Services for people living with AIDS/HIV

Revised June 09
If you need information about HIV/AIDS, or practical help and support, Cornwall Department of Adult Care and Support is able to offer a range of services focused on your individual needs, and guarantees complete confidentiality. We also work closely with a number of organisations in the region, who may be able to offer you specialised support services. Services are also available to help your carer, if you have one. This could be your partner, or a friend or relative, who helps you manage at home.

**How do I go about getting help?**

There are a number of ways in which you can get help, depending on your personal preference:

- You may wish initially to discuss your situation with your family doctor, who would be able to give advice, and consider with you assistance from Health, Adult Care and Support, or one of the specialist HIV/AIDS organisations in the area.
Your local Department of Genito-urinary Medicine (GU Clinic) can advise you on the help available from a range of specialist organisations, including Adult Care and Support. Details of the GU Clinics are listed on pages 13/14.

You (or someone acting on your behalf) can contact your nearest Adult Care and Support office, and ask to speak to a Care Manager. Full contact details are given on pages 12/13.

The Care Manager will discuss your situation with you confidentially, and if you wish, arrange a full assessment of your needs at home with an Adult Care and Support worker. During an assessment, you can have a friend or relative present to support you if you wish. More detailed information about Adult Care and Support assessments is given in our leaflet *Assessing your needs* (see page 10).

It is important to note that your carer can ask for an assessment of his/her needs, regardless of
whether you yourself go on to receive social care services or not. Information about carer’s assessments and services to support carers is available in our leaflet Services for carers (listed on page 10).

- You may prefer to contact one of the other organisations in the region which offers help and advice to people with HIV/AIDS, and their partners, carers or families. A list of specialist organisations is given on pages 16/17.

- You can also self-refer via the Link Social Worker who is based at the GU Clinic, RCH Treliske (see page 14/15 for contact details).

What help is available from Adult Care and Support?

Once you have contacted Adult Care and Support, and your needs have been assessed, there are a range of services which can help you to continue living independently at home. Some services are listed
below; you can obtain further details from your local Care Manager, from our range of information leaflets (see page 10); or from the Adult Care and Support pages on the Cornwall Council website: www.cornwall.gov.uk/adultcareandsupport.

- **Link Social Worker**
  There is a Link Social Worker who is based at the GU Clinic at RCH Treliske on Tuesday and Wednesday mornings. S/he will help patients there with general social care enquiries, getting help from Adult Care and Support, and advising on housing and benefits.

- **Meals**
  If you are unable to prepare a meal at home, arrangements can be made to deliver hot meals to your home, or frozen meals for you to heat up yourself. Further information is available from your local office, listed on pages 12/13.

- **Personal care at home**
  This is sometimes known as home help or home care, and is available to people who need help with day-to-day personal care and/
or practical help at home. Further information is available from your local office, listed on page 12/13.

- **Support for carers**  
Adult Care and Support can help to provide support and practical help to carers in a variety of ways. See Adult Care and Support leaflet Services for carers (listed on page 10).

The Carers’ Support Service (01872 261 035) will provide a Carers’ Information Pack free of charge on request, and can also give details of local support groups. They also provide information on the Carers’ Forums, which are a focal point for local and national carers issues, and service developments.

- **Housing and Adaptations**  
General housing enquiries are dealt with by Cornwall Council, who are sensitive to the special housing needs of people with HIV/AIDS, and treat all enquiries confidentially. If you need to contact Cornwall Council for housing advice, please telephone: **0300 1234 100**
If you are considering an adaptation to your home to help you live more independently and comfortably, you need to contact Adult Care and Support in the first instance if you think you will need financial support, or if you would like advice from an occupational therapist. Details about how adaptations are arranged and paid for are given in our leaflet Home adaptations (see page 10).

- **Direct Payments**
  These are regular monthly payments from Adult Care and Support to enable people to organise and purchase care for themselves. For further information, please see our leaflet Direct Payments Scheme (listed on page 10).

- **Respite Care (short breaks away from home)**
  A number of schemes operate in the county to provide respite care, or short breaks away from home, to give you and/or your carer a break. The Adult Care and Support worker who carries out your assessment would be
able to give you further details of all schemes, particularly those which provide a specialist HIV/AIDS service, in Cornwall and throughout the UK.

What about the cost of services?

**Many services are free:** there is no charge for an assessment by Adult Care and Support. Visits to your home and advice from Adult Care and Support workers are also free. Daily living equipment and day care services are also provided free of charge, following an Adult Care and Support assessment of need.

There are charges for other services, such as personal care, and meals, either at home or in a day care centre.

Following assessment, Adult Care and Support workers will always advise about any charges before setting up a service.
Is there anything else I should know?

Adult Care and Support have to keep records about the people who use their services. These records are kept securely and remain confidential. More detailed information is given in our leaflet *Access to personal records* (listed on page 10).

If you are dissatisfied with any aspect of your assessment, or the services provided to you, please discuss this first of all with your Care Manager, who will want the opportunity to put things right. Adult Care and Support have a formal complaints procedure, which is detailed in our leaflet *How to make a comment, complaint or compliment* (listed on page 10).

Other Adult Care and Support publications

Adult Care and Support also produce the following publications which you may find useful. The publications are free of charge, and can be obtained by contacting your local Adult Care
and Support office, or by ringing 01872 322533

- Access to personal records
- Assessing your needs
- Direct Payments Scheme
- Extra help when you leave hospital
- Help outside normal working hours
- Home adaptations
- How to make a comment, compliment or complaint
- Individual budgets
- Moving to a care home
- Rehabilitation services for older people and people with disabilities
- Review visitor scheme
- Say No to Abuse
- Services for carers
- Services for older people
- Services for people with a drug or alcohol problem
- Services for people with a learning disability
- Services for people with a mental health problem
- Services for people with a physical disability or long-term illness
- Services for people with a sight or hearing loss
- Services for people with dementia

Cornwall Council
Website: www.cornwall.gov.uk

General information about Cornwall Adult Care and Support can be found on the Health and Social Care pages of the website. You will find various publications on-line, information about community care services, the blue badge scheme, links to other websites and much more. As well as contacting the Adult Care and Support offices listed overleaf, you can e-mail the Adult Care and Support Public Information Officers with any enquires at: acspublicinformation@cornwall.gov.uk.
Contacting Adult Social Care

Adult Social Care offices are open 8.45am to 5.15pm Mondays to Thursdays, and 8.45am to 4.45pm on Fridays.

If an emergency arises outside office hours, please telephone 01208 251 300

West Cornwall
Roscadghill Parc, Heamoor
Penzance TR18 3QX
Tel: 0300 1234 131

The White House, 24 Basset Road
Camborne TR14 8SL
Tel: 0300 1234 131

Central Cornwall
Cathedral Close, Wilkes Walk
Truro TR1 2TE
Tel: 0300 1234 131

Sedgemoor Centre, Priory Road
St Austell PL25 5AB
Tel: 0300 1234 131
East Cornwall

Hendra House, Dunheved Road
Launceston   PL15 9JG
Tel: 0300 1234 131

Priory House, Priory Road
Bodmin   PL31 2AD
Tel: 0300 1234 131

Westbourne House, West Street
Liskeard   PL14 6BY
Tel: 0300 1234 131

Adult Care and Support Headquarters

Old County Hall, Station Road
Truro   TR1 3AY
Tel: 0300 1234 131
Email: adultcareandsupport@cornwall.gov.uk
Cornwall Council One Stop Shops:

Cornwall Council also has 22 One Stop Shops from which customers can access a range of services, including Adult Care and Support. These are located in the following locations:

- **Bodmin**, 3-5 Barn Lane
- **Bude**, The Library
- **Callington**, The Town Hall
- **Camborne**, Dolcoath Avenue
- **Camelford**, College Road
- **Falmouth**, 34 Church Street
- **Fowey**, The Library
- **Hayle**, Frank Johns Centre 56 Queens Way
- **Helston**, Isaac House, Tyacke Road
- **Launceston**, Market House Arcade, Market Street
- **Liskeard**, Luxstowe House Greenbank Road
- **Looe**, The Library
- **Newquay**, Marcus Hill
- **Penryn**, Saracen House Higher Market Street
• Penzance, St Clare
• Redruth - location unconfirmed at time of print
• St Austell, 39 Penwinnick Road
• St Ives, The Guildhall, Street-an-Pol
• Saltash, The Library
• Torpoint, The Library
• Truro, Carrick House, Pydar Street
• Wadebridge, Higher Trenant Road
• Wadebridge, Trevanion Road

They can be contacted by telephone on 0300 1234 100.

GU Medicine Clinics

Truro

RCH Treliske, Truro
Tel: 01872 255 044

Monday & Friday 9.00am-11.30pm drop-in

Wednesday
2.00pm-4.00pm under 25’s drop-in

Other times, appointments only

Also a Family Planning Clinic for under 25’s
Wednesday 2.00pm-4.00pm
Penzance
West Cornwall Hospital, St Clare, Penzance
Tel: 01872 255 044
Thursday 2.00pm-4.30pm drop-in
Other times appointments only
Also a Family Planning Clinic for under 25’s Thursday 2.00pm-4.00pm

Newquay
Newquay Hospital, St Thomas Road, Newquay
Tel: 01872 255 044
Tuesday 9.30am-11.30 drop-in
Other times appointments only

Plymouth
Level 5, Derriford Hospital, Plymouth
Tel: 01752 763 910
Opening times vary - please ring for an appointment

Specialist regional organisations
Department of GU Medicine
RCH Treliske, Truro
Tel: 01872 255 044
Eddystone Trust
36 Looe Street, Bretonside, Plymouth
PL4 0EB
Tel: 01752 257 077
www.eddystone.org.uk
e-mail: info@eddystone.org.uk

Eddystone is an independent organisation providing information, training and support for anyone affected by HIV and AIDS in the Devon and Cornwall area. They also provide services related to Hepatitis C and wider sexual health.

Freshfield Service
Lander House, 5 Upper Lemon Villas, Truro TR1 2PD
Tel: 0500 241 952 (Freephone helpline)
www.freshfieldservice.co.uk

Advice, information & counselling for people with drug problems, their families, friends & carers. Needle exchange service. Countywide services with headquarters in Truro.

Kernow Positive Support (KPS)
PO Box 85, Bodmin PL31 1ZN
Tel: 01208 264 866
www.kpsdirect.com
e-mail: office@kpsdirect.com
An independent charity, KPS provides a range of services for those living with HIV, including a drop-in and advice clinic in Truro, complementary therapies, counselling, peer support and hardship services.

**Positive Action South West**
Palace Gate House, Palace Gate, Exeter EX1 1HX
Tel: **0800 328 3508** (Helpline)
Tel: **01392 494 441** (Office)
www.pasw.org.uk
e-mail: info@pasw.org.uk

Mon - Fri 9am - 5pm
Provides a range of professional complementary therapies, counselling, support, advice & advocacy for people with HIV/AIDS & their families.

**National organisations**

**National AIDS Helpline**
Tel: **0800 567 123** (operates 24/7)
Free, confidential advice for anyone who has questions, or is worried about HIV/AIDS. At specific times in the week, telephone help is also available in languages other than English.
Terrence Higgins Trust (THT)
314-320 Grays Inn Road, London
WC1X 8DP
Tel: **0845 122 1200**
(THT Direct Helpline, operates 10am-10pm Mon-Fri, and 12pm-6pm Sat & Sun)

Information, advice & support on all aspects of HIV/AIDS, including legal advice.

Other organisations
NHS Direct
Tel: **0845 47 47**
www.nhsdirect.nhs.uk

A 24-hour confidential helpline staffed by qualified & experienced nurses. Calls are charged at local rates.

Health Promotion Service, Camborne
Tel: **01209 313 419**
www.healthpromcornwall.org
e-mail: info@healthpromcornwall.org

Offers a range of reference & lending materials on all aspects of health promotion.
If you would like this information in another format please contact:

Cornwall Council  
County Hall  
Treyew Road  
Truro TR1 3AY

Telephone: 0300 1234 100  
Email: enquiries@cornwall.gov.uk  
www.cornwall.gov.uk