

SOCIAL CARE FOR ADULTS - HOW DOES IT WORK?

A step by step guide



This leaflet outlines the key steps to getting adult social care in H&F.

1 Assessment: Finding out what you need

Once you have let us know that you would like an assessment for adult social care services, we will contact you within two working days with an appointment to meet with you. We will complete your assessment within 28 working days. We will visit you at home or in hospital to carry out an assessment.

This assessment will give you the opportunity to tell us about you and your social care needs, so that we can assess whether you are eligible to receive adult social care.

If you are eligible for home care then you will be offered a short term period of focused support from the reablement team to help you to improve your independence.

2 Reablement: Regaining your independence

The reablement service will meet you in your home within two days of completing your assessment, to develop a programme of short-term focused support which can last up to six weeks.

Together we will set weekly goals around:

- regaining your confidence
- rebuilding your skills and
- increasing your independence

We will also see if any equipment, assistive technology or an adaptation to your home would help you.

When your reablement programme finishes you will be reassessed to see if you still require services, which will be set up immediately.

3 Your budget: Money you can use to spend on meeting your social care needs

If you are eligible for a service, we will work out the amount of money to which you are likely to be entitled to meet your social care needs. You may use this money to spend on things that meet your needs in ways that make most sense to you.

You can manage your budget yourself by taking a Direct Payment. This means that we will pay your budget directly to you.

You can also ask the council to manage your budget for you, or you can have a combination of the two.

You may be required to contribute to the cost of your service, if so, our finance team will contact you to ask you to complete a financial assessment form. If you need any help completing this form you can telephone 0800 840 4502.

4 Support planning: Your plan telling us how you will use your budget

You can now decide how your budget should be spent by choosing services and activities that best meet your social care needs. Your choices will be set out in your support plan, which can take up to four weeks to complete.

You can create your support plan with family and friends and you can also have help from our reablement team or from

one of our support planners. You can ask the Direct Payment Support Service for information and advice about direct payments. One of our managers will check that your plan meets your assessed needs and is safe.

Once your support plan is approved, you can put it into action.

5 Putting your plan into action: Making your plan real

Once your plan has been approved it needs to be put in to action. Where we are setting-up services for you, any changes to your existing service will be in place within two days of your support plan being approved.

If you take a direct payment you have to set up a separate bank account for it to be paid into and set up any services that you are managing yourself. You can ask the Direct Payment Support Service to help put your plan into action.

6 Review: Checking that your needs are being met

Six weeks after your plan has been put into action we will contact you to check that things are going well and that your needs are being met. After this your plan will be reviewed at least once every 12 months.

You can contact us at any time if you are not happy with the services you are receiving or if your circumstances or needs change by telephoning 0845 313 3935.

If you think that you may need adult social care services and would like to be assessed, you or someone on your behalf should telephone H&F Advice on 0845 313 3935 to let us know.

