district
- our Joint Care Provider Services team
- our Provider Services (Resource Centres, Residential services)
- our Reablement Team, part of the Joint Care Provider Service supports people coming home from hospital
- our Review Team, who make sure that services are working successfully
- our specialist Mental Health Team

To contact the three localities, please call **01635 503050** and an operator will help to find the right team for you. You can also use the following email: ccenquiries@westberks.gov.uk

