Short Daytime Breaks to Support Carers of Older People

☎ 01792 636519

About this factsheet
This factsheet is for families and carers of older people. It explains about a drop-in day service that can provide short-term, one off emergency breaks for carers.

This service is at St Johns Day Service, in Cwmbwrla, which is run by Social Services.

Who is the service for?
The service is available to people who have been assessed by Social Services as having a critical or substantial need.
The purpose of the service is to provide short-term day respite for an older person when their carer needs some time to do something which they cannot combine with their caring responsibilities. This may be, for example, to attend a health care appointment, to go to a family social occasion or to carry out essential weekly shopping.

When is the service available?
The service is available during the normal opening hours for the day service, 9.00 – 4.30 on weekdays.
Bookings are normally taken for a period of 1 – 3 hours, but in exceptional circumstances can be made for a full day if there is availability.

What will happen to the person I care for when I leave them?
St Johns is an established and friendly day service with highly trained staff. Visitors on short breaks will be encouraged to join in with activities taking place at St Johns, such as quizzes, raffles, bingo, crafts, exercises etc. We also have a hairdresser and fruit and veg man who calls on a daily basis. However if the visitor prefers to sit quietly in our lounge area, that is fine with us.

For older people who may not have much social contact outside the home, it is also a chance to meet other older people, chat and perhaps make new friends.

You are welcome to have a look round the day service before arranging to use it.

How do I arrange to use the service?
This service is provided on a first-come first-served basis, and availability may vary from day to day depending on the demands of regular day service clients.
Before a short break visitor is accepted for the first time, staff from the Intake Team will carry out a short assessment to ensure that:
- The older person is eligible to use the service
- Staff can meet that person’s needs
- Staff have all the information about that person that they need.

Often this can be done over the telephone, but sometimes a home visit will be arranged.

After this, bookings can be made by telephone. Advance bookings are preferred, but we recognise that things can crop up at short notice, and we will accept a booking made on the day if we have space.

Is there a charge for the service?
There is no charge for the service itself. However if the visitor stays over lunchtime, we will make a charge of £3.50 for lunch.
Can you help with transport?
Unfortunately we cannot provide or arrange transport to bring short break visitors to the day service. However we can give you information about private mobility transport schemes if required.

How to contact Social Services
Before using the service for the first time you will need to contact the Intake Team to arrange for an assessment of the needs of the person who will use the service.

Intake Team for Health and Social Care
Tel: 01792 636519
SMS: 07796 275412
Email: intake@swansea.gov.uk

Once an assessment has been done you can contact St Johns direct to check availability.

Amanda Gallivan
Senior Care Officer
St Johns Day Service
Cae Rowland St
Cwmbwrla
Swansea SA5 8NY
Tel: 01792 456593

What if the person I care for would like to attend a day service on a regular basis?
The short break service is not designed for regular use. Before someone can attend any day service on a regular basis they would have to have a fuller assessment of their care and support needs. More information about this process is in our factsheet Getting Help from Social Services: a guide to assessment and eligibility. After an assessment has been completed, there may be a waiting list before someone can start going to a day service.

Other useful information for carers
Social Services has a number of leaflets and factsheets that provide information for carers. These include:
- Information for Carers in Swansea
- Carers’ Needs Assessments and Support for Carers of Adults

For free copies of these – or other factsheets mentioned– either phone 01792 636902 or view them on-line at www.swansea.gov.uk/socialcarepublications

Swansea Carers Centre provides information, advice and support to carers.
Tel: 01792 653344

Swansea Social Services and personal information
When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636902 for the factsheet Your Personal Information.

Comments and complaints
We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet ‘Making a comment, complaint or compliment about Social Services.’ For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636902 for copies.