

Guide to Social Care

Getting the right support



Where to find us



Richmond Users Independent Living Scheme (RUILS)
Disability Action & Advice Centre (DAAC)
4 Waldegrave Road (A309)
Teddington, TW11 8HT
Helpline: 020 8831 6083
E-mail: info@ruils.co.uk
www.ruils.co.uk

Office Hours:
Monday - Friday: 9am - 5pm

The DAAC Centre
Our offices at the DAAC are fully wheelchair accessible. The centre has a purpose built toilet (with hoist and grab rails) for disabled visitors. A limited number of disabled parking spaces are available at the front and rear of the centre.

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Independent Living Advisors:

Help you to set up and manage your Direct Payment. They can assist you to employ your own staff or find the activities and services for you to purchase.

Support Brokers:

Help you to write your Support Plan and to get that plan up and running.

paFinder:

Helps you to find the right individual to employ as your Personal (care) Assistant.

Options:

Our newsletter keeps you up to date on the latest events & gives you information and tips on how to get the most out of your support.

www.ruils.co.uk:

Our website carries a whole host of information. Log on to our web Forum to chat to others using Direct Payments.

Helpline:

Open between 10am and 4pm Monday to Friday, our advisors can give you the help, information and advice that you may need.



Richmond Users Independent Living Scheme (RUILS) is an independent, user-led organisation. We support disabled people (both young & old), older people, people with learning difficulties & people who use mental health services to live independently and to get the most out of their Personal Budget & Direct Payment.

I need support to live at home where do I begin?

If you need support to live your life you can get support from social services.

Richmond Adult and Community Services call this Self Directed Support (SDS) and it works by offering individuals who qualify for support their own personal budgets (PB) to buy the support of their choosing,

This may take the form of home help or a Personal Assistant (PA) or it may be used to attend and activity - it is up to you. Some individuals choose to take their personal budget as a Direct Payment. This is a cash payment you can use to buy in your own support.

How do I get support?

You contact Richmond Adult and Community Services on 020 8891 7971 to find out if you are eligible for social care support.

They will ask you a few questions and give out some information about the process.

If you are eligible, someone from the Adult and Community services team will call to arrange a home visit. They will talk to you about what your needs are. This is called an Assisted Self-Assessment.

Once you have completed this, you will be told how much money you are entitled to and whether there will be a contribution.

You will then need to write a support plan, this sets out how you will use the money to meet your needs. It will help you think about how you want your life to be. A relative, friend, social worker or support broker can help you with this.

This plan is then submitted to the social work team, once approved you will be able to put your support plan into action.

RUILS are here to help

If you would like to take control over your support we can help you to do this.

You can employ your own Personal (care) Assistant or support worker and do the activities that you would like to do. Purchasing your services does involve making decisions and thinking about your support in new ways.

We can help you with this

We have experience of identifying and helping individuals to set up their own personally tailored support.

If you would like more information on how we can support you please call our helpline on

0208 831 6083

Or email us at

Info@ruils.co.uk