

# Care and Support Assessment

## Who is entitled to an assessment?

We assess people who have an illness or who have disabilities, and may benefit from care and support. You have been offered a care and support assessment.

Unpaid carers who provide necessary care for someone can also have an assessment.

If you are not able to be fully involved in the assessment and do not have friends or family to assist you then you can be referred to an **advocate**. A member of staff will refer you to an advocacy service.

## Different methods of assessment

If you have been offered a **care and support assessment** we must ensure that the process is appropriate to you, is flexible and allows you to be involved. A social care worker will talk to you about which type of assessment is going to work best for you. We offer three methods of assessment:

### 1. Supported self-assessment

This is best type of assessment if you understand your needs and are able to express this in the form. It will involve you being sent the assessment form which you will complete and return. You need to complete the questions as fully

as possible and return the form to us by an agreed date. You only need to answer the questions that are relevant to you and your situation. If you are unclear about any of the questions as you are completing it, please call your social care worker for advice - don't get stuck and struggle on without help.

### 2. Telephone assessment

Staff are not expected to undertake telephone assessments with people with dementia, a learning disability (including Asperger's) or with mental health problems. If you cannot complete the assessment yourself, but can tell us about your needs and situation on the telephone, then we will offer you a telephone assessment.

### 3. Face to face assessment

We will only offer a face to face assessment to you if you are unable to complete the assessment yourself, or on the telephone.

You will either be invited to come to a clinic to meet with a social care worker, or a worker will visit you at your home. The worker may record the information directly onto a laptop computer. This is to speed up the time it takes to get you the support you need.

If a member of staff visits you at home they must show you their photo **identity card**. Do not let anyone into your home if you are not sure who they are. If you

are worried contact us on 0300 500 80 80 and a service advisor will tell you whether the person works for us or not.

### **What is the aim of the assessment?**

Whether you complete yourself, over the telephone or face to face, the questions we ask you will be the same. The aim of the questions is to understand:

- your strengths and the things you enjoy, as well as the areas of your life that may be difficult for you. This will include your cultural or spiritual needs
- support you to understand your situation and what you can do to reduce or delay the need for social care support
- identify needs that could be reduced, or delayed by providing short term support (re-ablement) or with advice and information
- how you manage throughout the day, for example with practical tasks such as washing, dressing and getting around your home
- establish how your needs impact on your daily life, your well-being and on your ability to achieve your outcomes
- whether you are able to get involved in activities in your local community, for example, are you struggling to attend activities that you used to enjoy and be important to you?
- whether you are able to see or speak to family and friends
- the needs of your carer if you have one
- the caring responsibilities that you might have for someone else
- what you would like to be able to achieve – your goals in life

- your health
- your safety around the house and when you are out

We have a duty to keep your **personal information secure**. The information you give us will usually only be shared with our staff. We will ask you for permission to share your information with other agencies, for example the NHS.

However, if we need to protect you or someone else from harm we may need to share your personal information without your permission.

We may ask for your permission to speak to other people who know about your care needs, for example your doctor, district nurse, housing officer or carer. If you refuse to give us permission to gain more information from relevant parties we will be unable to proceed with the assessment.

We will then talk to you about whether you are eligible for care and support from us.

### **How do we decide if you are eligible?**

At the end of the assessment a social care worker will make a decision about whether you are eligible for on-going social care support. The decision is made using the [Care and Support \(Eligibility Criteria\) Regulations](#), which are issued under the Care Act 2014. This decision is based on the information you have provided and whether:

- your needs are preventing you from completing daily tasks and
- if they have a significant impact on your wellbeing.

## What happens after the assessment?

You will be given a copy of your care and support assessment, including the decision on whether you are eligible.

## What if you are not eligible?

If you are **not eligible** for care and support you will be given a copy of your care and support assessment which will explain the decision. The worker will:

- encourage you to find solutions to your own problems if possible by providing you with information and advice
- consider the involvement and support of carers, families, friends to meet your needs
- consider what support is available in the community, including local activities / groups

Details of all services available can be found on the website

[www.nottinghamshirehelpyourself.org.uk](http://www.nottinghamshirehelpyourself.org.uk)

This web site is free to use and designed to be the 'First place to look' for information and support to live independently in Nottinghamshire.

## What if you are eligible?

If you have been assessed as eligible for social care support, and your needs cannot be met in any other way, we will talk to you about an **indicative personal budget**. This is the money we calculate is needed to pay for the care and support you need. The actual budget may increase or decrease based on how your needs are met. We will talk to you about how you wish to arrange support to best meet your

needs and record this information in your **care and support plan**.

For details on the **care and support plan** see the factsheet:

[Care and support plan](#)

## What happens if I get better or get worse?

If you have been allocated a personal budget, we will review it within 3 months of it starting and then every 12 months.

We have a duty to review everyone who receives a personal budget.

If your situation changes, you need to inform us. The review will help us to see if your eligibility to social care support has changed or if you need more or less help.

## Do I have to pay towards my support?

Most people pay a contribution towards the cost of their support, dependent on the level of their income and savings. The amount you pay will be based on a financial assessment.

If you refuse to have a financial assessment, or you have more than £23,250 in savings you will need to fund the whole cost of your care yourself.

For more details on paying towards your care see factsheets:

[Living at home – paying towards your personal budget](#)

## Contact Information

### For information on care and support assessments:

#### Go on-line

#### Call the Customer Services Centre

Phone: 0300 500 80 80

Monday to Friday: 8am to 8pm

Saturday: 8am to 12 noon

Email: [enquiries@nottsc.gov.uk](mailto:enquiries@nottsc.gov.uk)

Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Minicom: 01623 434993

**For emergency assistance** between the hours of 5 pm – 8:30 am call the **Emergency Duty Team: 0300 456 4546**

Mon – Thurs: 5pm – 8.30am

Operates 24 hours at weekends from 4.30pm on Fridays to 8.30am on Mondays.

Operates 24 hours during all public holidays.

### For information on financial assessments

#### Adult Care Financial Services

Phone: (0115) 977 5760 (Option 3)

Monday to Thursday: 8.30am to 5.00pm

Friday: 8.30am to 4.30pm

Email: [acfs.community-assessments@nottsc.gov.uk](mailto:acfs.community-assessments@nottsc.gov.uk)

#### What if I am not happy?

Talk to your social care worker. If you are still not happy you can make a complaint to our Customer Relations Service.

Tel no: 0300 500 80 80

Web:

[www.nottinghamshire.gov.uk/thecouncil/contact/comments/adult-social-care/](http://www.nottinghamshire.gov.uk/thecouncil/contact/comments/adult-social-care/)

Phone 0300 500 80 80 if you need the information in a different language or format.

Your workers details
Name:
Position:
Contact Details: