



Making Social Care Better for People



**Your details**

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**1.1 Is there a Directory of Service (DoS) that covers the LIT area?**

Yes

**1.1.1 Has the Directory of Service been updated in 2005/06? Please only answer if you have answered yes to question 1.1**

No

**1.2 Does the Directory of Service include the full range of local services available, including social care services, independent and voluntary sector services, and BME voluntary & community organisations:**

NHS services	Yes
Social care services	Yes
Independent and voluntary sector services	Yes
Black and Ethnic Minority group voluntary and community organisations	Yes

**1.3 Is the following information available to service users, carers and the public: Please select Yes or No for both Print and Internet options**

	Print	Internet
Different conditions (mental illness and other related conditions)	Yes	Yes
The range of available treatments and interventions	Yes	Yes
The possible outcomes and length of treatments	Yes	Yes
How consent will be obtained	Yes	Yes
How to complain	Yes	Yes
Confidentiality	Yes	Yes

How to access records	Yes	Yes
Advocacy services	Yes	Yes
Advance Directives	No	No
Direct Payments	Yes	Yes

**1.4 Is information on local services and service standards available to service users and carers in the LIT area in any of the following formats:**

Plain language publications and leaflets	Yes
Subtitled signed videos	No
CD Rom	No
Languages other than English	Yes
Braille	Yes
Large type	Yes

**2.1 How many crisis accommodation places are available within the LIT area?**

	The definition of crisis accommodation and the number of places available should match the corresponding data on the Durham Adult Service Mapping database for your LIT area.
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**2.2 How many crisis accommodation places in the LIT area are available out of hours (24 hours a day, 7 days a week)?**

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**3.1 Is an interpreting service available to all service users across the whole LIT area?**

Yes
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**3.2 Are all service users across the whole LIT area able to access at least one interpreting service with complete out of hours availability?**

Yes
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**4.1 Are all service users across the whole LIT area able to access:**

Independent advocacy specific to gender	Yes
Independent advocacy from black and ethnic minority groups?	Yes