

Member Briefing

Number: 1175

Title: Cheshire West and Chester Care and Support Directory 2018/19

Summary: Member briefing 983, issued on 28 April 2016, advised members of the arrangements to publicise the Cheshire West and Chester Care and Support Directory, which compliments the Council's comprehensive Local Offer website. This briefing relates to the updated 2018/19 version, which is now available.

Introduction

The Care Act 2014 requires local authorities to provide high quality, readily accessible information to its citizens who have social care needs. The Council has an online information and advice website which provides information about social care and health and also details of local support services. The directory compliments this and makes the information available to those who prefer the information in a paper format.

This is the third annual edition of the directory which has been really well received by service users, Carers and professionals.

Publication

The directory is produced in conjunction with Care Choices at no cost to the Council. This enables 4,000 copies to be printed and circulated each year, including updates and new information. The directory is available through the Cheshire West Community Access team and via key access points such as all GP surgeries, council offices and public libraries.

Content

The directory has been designed to be as informative and readable as possible. It covers the aspects of adult social care which are most effective in helping people to find the right care, in the right place at the right time. Included is information which helps people to:

- ✓ find support for carers
- ✓ know what to do where abuse or neglect is suspected
- ✓ live safely in their own homes
- ✓ remain as independent as possible for as long as possible
- ✓ identify their care needs
- ✓ understand about paying for care and support
- ✓ choose the right accommodation.

The directory has an up to date list of services and other contacts with a particularly useful checklist of what to look for in choosing a care home. All of the information will be updated from edition to edition.

The directory is available on the West Cheshire Local Offer website.

- [View the web-based version of the directory](#)
- Visit: cheshirewestandchester.gov.uk/localoffer to access the full website

If members require a hard copy of the directory, please contact the Cheshire West Community Access team, email: accesswest@cheshirewestandchester.gov.uk or call: 0300 123 7034.

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