

# Professionals

This Factsheet contains information about different professionals with whom you may come into contact as part of your caring role. They are listed in alphabetical order and provide support in the following areas:

- Health
- Social Care
- Education
- Employment

## **Access Team**

The Access Team is the first point of contact when you make contact with Social Services. They will take details of who you are and why you are calling. They make a referral to a Social Worker who will then provide you with appropriate support. The Access team also provides support out of normal office hours.

## **Access to Work Adviser (AtW)**

The Access to Work programme provided by JobCentre Plus, offers support to people with disabilities to enable them and their employer to find practical solutions in the workplace, so that the employee is able to work to their full potential. The AtW Adviser will provide information, advice and access to suitable funding and grants towards any extra employment costs that may result from a person's disability.

## **Advocate**

An advocate can support or represent a person experiencing difficulties with everyday problems or a crisis. They offer information and support on accessing entitlement to services and legal rights. An Advocate may support people with specific needs such as a person with mental health issues or learning disabilities or an older person.

## **Care Manager**

Working within your local unitary authority, a Care Manager co-ordinates, monitors and reviews care services for individual clients. A Care Manager may also be a Social Worker or a Social Care Assessor.

## **Carer Link**

A Carer Link works within your local doctor's surgery. They are usually a member of the reception staff. Their role is to support Carers with information about services which are provided by the surgery.

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## **Chiropodist**

Please see the heading **Podiatrist**

## **Community Psychiatric Nurse (CPN)**

The CPN, also known as a Community Mental Health Nurse, works in the community. They provide treatment, care and support for people with mental health problems including dementia, and their carers. They do not normally provide physical nursing care.

## **Consultant**

A Consultant is a qualified doctor who has further training and experience in a particular area of healthcare. The type of the consultant you may be referred to, will depend on your age and symptoms and the way NHS services are organised in your area. A **neurologist** will treat disorders of the brain and nervous system, a **geriatrician** will treat physical illnesses and disabilities of older people, a **psychiatrist** will treat mental illness, a **paediatrician** specialises in child health and development.

## **Continence Advisor**

A Continence Advisor provides information and advice associated with the treatment of incontinence for both children and adults. They provide guidance on treatment, equipment and products available.

## **Disability Employment Advisor (DEA)**

The DEA works in partnership with other organisations to provide information, guidance, training and opportunities for employment placements for people with disabilities.

## **District Nurse**

The District Nurse provides nursing care in the community and can be contacted through the GP surgery.

## **Drug Intervention Service Cheshire: Young People Workers (DISC)**

The Drug Intervention Service in Cheshire (DISC) provides support to a person and their family, who is affected by the misuse of drugs or alcohol in some way. The DISC Young People Workers offer information, one to one support and advice to young people.

## **Educational Psychologist (EP)**

The EP provides advice to the school and families with children experiencing a range of learning and behavioural difficulties. They carry out assessments of individual children and provide guidance for the school.

## **Family Support Worker**

Many voluntary organisations provide a family support service to families in need of

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additional support. A Family Support Worker may offer home visits and provide information, practical guidance and emotional support. They will have expertise on accessing rights and entitlement to services for particular client groups.

### **Health Visitor**

The Health Visitor provides information and advice on illness prevention in the community. They support individuals and families in their own homes, identifying and obtaining appropriate services to maintain good health and well-being.

### **Independent Parental Supporter: Parent Partnership Service (IPS)**

The Parent Partnership Service provides support to parents and carers of children and young people to the age of 19 who have additional needs. An Independent Parental Supporter provides support to individual parents and carers. They provide independent information and support regarding local authority procedures and processes, along with information about relevant local services.

### **Key Worker**

A Key Worker maintains regular contact with the family and takes responsibility for checking that the family has all the information they need. They have a responsibility to check that services are co-ordinated and that information is shared appropriately with other agencies.

### **Occupational Therapist (OT)**

An Occupational Therapist provides expert advice about equipment, its suitability and how it should be used. They assess the specific needs someone may have in maintaining their independence, looking at their abilities and disabilities, specific problems, the needs of the family and the facilities they have in their own home. If the level of assessed need meets the criteria required by Community Services, then the OT will provide information and advice about the entitlement to and availability of equipment or adaptations required. OTs may be based in hospitals or Social Services Departments.

### **Patient Advice and Liaison Service Officer (PALS)**

The Patient Advice and Liaison Service is a free and confidential service for patients and their families and carers who receive NHS healthcare in hospitals, GP surgeries, clinics, dental surgeries, opticians, pharmacies and at home. The PALS Officer provides information, advice and support regarding any concerns you may have about patient care. They offer information and advice on making a complaint about NHS services.

### **Physiotherapist**

A physiotherapist uses a range of techniques to help muscles, joints and nerves move to their full potential. Physiotherapy can help to repair damage by speeding up the healing

process and reducing pain and stiffness. Physiotherapists also help with rehabilitation. For example, helping people who have had strokes or other brain injuries to re-learn basic movements.

## **Podiatrist**

In the UK, Podiatry is the new name for Chiropody. A podiatrist can treat a range of health problems relating to the care of the feet and the lower limbs. For many illnesses, good foot health is vital to maintain general health and mobility. You can obtain help from a Podiatrist (also known as a chiropodist) either through your GP surgery or privately. Some charitable organisations may also offer a foot care service.

## **Social Care Assessor**

Working within Cheshire County Council Community Services, a Social Care Assessor undertakes assessments for eligibility for services, fair access to care and occupational therapy. They may work along side other professionals such as a Social Worker, Occupational Therapist or Care Manager.

## **Social Care Worker**

A Social Care Worker may also be known as a Home Care Worker or Care Attendant. They may provide personal care such as washing and dressing, supervising mealtimes or night-time care. They can work in a variety of places such as an individual's home or a residential care home.

## **Social Worker**

A Social Worker provides support for children and adults. They assess their needs and plan and co-ordinate appropriate social care services. They may be based in hospitals, care homes, your local unitary authority, and other settings. Social Workers usually work in teams for particular groups of people. For example Older People, Children with Disabilities, etc.

## **Special Educational Needs Co-ordinator (SENCO)**

The SENCO has the day-to-day responsibility for the operation of the schools special educational needs policy and the co-ordination of services and teaching for children with special educational needs.

## **Speech and Language Therapist (SALT)**

This is a specialist therapist who works with children and adults who have difficulties with communication. They also provide training and support for adults and children who experience physical difficulties with swallowing that may affect eating, drinking and communicating.