

## Access to Care – Wakefield One



### What is Access to Care?

Access to Care, based at Wakefield One, includes Social Care Direct (SCD).

Social Care Direct is the initial point of contact for all new Adult Social Care referrals to Wakefield Council. The team consider any new referrals under the Care Act (2014). Most of the referrals include safeguarding adults who may struggle to protect themselves, assess people for any care and support needs, support carers and families, and provide people with advice and information.

Social Care Direct also covers out of hours so a Social Worker is usually available to talk to families to help them cope out of hours, and ensure that they respond to any urgent safeguarding concerns. The Social Worker works alongside an experienced Approved Mental Health Professional (AMHP) who is available to undertake assessments under the Mental Health Act (1983).

The team will try to support people as much as possible by ensuring they get the advice, assurances, and will put people in touch with partner organisations to get the help they need. If however someone needs a further assessment or safeguarding support then the team will refer onto one of the teams including the Connecting Care Hubs, Adult Safeguarding Team, Community Learning Disability Team, and Sensory Impairment Team.

Sometimes people contact Social Care Direct to seek support with their mental health, however these are usually redirected to Mental Health Services. The person must speak to their GP in the first instance who may refer to Secondary Mental Health Service via Single Point of Access (Tel: 01924 316900).

It is important to recognise the difference between an assessment of mental health and a Mental Health Act assessment. An AMHP will consider a Mental Health Act assessment and only make an application to psychiatric hospital once all community based options have been exhausted. The AMHP will usually make contact with families, GP's, SPOA, and crisis team to ensure they had done all they can help people manage at home.

All initial referrals are taken by Customer Service Advisors. The referral information is passed to a team of Social Workers and Care Coordinators. This information is then triaged to review how urgent it is, gather further information, offer advice and support to the referrer and signpost to the appropriate team or service. During the day there are up to 9 staff members available, including an Occupational Therapist available. On nights and weekends there are 1 to 2 staff members available. There are two managers who oversee the team and one of these managers is always on call at weekends and nights.

## Access & Criteria / Referring to us

Social Care Direct can be accessed in several ways as this is a 24/7 service. You should contact Social Care Direct first if you, or someone you know, appears to need Adult Social Care services in Wakefield. If we don't think you need a Social Care assessment, we will give advice and information about what other agencies and support groups can offer. If you are worried about the safety or wellbeing of an adult at risk or older person, please contact Social Care Direct. They will deal with your concerns and offer advice and support about what to do. See below for contact details:-

- Telephone: 0345 8 503 503
- Minicom: 01924 303450 (type talk welcome)
- Email: [social\\_care\\_direct@wakefield.gov.uk](mailto:social_care_direct@wakefield.gov.uk) or [socialcare.direct@wakefield.gcsx.gov.uk](mailto:socialcare.direct@wakefield.gcsx.gov.uk) (secure)
- Website: <http://www.wakefield.gov.uk/health-care-and-advice/adults-and-older-people-services/social-care-direct>

## Locations & Opening Hours

Social Care Direct Day Team operates Monday to Friday, 8.30 – 5pm. The Out of Hours team covers all other times. Please note only urgent referrals will be dealt with during Out of Hours. The day team is based at Wakefield One and the Out of Hours team is based at Pontefract Municipal Building.