

Care and support in prisons



This easy read tells you about care and support in prisons, approved premises and bail accommodation.

The Care Act 2014



By law, local councils have to assess and make sure prisoners' needs are met.

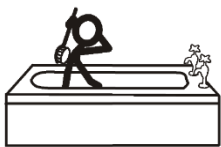


The council must work with prisons and healthcare organisations to give information and advice, give you help and support if you are eligible for social care, and help you stay well.

Care and Support Assessment



If you are a prisoner, living in approved premises or in bail accommodation and you have a long term illness or disability which has a big impact on your daily life you may find it useful to have a care and support assessment.



You can ask to have an assessment if you are having problems with things such as washing and dressing, using the toilet, getting around and daily life.



Someone from Nottinghamshire County Council will visit you and talk about your needs. This person is an assessor.



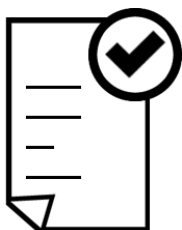
The assessor will talk with you about your strengths, things that you enjoy and things that are difficult.



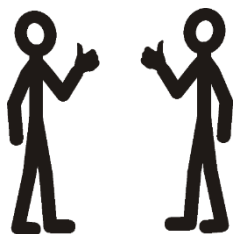
The assessor will look at the support you are already getting, and what other support you could get that could help.



The assessor will then write a report and decide if you are eligible for care and support.



You will be given a copy of the assessment. It will tell you if we can give you help.



If you find it very difficult to understand information or make decisions, the council can make sure you have someone to support you when you have your assessment.



A family member, friend or volunteer can help you.



If you don't have anyone who can help you the council can get a free independent advocate to help you.



Someone else can ask for you to have an advocate on your behalf.



We have a separate [easy read document that explains independent advocacy.](#)

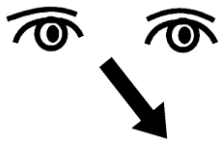
Care and Support Plan



If you are eligible for care and support through the council, the assessor will write a care and support plan with you.



The care and support plan will tell you how your support needs will be met.



The plan will look at:



- The help you get already.



- The support you need.



- What are you able to do by yourself.



- The things you need to be able to do.

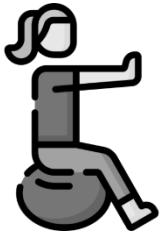


Your care and support plan is private but if you agree we can share it with other people so that you can get the help you need.



Your care and support plan will be reviewed every year or if your needs change, and you can ask for it to be reviewed at any time if you think your needs have changed.

Provision of equipment



If it is decided that you need specialist equipment to help you, you will need to have an assessment with an occupational therapist.



If you are eligible for aids, the local healthcare authority, the council, and the prison service must help you to get them.

Paying for your care



You might be asked to pay for some of the cost of your care and support depending on your savings, investments and pensions.



You might be asked to show your bank statements.



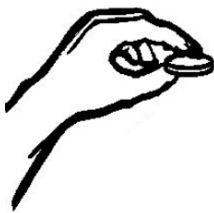
Any money you have earned from work you have done in prison will not be included in this.



If you own a property, the value of this won't be considered.



If you have less than £23,250 in savings you might be entitled to financial support from the council.



Once you have had your financial assessment, you will be told how much money you must pay towards the cost of your care.



You won't be asked to pay more than you can afford.



If you refuse to have a financial assessment you will have to pay the full cost of your care and support.

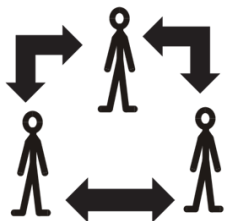
Care and support when you move



If you move to another prison, approved premises or back into the community, the local council will arrange for you to have another assessment.



The council might have to do another assessment if you have moved into another area.



Both the council where you live and the council where you are moving to will work together to make sure that there isn't a gap in the help you get.

Contact information

To make a referral for a risk assessment, contact our helpful Customer Services team.



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)

Telephone: 0300 500 80 80

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.



Out of Hours



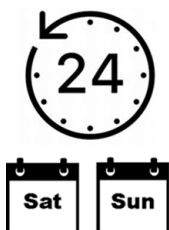
When our Customer Service Centre is closed, you can contact our Emergency Duty Team by:

Phone: 0300 456 4546



The Emergency Duty Team are only available in the evening, overnight and at weekends and public holidays.

This means, they are open:



Monday to Thursday 5 pm to 8:30 am

Friday 4:30 pm to Monday 8:30 am



24 hours a day on all public holidays.



If you need this information in a different language or format, contact us by:

Phone: 0300 500 80 80.

Links in this document

Independent Advocacy – easy read information

nottinghamshire.gov.uk/global-content/easy-read-library/independent-advocacy-easy-read

Nottinghamshire County Council – Customer Services contact form

nottinghamshire.gov.uk/contactform

Relay UK app

relayuk.bt.com/how-to-use-relay-uk/download-app.html

For plain English web page version of this information, go to:

[Care and support in prisons factsheet | Nottinghamshire County Council](#)

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/care-support-prisons-factsheet

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