

FOR IMMEDIATE RELEASE: Thursday 1 September 2011

Contact: Lili Hoag 020 7241 8523 (out of hours on 0787 555 9161)

COUNCILS NOT CONSULTING ADEQUATELY ON SERVICES FOR OLDER PEOPLE

Counsel and Care, the national charity working with older people, their families and carers, is dismayed at the investigation results published today (September 1 2011) by Community Care. An investigation revealed that one out of ten councils could have increased their charges for adult social care services before going through the full consultation process, a legal obligation since 2006.

Elizabeth Lodge, Head of Services, Counsel and Care said: "Given recent news about the lack of quality services for older people, this blatant disregard for their views by councils is appalling. We understand that there is a squeeze on Local Authority budgets but it is not the most vulnerable, those who receive social care from their council, who should suffer without due regard to their needs."

"Councils should be listening to the voices of older people as it is their duty to meet the needs of those who rely on them for care services. We are deeply disappointed to hear that such decisions are being made without true consideration of the service users themselves and would urge councils to rethink their care charging practices in light of this investigation."

-ENDS-

NOTES TO EDITORS

1. Counsel and Care has merged with the older people's charity Independent Age. For more information about Independent Age see: independentage.org.uk
2. 'Care Concerns 2010', Counsel and Care's annual report of the issues raised by callers to its advice service, can be downloaded from: <http://www.counselandcare.org.uk/category/publications-for-professionals/pdf/care-concerns-2010> and is also available in other formats on request by emailing lillian.hoag@counselandcare.org.uk
3. Counsel and Care is a national charity working with older people, their families and carers to get the best care and support. Advice on issues affecting older people and carers can be obtained by calling 0845 300 7585 or emailing advice@counselandcare.org.uk
4. Counsel and Care's Advice Service opening hours are 10am-4pm Monday-Friday.
5. More information about Counsel and Care can be obtained from www.counselandcare.org.uk