

Care and Support Assessment



This easy read tells you about different kinds of care and support assessments, eligibility for support, and what happens after your assessment.

Who can have an assessment?



You can have an assessment if you need help because of illness or disability.



Carers can also have an assessment.



If you need support during your assessment we can find someone to help you, like an advocate.



An advocate is someone who helps you speak up and say your thoughts and feelings.



A member of staff can help you find an advocate.

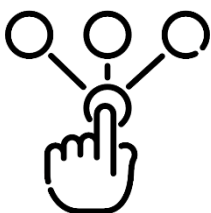
Different methods of assessment



There are different ways we can do your assessment.



A social care worker will talk to you about which type of assessment may be the best for you.



There are 3 different kinds of assessments:

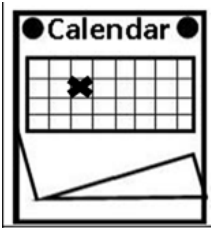
- Supported self-assessments.
- Telephone assessments.

- Face to face assessments.

Supported Self-Assessment:



If you can, you fill in a form about your needs.



Fill out your answers to the questions and return the form by the agreed date.



If you are not sure about any of the questions, you can call your social care worker for help.

Telephone assessment:



If you cannot fill in the form yourself but can tell us about your needs and situation on the telephone, you will be offered a telephone assessment.

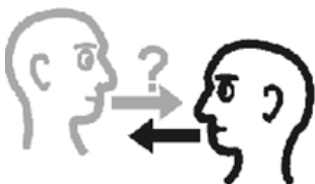


Telephone assessments are not right for everyone.

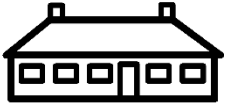


Staff should not do telephone assessments with people who cannot communicate or fully explain their needs over the phone.

Face to face assessment:



Face to face assessments are only offered if you cannot complete the assessment yourself or on the telephone.



You might be invited to a clinic to meet with a social worker.



Or a social worker will meet you at your home.



The social worker may put the information you tell them straight on to their computer.



This is to help make it quicker to get you the support that you need.



If a worker visits you at your home, they must show you their photo identity card.



Do not let anyone into your home if you do not know who they are.



If you are worried about who someone is, phone us on 0300 500 80 80.



When you phone us, the person you talk to will tell you if the person visiting you works for us or not.

Why do we do the assessment?



All the questions will be the same no matter what type of assessment you have.



We ask questions to understand:



- What you can do.



- What you enjoy.



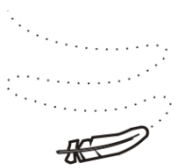
- What you find hard.



- Your goals.



- Your health.



- What you can do to reduce or delay the need for social care support.



- How we can help you stay independent.



- How you manage throughout the day. For example, washing, dressing, cooking.



- What support could help you now or in the future.



- Support you have from friends and family.



- The needs of your carer if you have one.



- Caring responsibilities you have if you look after someone else.



- Your safety at home.



- Your safety when you are out.



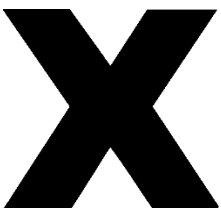
We must keep your personal information safe.



The information you give us will usually only be shared with our staff or people who need it for your assessment.



This may include your doctor, carer, or social worker.

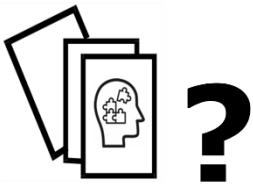


If you do not give us permission to share this information, we may not be able to do an assessment.



Once the care and support assessment is done, we will talk to you about if you can get care and support from Nottinghamshire County Council.

How do we decide if you can get support?



At the end of the assessment a social care worker will decide if you can get continuing social care support.



This decision is made using the [Care and Support \(Eligibility Criteria\) Regulations](#) which can be found [here](#).



The regulations are to do with the Care Act 2014 which is part of the law.



The decision is based on the information you gave us and whether your needs are affecting your daily life and health.

What happens after the assessment



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

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 social worker will:

- Give you information and advice.
- Think about the involvement and support of carers, family and friends to meet your needs.





- Think about support in your local community.



Details of other services can be found on the [Your Notts Directory website](#). (Previously called Notts Help Yourself.)

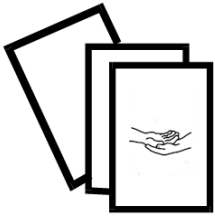
What if you are eligible?



If you qualify to get social care support, and your needs cannot be met in any other way, we will talk to you about money we think you will need for your care.



This amount of money may change depending on what is agreed in your plan.



We will talk to you about arranging support and put this information in your care and support plan.



[We have more Easy Read documents about Care and Support Plans in our easy read library.](#)

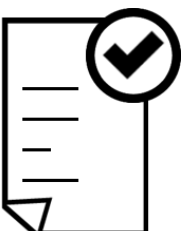
What if I get better or get worse?



If you have been allocated a personal budget, we will check it within 3 months of your care plan starting.



It will be checked every 12 months after that.



We must check everyone who gets a personal budget.



If your situation changes you must tell us.



Our checks will help us to see if your needs have changed and if you are spending your personal budget how you should.

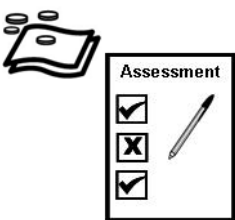
Do I have to pay towards my support?



Most people pay towards the cost of their support.



The amount you pay depends on your income and savings.



The amount you will pay will be decided by a financial assessment.



If you will not have a financial assessment, or you have more than £23,250 in savings, you will need to pay for the whole cost of

your care yourself. This is called being a self-funder.



[We have an Easy Read document about paying towards your personal budget.](#)

Arranging services for people who pay for their support.



If you have over £23,250 the County Council can still help you to arrange care and support services.



We may charge a fee to help you set up your care.



There is an ongoing 4 weekly charge of £12.40 for support services.

Customer Service Centre



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.

Links in this document

Care and Support (Eligibility Criteria) Regulations

gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance

Your Notts Directory

yournottsdirectory.org.uk/

Nottinghamshire Easy Read Library

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

Paying towards your personal budget: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/paying-towards-your-personal-budget-easy-read

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

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

SignVideo app

signvideo.co.uk/download

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

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

<https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/care-and-support-assessment-factsheet>

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