

## NEIGHBOURHOODS & ADULT SERVICES

### **CHANGES TO SOCIAL CARE SERVICES FREQUENTLY ASKED QUESTIONS**

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#### *Will I lose my Meals on Wheels Service or Laundry Service?*

You will still receive a meals service. It will come from a different supplier and the meals will be cheaper for you to buy. The Council will no longer provide this service but will help you to arrange for the new service to provide meals. Your care plan will be adjusted if you need support to do this.

#### *When will my Meals on Wheels Stop?*

You will receive a visit from a social worker or social services officer. They will talk to you about your needs and about how these can be met. Once you have a suitable alternative in place, your Meals on Wheels service will stop. By then you should be receiving meals from another provider or having your needs met in different ways.

#### *What if I cannot manage with the new providers?*

They are used to supporting people who have social care needs and will be able to help you. Your social workers will also make sure you have the support you need. We will carry out a follow up call to make sure you are still coping.

#### *Will I lose my Laundry Service?*

The Laundry service is being withdrawn. You will receive a visit from a social worker or social services officer. They will talk through with you how your needs can be met. The solutions will be individual and based on your circumstances.

We will also make sure that you are referred to the Continence Advisers if you need help in this area.