

Care in Prisons and Approved Premises

Some people in Prisons or Approved Premises (formerly known as Probation & Bail Hostels) need support to do the everyday things that most of us take for granted. The social care system provides this support for those who need it, to help them keep their independence and dignity.

Nottingham City Council Adult Social Care Team will assess people's need for social care services in HMP Nottingham and Approved Premises within the city. It arranges or provides these services, and gives support to meet certain needs such as loaning pieces of equipment to help you with eating, washing, getting dressed or get around.

The first step will be to have an assessment to find out if you are eligible for services, each authority sets its own criteria as to what needs are eligible for services. If you are eligible, then the law says the council must meet your needs.

The next step will be to work out what your difficulties are and to give you the best possible support. You should be involved in the decision-making and, if appropriate, a care plan may be created for you.

If you feel your needs have changed over time, you will be reassessed.

Your first stop is to contact the appropriate medical officer at your establishment and they will make a referral. Nottingham City Council Adult Social Care Team, Social Workers and Occupational Therapists will then make arrangements to visit and carry out an assessment. You can have an Advocate present during this process and once completed you will receive a copy of the assessment.

Contacts

If you are not happy with the decisions made or you want to complain about any of the services you receive, you can complain directly to Nottingham City Council Adult Social Care Complaints team by writing to:

Social Care Complaints,
The Clocktower,
Eastcroft Depot,
London Road,
Nottingham
NG2 3AH

Telephone: **0115 876 5974**.

The Complaints Team will acknowledge receipt of your complaint within 3 working days, and will ask a senior manager from Adult Social Care to investigate your complaint and to respond to you in writing within 20 working days. Should you remain dissatisfied the Complaints Team may be able to assist you to resolve the matter or it may help you to progress your complaint further.

You are also entitled to contact the Local Government Ombudsman at any stage, but you should be aware that the Ombudsman normally requires that all local complaints procedures have been completed before your complaint can be considered. The Ombudsman can be contacted at:

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

Telephone: **0300 061 0614**