

# Social Care and **you**



**There's just one number to call**

**single point of access**  
**01472 256 256**

A single number to call to talk about your health and wellbeing needs 24/7.

*Keep this number somewhere safe*

I'm not well and can't wait until the doctor's opens

How can I help my mum to stay independent?

I want to take the first step and talk about my mental health

# What is Adult Social Care?

Adult Social Care is the care and support provided by your local Council for adults who need a little extra help to stay healthy and live their life as independently as possible. Adults who might need extra care and support include:

- Older people
- Carers
- People with learning disabilities
- People with physical disabilities
- People with mental health problems
- People with drug and alcohol problems.

Care and support might include help with:

- Washing
- Dressing
- Meals
- Getting out and about
- Staying in touch with friends and family
- Being part of a community
- Emotional support



If you have ever wondered what the journey through Adult Social Care could be like, the steps below will give you a better understanding of what happens to ensure people receive the care and support they need to live the life they want to live. There are three main steps.

## Step 1 - Making initial contact

To find out if you are eligible for support you will need to contact your Council to request an assessment. Alternatively, you could ask someone else to make that initial contact with the Council on your behalf. Your Council contact details are on the back of this leaflet.



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## Step 2 - Assessing your needs

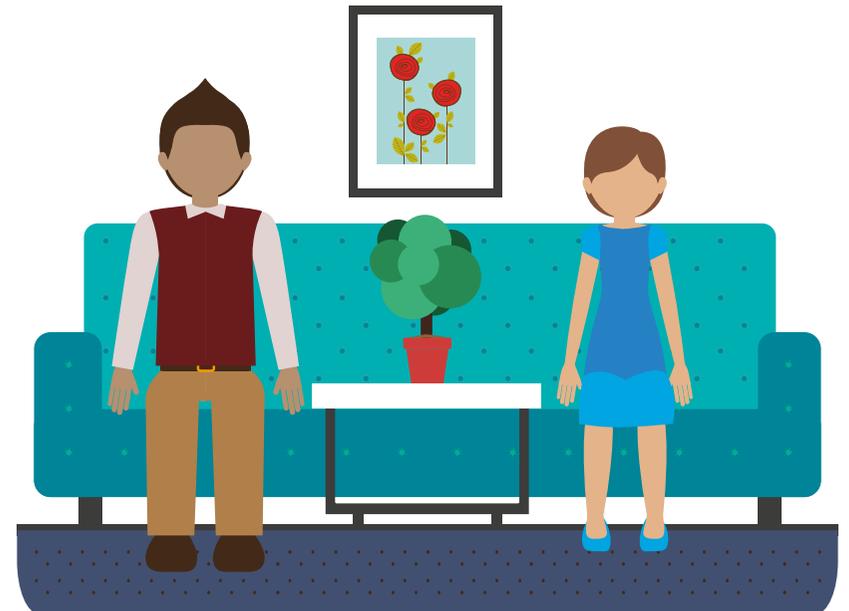
An assessment is a discussion between you and a trained person either from the Council or another organisation that the Council works with in partnership. Together you will talk through some of the following areas to get a better understanding of your care and support needs and the goals you want to achieve to maintain your wellbeing.

- General, Physical and Mental Health
- Safety
- Hobbies and Interests
- Housing
- The future
- Money
- Wellbeing
- Work
- Family, Social Network and Support
- Mental Capacity
- Life Story
- Your home environment

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If you are not eligible for social care support from the Council, the Council will give you information and advice about what other help is available for you locally.

If you need someone to support you through an assessment you can bring along a carer, friend or family member. Alternatively an independent advocate can be made available if this is appropriate for you.



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### Step 3 - Creating a support plan

If your assessment identifies your needs as eligible for social care support, the Council will work with you to create a support plan. Together with the Council you will discuss the kinds of activities and other support that may be already available to you and identify any changes which could be made to help you live more independently. Here are some examples of what might be included in a support plan:

- Special equipment in your home
- Activities, Clubs and Social Groups
- Meals delivered directly to your door



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### How much will I have to pay for my care and support?

The amount you have to pay (or contribute) for your care and support will depend on the care you receive, your income, savings and other personal circumstances.

The Council will complete a financial assessment with you to work out whether you must contribute towards the cost of your care and support. The financial assessment will be different depending on whether your care is provided in your own home or in a residential home. If you decide to move into residential care you will always have to contribute towards the cost of your care.



Caring for Our Future, these “I” statements provide an outcome based test for every person who comes into contact with the care system and it is well worth bearing these in mind in your conversations.



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