



Who to contact outside office hours in an emergency (The Emergency Duty Team)

This fact sheet can be made available in other languages or formats on request by contacting 0161 770 6666. For further information please see our detailed fact sheet - **Information for all.**

Adult and Community Services - Adult Social Care has an Emergency Duty Team. The team provide an emergency social work service to people in crisis to meet their urgent needs out of office hours.

The service is provided by an experienced social worker who is able to respond if necessary to the needs of people in crisis.

This service is available from 5.00pm – 8.40am, Monday to Friday and 24 hours during weekends and Bank Holidays on 0161 770 6936 or you can fax on 0161 770 6734 or text on 07712 534937. You can also email us at socs.edt@oldham.gov.uk.

An emergency social work situation is one that has happened suddenly and unexpectedly and has to be dealt with urgently concerning an older person, a disabled person, someone with mental health problems or a child at risk.

If you get our answerphone or the number is engaged, it means that the Emergency Duty Team is dealing with another urgent

matter. Please leave a message and the Emergency Duty Team will call you back as soon as possible.

Are you a carer?

If you look after a relative or friend who needs support to live at home you are a carer. As a carer you have the right to ask Adult and Community Services – Adult Social Care to carry out a carer's assessment (this applies even if the person you care for is not receiving help from Adult and Community Services – Adult Social Care). Your carer's assessment is your chance to talk about your needs and is your opportunity to tell us about the things that could make caring easier for you.

There are a variety of services available to carers following an assessment including; advice & information, short breaks & respite, additional services to the person you care for, signposting to voluntary & health services, introduction to support groups.

For more information contact

Oldham Carers Centre

The Link Centre

Union Street

Oldham

OL1 1DZ

Tel: 0161 770 1188

Fax: 0161 770 4789

Email: carers.centre@oldham.gov.uk

We value your comments and suggestions about social care

We want to provide good quality services for people in Oldham and as we are a public service, you have a say in everything we do. We want you to be completely satisfied with our services, but to ensure this we need to know what you think. What do we do best? Where could we improve things? Do you have any ideas or suggestions? Only by listening to you can we give you the service you deserve. We welcome everything you have to say.

For matters relating to adult social care

The Quality Assurance Team can be contacted by writing to:

FREEPOST OLDHAM ADULT & COMMUNITY SERVICES

Please note you do not need to put a stamp on the envelope.

You can also contact the Quality Assurance Team by

Phoning: 0161 770 8122

Faxing: 0161 770 8193

Emailing: socs.quality.assurance@oldham.gov.uk

If English is not your first or preferred language we can arrange to visit you with an interpreter.

For matters relating to children's social care

The Complaints and Representations Officer can be contacted by writing to:

Complaints & Representation Officer

Oldham Metropolitan Borough Council
PO BOX 4
Civic Centre
Level 8
West Street
Oldham

You can also contact the Complaints and Representations Officer
by

Phoning: 0161 770 1129

Faxing: 0161 770 3222

Emailing: cypf.complaints@oldham.gov.uk

If English is not your first or preferred language we can arrange to
visit you with an interpreter.

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