

# Finding the Right Help

Which organisation is the right place to send someone for support?

# The Different Services

This is the order in which you should consider each service.

1. Their own friends, family and support networks
2. Mutual Aid and Community Groups
3. Independent, professional support organisations
4. Specific services such as for addiction or preventative services for children
5. Adult or Child Social Services

# Friends and Family

Your first step when meeting someone who needs support is to find out about their existing strengths. Which friends and family can help them out? It's always best that people rely on existing networks if they can.

Is there a neighbour who would get them a few bits alongside their own shopping? Is there an old friend who they can call on?

Training on [Making Every Contact Count](#) is available to help you have these conversations.

# Friends and Family: Examples

Tracy is struggling to get out to the shops because her health has taken a dip. She didn't think she had anyone to call now her daughter has moved away on but after speaking to her for a while she mentioned her neighbour had been to the shops for her before. She also said her church used to do visits to members of the congregation who couldn't get out much.

You recommend she ask her neighbour for help again and contact the church to ask when they'll be restarting visits and to make sure she's on the list.

Though Tracy can't use a computer, you suggested her daughter might be able to order a delivery on her behalf. You leave Tracy to explore this option.

# Mutual Aid and Community Groups

Mutual Aid and Community Groups are a great option for **temporary support**, such as while someone is isolating with symptoms of coronavirus.

MAGs will be run by volunteers who may not have a DBS check, so they shouldn't do any task that requires them to enter someone's home.

They can offer things like shopping, prescription collections and telephone befriending.

There's a list of groups available on [the Council website](#), or on [the Hub site](#).

# MAGs: Example

David has got some symptoms of the coronavirus so needs to isolate for 10 days. He's not got much in the cupboard and can't get a delivery until next week. You call the community group in his local area and, with David's permission, pass them his phone number. They'll send a volunteer to the shops to collect his Click and Collect order for him.

Rhys has an operation coming up soon so is isolating in preparation for going into hospital. His local mutual aid group connected him with a volunteer who lives down his road. She collects his prescription for him when she goes to get her own.

# Independent, professional support orgs

There are many small and medium sized charitable organisations who offer support and opportunities. They will be run by a mix of staff and volunteers. These include food projects, and organisations like [Southern Brooks](#), [North Bristol Advice](#) and [Juice](#).

They can provide some longer-term support to help someone out of crisis and can support people with complex needs. They cannot help with medical or care needs and they don't provide permanent support.

Some services require a referral, usually from a GP or another professional organisation but many offer self-referral for peer support and run activities open to anyone.

# Independent, professional: Examples

Mina needs an emergency food parcel but also has a letter from the bailiffs due to unpaid Council Tax and rent. North Bristol Advice arranged a foodbank parcel and were able to ring and sort the bill out for her.

Diane, an 87 year old lady, is staying in her house due to ill health. Juice provide twice weekly befriending phone calls and go shopping for her until the lockdown restrictions end and she's had her vaccines.

Tony doesn't have a phone. He's able to use the one at Juice to be able to book doctors appointments and ring DHI.

Ibrahim has become depressed over lockdown. He asks his GP about it and they refer him to the Social Prescribers. They connect him with a local gardening group.

# Specific Support Services

These are professional services who provide targeted support for things like addiction, learning difficulties or preventative services for children. These organisations won't have volunteers providing support.

These organisations won't run errands like shopping or prescription collection but they will work with people so they can find a solution to these needs. They can provide long-term support for people with complex needs.

These services sometimes require a referral, usually from a GP or another professional organisation but may offer self-referral.

You can find out about some of these organisations on [the Council website](#).

# Specific Support Services Example

Dave has started drinking more than usual over lockdown and now finds he is experiencing withdrawals such as shaking and increased anxiety. He would like to discuss this with a professional to seek support to reduce alcohol use safely and get back on with His life. You recommend he self-refer to DHI by calling 01454 868 750 or 08000733011.

Kwame enjoys gardening but is looking for something else to help him get out and feel less isolated. You recommend he try the groups run by [One You South Glos.](#)

You're really worried about a mum and her two young children. She struggles with her drinking and her mental health but the children seem happy and healthy. With her permission you talk to Southern Brooks and they make a referral to the council for preventative support. This support prevents her family needing social services. [Read more on this here](#)

# Child Social Services

Right Help, the Right Way at the Right Time is a document outlining all the different levels of preventative and social services for children. It includes examples and clear guidance on the thresholds for each service.

[You can access it here](#)

You must have the family's permission to make a referral, unless getting that permission would be a risk to the child. If in doubt you can contact [Southern Brooks](#) for advice.

Concerned about a child?

01454 866000 - Monday to Friday

01454 615165 - Out of hours/Weekends

In an emergency please ring 999

# Adult Social Services

If someone has a health condition or disability that is making it difficult to manage everyday activities, they can ask the council to carry out an assessment of their needs.

South Gloucestershire aims to provide a wide range of care and support options to help support people stay independent and active for as long as possible. This can include looking at the resources the person has available to them, support from family and friends, community support as well as commissioned services. See support available on the South Glos web page [Care and support for adults | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk/care-and-support-for-adults)

Adult Social Care is not free, but it is means tested. You can get an estimate of much the care is likely to cost by looking at the [Care cost calculator | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk/care-cost-calculator)

To find out if someone is eligible for social care you can view the criteria, [here](#).

Contact details - First Contact Team 01454 868007 or out of hours (in an emergency) 01454 615165.

# Do you need to raise a safeguarding concern about an adult to the local authority?

- Are you concerned that an adult is at risk of or is experiencing abuse or neglect?
- What types of abuse or neglect are concerned about?
- Have you had a conversation with the adult about the concerns?
- Have you sought the views and wishes of the adult?\*
- Are there any immediate risks to the adult or to others including children?
- Have you discussed and agreed next steps with the adult?\*
- Have you provided advice, information or signposted the adult?

\*There may be circumstances where the safety of the adult or yourself prevent this from happening. If you still have concerns about abuse or neglect and it is not possible or within the scope of your role to have a conversation with the adult, then if in doubt continue with the process and raise a safeguarding concern. Report a safeguarding concern about an adult or a care service in South Gloucestershire to 01454 868007

# Adult Social Care continued - Carers

A carer is someone who provides unpaid care for a family member, partner or friend. Carers can receive help and support which is beneficial for their health and wellbeing, their relationship with the person they care for, and can help sustain the caring relationship for longer. Carers do not necessarily live with the person they are looking after.

Under the [Care Act 2014](#) the council has duties and responsibilities regarding carers, including:

- encouraging carers to identify themselves as carers
- providing information and offer a range of services to support carers in their caring role
- Offering carers assessments, giving carers the opportunity to think about their caring role, and how they can best be supported in this role. Click [here](#) for further information and eligibility criteria.

You can also speak to the First Contact Team by contacting 01454 868007 Monday to Friday.

# Tips for Calling Social Services

- When calling to make a referral, include everything you know. If the person you speak to doesn't accept your referral you can ask them for a reason. Sometimes it's because they don't have enough details.
- If you don't understand or aren't satisfied with the call you can ask that you speak to someone else on their team, for a second opinion, or that it be escalated to their line manager.
- You can request that they log your concern to be certain it's recorded.
- Even if a referral isn't accepted it's still worth reporting. The Social care team will keep a record and can put together a bigger picture of someone's situation from multiple reports.
- Record in your own secure records the key details of the referral you made and the outcome. Do phone again to request updates or provide updates about your referral, particularly if the situation changes and the risk increases.