

Waiting Well Pack for Citizens

Why have I received this pack?

This pack is a guide on what to expect when you contact [add council's name] adult social care team.

The pack also gives information on services that anyone can access. These services may meet all your current needs, or they may offer support whilst you are waiting for services. This could be if you are someone who needs to draw on care and support, or if you are caring for someone.

Who is this information for?

You will find this information useful if you:

- are waiting for a **social care needs** or **carer's assessment**.
- are waiting for adult social care services to start after a needs or carer's assessment.
- are currently drawing on care and support and have a change in your needs.
- experience a change in your physical and/or mental health and want to understand what local support is available.



IMPACT

Improving Adult Care Together



Economic
and Social
Research Council



directors of
adass
adult social services
East Midlands

Contacting Adult Social Services, and what to expect

How do I contact adult social care?

If you are contacting to discuss a needs assessment, please XXX

If you are contacting to discuss a carer's assessment, please XXX

[Councils to provide the details for the relevant team/service after each sentence. If possible, also clarify who the person calling is likely to speak to on the first call e.g. whole council contact centre, social care call centre, duty team, a third party organisation. This will help manage expectations. The above recognizes that there is a difference in first points of contact across Councils and some Councils out-source carer's assessments to other organisations.]

What to expect when you contact adult social care

If you are over 18 and need help with your daily life or personal social circumstances, or if you are over 18 and provide regular unpaid care for someone, we will work with you to find out what help and support you need. This may include a social care needs assessment and/or further discussion on how we best work with and support you.

For people who are over 18, a needs assessment under the Care Act 2014 can either be to assess:

- Your needs for care and support
- Your needs for support as a carer.

Your needs may meet the eligibility criteria if there is likely to be a significant impact on your wellbeing because of your health or your caring role. If your needs can be met without a social care needs assessment, we will give you information and advice on alternative services.

The following charts have been adapted from the Social Care Institute for Excellence (SCIE) website. They show the route through assessment and determination of eligibility under the Care Act 2014.

The first chart shows the stages of completing an assessment:



At the screening point, you may also be offered support that does not require an assessment and meets your needs. For example, you may be offered alternative help through voluntary/community organisations.

This is shown in the following chart:



Section 13 of the Care Act 2014 and the Care and Support (Eligibility Criteria) Regulations 2015 sets out the national eligibility criteria which must be followed to decide if an individual has needs that are eligible for social care services and/or support.

If you are regularly helping to look after someone – for example, you're cleaning regularly, helping them move around indoors or outdoors, or supporting them with their personal needs and you are aged under 18 years old (a young carer) or aged between 16-25 years old (a young adult carer), you can find information on your rights and support available at Carers UK and Carers Trust. You may also be eligible for a Carers Assessment to determine your needs as a carer.

Alternative support whilst waiting for adult social care services

Advice on keeping well

Taking positive steps to look after your health and wellbeing while waiting can help to build on your strengths. General information and advice on keeping well is available at www.nhs.uk/live-well. For local support [Councils to add details of directories of support, community connectors and/or other support available]

Support for carers, including young carers

Research tells us that being a carer can be rewarding but can also be stressful. Carers often feel lonely and may worry about the financial aspects of organising care. Here is a list of support services available that can help carers to manage the demands of their role.

In this section detail the support services available locally for carers – including young carers. Examples of online support includes Support for young carers through Carers UK and Help and Support from Carers Trust.

Additional support available

Whilst you are waiting for a needs assessment, you may be thinking about other things such as money, work and relationships. Scan the QR code below [Councils to signpost to directory of support] to find out about:

- Financial support and advice (including benefits)
- Reporting abuse or neglect
- Community-led activities and other support groups
- Legal support and advice
- Applying for a blue badge



QR CODE

You can also access this information at [insert website address here] or call [insert care navigator/community connector service details here]

What information will adult social services want when I call them?

We will want to understand your current situation and what you think you need to be well and as independent as possible. We will work with you to understand what is important for you, your hopes and goals, and what help you would need to achieve those.

If you feel able, you can complete a self-assessment online using **XXXXXXX**. This will guide you through the assessment questions we would ask you in a conversation.



Preparing for an assessment

For a needs assessment, you can get ready by thinking about:

- What health conditions do you have and how do they affect you?
- What can you do for yourself?
- Who gives you the support and friendship to help you do the things you want?
- How often do you need support?
- What would you like to be different or better?
- What is stopping you from getting there?
- What living arrangements would help you maximise your wellbeing and independence?

For a carer's assessment, you can get ready by thinking about:

- What activities do you help the person you care for with?
- How many hours a week do you provide care?
- Do you have to help during the day or night, or both?
- Does the person you care for have any health problems you find hard to deal with?
- Do you have any health problems? If so, are they made worse by your caring role?
- Do you work? If so, for how many hours a week?
- What would make working/caring easier for you?
- What would you most like to change about your situation?

Support for your assessment

During your needs or carer assessment, you have the right to have someone with you who knows you well, like a carer or a family member. They can help you to share your thoughts and needs with the person completing your assessment. If you can't bring a carer or a family member, you can access an independent advocate. They can sit in assessments and help you understand your rights and make sure you are listened to. Advocates do not work for the Council or the NHS.

The local advocacy services for [XXX i.e. area] is [XXX i.e. name of service(s)]. It is not possible to access this service directly, so please let us know if you think you need an independent advocate.



Do I have to pay for help?

It may be that you'll have to pay toward the cost of your care. More information on this can be found at **[Councils to add link]**

If you are eligible for adult social care services, we will connect you with the team that will complete your financial assessment.



What do I do if my needs change?

If there is a change in your social care needs, get in touch with us and we can have another look at your assessment.

Notes

You can use this space to keep any notes.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

How was this pack created?

This pack was created by people who draw on care and support, carers, staff from your council and staff from partner agencies from across the East Midlands. It was created as part of a joint Demonstrator project between IMPACT (the UK centre for Improving Adult Care Together) and East Midlands Association of Directors of Adult Social Services (EMADASS).

Information on IMPACT:

