



The Crisis Response Service

What is the Crisis Response Service?

The Crisis Response Service will help you if you experience a crisis at home, for example if you suffer a sudden deterioration in your condition or a change in the circumstances of your carer. It can offer you help on a short term basis with day to day and personal care activities to prevent you from unnecessarily going into hospital or a care home.

Who provides the Crisis Response Service?

The service is provided on behalf of Oxfordshire County Council by a company called Abicare.

How long will I receive the service for?

This service is normally provided on a very short term basis up to a maximum of 48 hours, while you decide whether you need any longer term support.

Are there any costs involved?

You will not be charged for the first 48 hours that you receive the Crisis Response Service. If you stay longer than this we will complete a financial assessment, which will determine how much you will be expected to contribute towards the cost of any on-going care.

This charge will begin even if the Crisis Response Service continues to provide your care and support, whilst a longer term arrangement is put in place.

How much will I have to contribute?

Without knowing your full financial circumstances, it is difficult to predict how much you will need to contribute, but most people have to pay something towards the cost of their care.

However, if you have savings or other capital assets over £23,250 then you would be expected to pay for the full cost of your care and support. If you have savings over this limit and ask the council to arrange your care you will also be charged an arrangement fee, which will be either £150 or £500 depending on the level of the council's involvement.

How will my Financial Assessment be completed?

We normally complete the assessment by arranging for an Oxfordshire County Council officer to visit you in your own home to collect the financial information we need. The Financial Assessment Team will contact you shortly to arrange this.

You can find out more about financial assessments by contacting Oxfordshire County Council's Financial Assessment Team on 01865 797559 or visiting www.oxfordshire.gov.uk/payingforcare.

Arranging your own care

You may wish to arrange your care privately and if this is the case we can supply you with a list of providers approved by the Care Quality Commission. We've also

teamed up with My Care My Home to offer people who pay for their own care advice about their care and support options.

You can talk with them over the phone or they can visit you in person. Call them on 0800 731 8470 or visit www.mycaremyhome.co.uk to find out more.

If you can manage independently without additional support

You can still access a range of information and advice by visiting www.oxfordshire.gov.uk and entering 'adult social care' in the search field or alternatively you can contact the council's Social and Health Care Team using the details below.

Assistive Technology

You might want to consider using Assistive Technology - a range of gadgets to help you stay safe and independent. Find out more by visiting www.oxfordshire.gov.uk/assistivetechology or by calling 0845 050 7666.

Carers Assessment

If a friend or family member is providing you with care and support, they can complete a Carers Assessment, which will determine the support and information and advice that is available to them. You can find out more at www.carersoxfordshire.org.uk

Who can I contact for more information?

If you have any questions about the Crisis Response Service you can speak to the organisation providing it or alternatively, contact Oxfordshire County Council's Social and Healthcare Team by:

Phone: 0845 050 7666

Email: socialandhealthcare@oxfordshire.gov.uk

Write to: Social and Health Care team, PO Box 780, Oxford, Oxfordshire, OX1 9GX.

If you have any concerns about the quality of the service you are receiving and are unable to resolve the issues with the organisation providing it or you want to share positive feedback, please contact the Social and Health Care Team using the details above.