



Getting the right care and support for you

National changes

From April 2015, care and support in England is changing for the better. The new Care Act will help to make care and support clearer and fairer.

The new laws focus on wellbeing, independence, choice and delaying the need for care. For the first time, all councils in England will consider the same national level eligibility needs when we assess what help we can give to you.

Whether you are receiving support at home or living in a care home, the new national changes are designed to put you in control. It will be easier for you to make plans for your care and support now, and in the future.

The changes mean the council will work in partnership with other organisations. Our services will also be more integrated with healthcare and other providers to ensure citizens have a good range of quality services.

Our assessment process

When you ask for an assessment a trained person from the council, or another organisation we work with, will visit you. If you wish, a friend or family member can be present, or we can find an independent advocate to help.

We will look at ways in which you can stay independent for as long as possible, build on what is good and work together to address problems.

We are currently working to set up a self-assessment on our website. This will enable you to self-assess your situation and support needs which we would then validate with you. This will be available on our website later in 2015

www.bristol.gov.uk/careandsupport



For more information contact Care Direct on 0117 922 2700
or visit www.bristol.gov.uk/careandsupport



Emotional, mental and physical needs

Everyone's needs are different. They may be physical, mental or emotional. You may find that the support you need could be met by something going on in your local community, for example services organised by local charities or other support networks.

Whatever your level of need, we will be able to put you in touch with the right organisation to support your wellbeing and help you remain independent for longer.

In control of decisions

If you are offered help with care and support, you will be more in control of decisions that affect you, and in putting together a care plan, tailored to your needs.

Your plan will work out how you can do the things that are important to you and your family, with the right level of care and support.

You will also know how much it will cost to meet your needs and how much the council will contribute towards the cost. You will have more control over how that money is spent.

Where can I find out more about being assessed?

Website: www.bristol.gov.uk/careandsupport

Email: adult.care@bristol.gov.uk

Tel: 0117 922 2700

Fax: 0117 903 6688

For more information about other local services that may be able to help you, visit: www.wellaware.org.uk or call 0808 808 5252

We can provide this information in another format like large print, audio or Braille. Or in a language other than English. Telephone 0117 922 2700.