

Ceredigion County Council **Social Care**

# **Out of Hours Emergency Team**



**...taking care to make a difference**

**Large Print or other format/medium  
are available on request**

**please telephone**



**01545 574000**



**or Email**

**contact-socservs@ceredigion.gov.uk**

**Porth Gofal Office Hours:**

**Monday – Thursday: 8.45 a.m. – 5.00 p.m.**

**Friday: 8.45 a.m. – 4.30 p.m.**

**You can find information about services provided by  
Ceredigion County Council on our website at:  
[www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)**

Reviewed December 2019

# **Out of Hours Emergency Team**

## **What if you need to contact Ceredigion Social Care during the evening, at night or the weekend?**

We know that not all unexpected major problems happen during normal office hours or can wait until the next day. Ceredigion Social Care provides an Out of Hours Emergency Team that is there to help with these emergencies.

To contact the Out of Hours Emergency Team phone:



**0300 4563554**

## **Who will answer the phone?**

Calls are answered by an operator from Delta Wellbeing in Carmarthenshire who will take your contact details. They will then pass this information over to the duty Social Worker who will telephone you.

When the Social Worker telephones you, it is important that you give them as much information as you can about the person needing help including:

- The person's full name
- Date of birth
- Address
- Telephone number
- Where the person is and the nature of the crisis
- Services and help the person may be getting at the moment

- If they have not had previous contact with Social Care or you are unsure please provide details of their ethnic origin and first / preferred language

## **What happens next?**

The duty Social Worker will explore your concerns with you. They may give you advice and guidance over the telephone on how to deal with the problem, or:

- Recommend that you contact another more appropriate agency. They will give you the contact details
- Refer the matter on to another Social Care team for the next working day
- In some circumstances they may visit you or the person in need / whose welfare you have concerns about

## **When does the Out of Hours Emergency Team operate?**

**Weekdays -** 5.00 p.m. to 8.45 a.m.

**Weekends -** Friday 4.30 p.m. to Monday 8.45 a.m.

**Bank Holidays -** 24 Hours

## **What sort of problems can the Out of Hours Emergency Team deal with?**

Here are a few examples of the sort of problems we can help with:

- Child Safeguarding matters

- Adult Safeguarding matters
- Older people who are at risk or who need immediate help
- Concerns relating to someone with a physical or a sensory impairment
- Support for carers and people with severe learning difficulties or mental health problems
- Mental Health Act assessments
- Parenting difficulties with children and young people
- Appropriate adult for juveniles and vulnerable adults in police custody
- Provision of emergency accommodation for people who are vulnerable
- Emergency Support and Advice for Foster Carers

**Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.**

### **Advocacy Service**

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

**Ceredigion Independent Professional Advocacy (CIPA)** can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



**0800 206 1387**

**Advocacy West Wales** provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



**01437 762935**



[www.advocacywestwales.org.uk](http://www.advocacywestwales.org.uk)



[admin@advocacywestwales.org.uk](mailto:admin@advocacywestwales.org.uk)

**TGP Cymru** provides help to children and young people to make sure that they have their rights respected and have their voices heard. They can provide information, advocacy, representation, advice and support.



**0808 1682599**



**01545 571865**



[midandwestwales@tgpcymru.org.uk](mailto:midandwestwales@tgpcymru.org.uk)

## **Information Sharing and Confidentiality**

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

## **Emergencies**

If you need urgent help outside the opening times of the Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



**0300 4563554**

## **Representations/Complaints/Comments**

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Care has a complaints procedure.

If you think we have done something well, you can also tell us.

For Social Care ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



**01545 574000**



We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name: .....

Address: .....

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Tel. No: ..... Date: .....

Leaflet received from:  
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My compliment or complaint:  
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(Please continue on a separate page if you need to)



Send this page to:  
The Complaints and FOI Team  
Canolfan Rheidol  
Rhodfa Padarn,  
Llanbadarn Fawr,  
Aberystwyth  
SY23 3UE

**Thank you for your comments**

