

SOCIAL CARE FOR ADULTS - HOW DOES IT WORK?

AN EASY READ - STEP BY STEP GUIDE



1.



Assessment

finding out what you need



Home



Hospital

- We will visit you at home or in hospital to carry out an **assessment**.
- This assessment is so you can tell us about you and what **support** you need.
- We look at the assessment to see if you are **eligible** for support.
- If you are eligible for home care you will be offered **reablement** support.



2.



Reablement

getting your independence back



- We will set up a programme of support for you which can last up to 6 weeks.
- We will help you set weekly goals around
 - getting your confidence back
 - rebuilding your skills
 - increasing your independence
- We will see if there is any equipment or adaptations that might help you.
- When your programme of support has finished you will have another assessment to see if your needs have changed.



3.



Your Budget

money you can spend on your support needs



- If you are eligible for a **service** we will work out how much money you have to spend.



- You can look after the money yourself or the council can help you with the money.



- You may have to pay some of your own money for your service. You will be asked to fill in a **financial** assessment form. If you need help with this form you can phone **0800 840 4502**.

4.



Support Planning

your plan to tell us how you will use your budget



- Now you can choose what services and activities to spend your money on.



- Your choices will be written in your support plan.



- Your family or friends can help with your plan or the council can help you.

- Your plan will be looked at and approved if it meets your needs, then it can be started.

5.



Putting Your Plan Into Action

making your plan real



- If we are setting up services for you, any changes will be ready within 2 days from when your plan is approved.



- If you want a **direct payment** you will need a new bank account for the money.



- You can ask the Direct Payment Support Service to help put your plan into action.

6.



Review

checking that your support needs are being met



- 6 weeks after your plan has started we will talk to you to ask if it is ok.



- Your plan will be reviewed at least once every year.



- You can telephone us on **0845 313 3935** if
 - you think you need support
 - you need to talk about your plan
 - you think your needs have changed

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GLOSSARY



Assessment - A meeting or form to find out all about you and your needs



Support - What help you need

Eligible - Allowed to have

Reablement - Help to get your skills and confidence back



Services - Different types of help, sometimes organised through the council

Financial - All things to do with money



Direct Payment - Money is given to you to pay for services you choose