

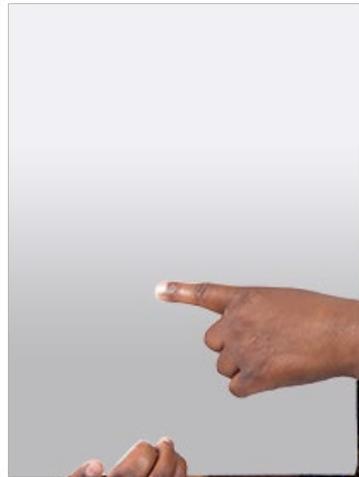


# Care & Support

An Easy Read guide to assessments and eligibility for care and support.



Self Directed Futures



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**“Easy Read” does not mean that everyone will find this booklet easy to understand.**

Some people may still need help and support.



**Firstly, it's very important we understand each other.**



**Assessment. This is a series of questions about how your life works.** What help you need and what help you don't. Think about what this means for you. Go through the idea of assessment with someone who understands you well. You can discuss this with the social worker/assessor. You can write in the box below.



**Eligibility. Things I need support with.** Eligibility in this document means the help you need. Think about what this means for you. Go through the idea of eligibility with someone who understands you well. You can discuss this with the social worker/assessor. You can write in this box below.



**Ineligibility. Things I don't need help with.** Things I don't need help with. Think about what this means for you. Go through with someone who understands you well. You can discuss this with the social worker/assessor. You can write in this box below.



**Outcomes. Things you would like to do.** Things you would like to do. What would a better future look like? These are often called outcomes or goals in assessment. Think about what this means for you. You can discuss this with the social worker/assessor. You can write in this box below.



**Advocacy. Someone who knows you well and can help you speak what you think.** This can be a friend or a carer or we could get someone to come in and help you speak what you think. What does this mean for you? Go through it with someone who understands you well. You can discuss this with the social worker/assessor. You can write in this box below.

# Introduction



The Care Act is a law about what councils must do for people who need care and support.



This booklet tells you what to expect in your **assessment**. You will be asked about your everyday life. For example; food, keeping safe, and looking after your home.



After your assessment, your council will decide if they need to provide care and support. This is called “**eligibility**”.



You have **rights**. For example, the right to an **advocate** if you have no one to support you with your **assessment**, and to accessible information.

# 1. The process

You think you need care and support

Contact Care Direct

They will ask you some **questions**



They will:

- Offer **help now**, if it is very urgent
- Offer **information** about other places to go for help
- Offer you an **assessment**
- Offer you **Advocacy**, if you have no-one to support you.

**Assessment**

They will ask you some **questions**

**Eligible for help and support?**  
This decision is made using the **3 eligibility criteria** found on page 12



**Eligible**  
You get services

**Not Eligible**  
You will not get services



# 2. Assessment



**Your assessment is about:**

- Your care and support **needs**
- Your **wellbeing**
- Things you want to change; **outcomes**

You can have an **advocate** if you do not have family or friends who can support you with your **assessment**.

**In your assessment, a social worker will ask you about things you need help with like:**



## **Food**

**Example:** Can you shop, plan meals, make meals, and eat meals without help?



## **Keeping clean**

**Example:** Can you wash, shower and brush your teeth?



## **Toilet**

**Example:** Do you need help to go to the toilet?





## Going out

**Examples:** Can you use public transport? Can you visit places like leisure centres and libraries if you want to?



## Parenting

**Examples:** If you are a parent, what support do you need to care for your child?

# Getting ready for your assessment



## Support

Perhaps you have someone to support you in the meeting. If there is no one, ask the social worker to arrange for an **advocate** to help you.



## Notes

Collect together anything which may help:

- letters from your doctor or consultant
- care records



## The meeting

Make sure you know when and where the assessment is, how you will get there (if it is not in your home) and who to contact if you need to make a change.

## The meeting can be:

In person



On a video call



By phone



# 3. Eligibility



**Eligible** means that you can get care and support services from your local council.



**Not eligible** means you cannot get services, because it has been decided that you do not need the services.

**The decision about eligibility will normally be made after your assessment, not before.**

If the answer is “**yes**” to all of the 3 questions below, then you are **eligible** for care and support services.

**1**

Do you have care and support needs because of disability or illness?

   
Yes or no?

**2**

Do your needs mean that you cannot achieve 2 or more of the outcomes?

   
Yes or no?

**3**

Does this mean that there is a big effect on your wellbeing?

   
Yes or no?

# What happens next after the meeting?

The social worker will be able to tell you what is happening next.

You or the social worker can write down what will happen next if that is useful.

## **This could include:**

- Who else they may need to talk to?
- Any other things they need to do to complete the assessment
- How long they think it will take to complete the assessment and get back in touch with you.
- You can record what has been agreed with the social worker about what will happen next here.

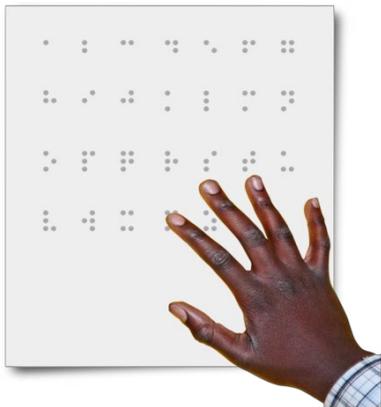
## **What happens next after the assessment is completed?**

- After the assessment, the social worker will contact you about their decision and give you reasons to explain what they have decided.
- If you have eligible needs, the social worker will contact you to discuss what help is available.

If you do not have eligible needs, the social worker may be able to give you information about other ways you can get support.

You or your social worker can write this here.

# 4. Your rights



## Information and advice

The local authority must give you **accessible information** about care and support.



## Advocacy

If you find it very difficult to take part in your assessment and/or support planning, and you have nobody who can support you, then you are entitled to an **advocate**.



## A wide range of good quality services

The council must make sure there is a **choice of good quality** care and support services.



## Personal Budgets

You must be offered a personal budget. This could be as a **direct payment**, a **managed account** or a **mixture of both**.



## Complaints

You have the right to complain to your council about assessments and eligibility decisions. If you are still not happy, you can go to the **Local Government Ombudsman**.

# 5. My assessment

## Adult Care and Support

Phone number:

Email:



## The social worker who is doing my assessment

Name:

Phone number:

Email:



## My advocate

Name:

Phone number:

Email:



**Date and time of my assessment**



**Place where the meeting will happen**



**Things I need to remember to bring to my assessment.**

**Things I need to remember to say in my assessment.**