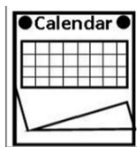
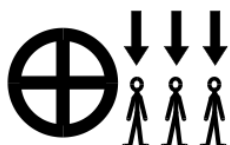


Waiting Well Information



This easy read tells you about what to expect if you are waiting for help from Nottinghamshire County Council.



This easy read also tells you about different services that anyone can use.



These services might be helpful for you whilst you are waiting.



There are services to help if you need support for yourself or if you are caring for someone else.

Who is this information for?



You might find this information useful if:



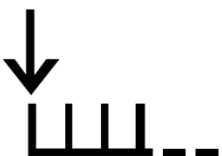
- You are waiting for an assessment of your social care needs.



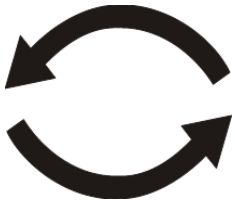
- You are waiting for a carer's assessment.



- You are waiting for an Occupational Therapist Conversation.



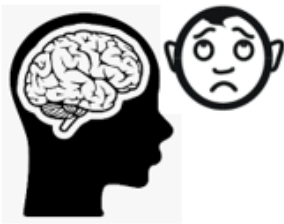
- You are waiting for Adult Social Care Services to start after a needs or carer's assessment.



- You already have care and support, but your needs have changed.

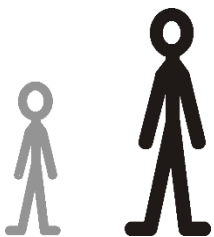


- Your physical health changes and you want to know about support you can get.



- Your mental health changes and you want to know about support you can get.

Needs Assessments



For people who are over 18, a needs assessment can either be for:



- Your needs for care and support.



- Your needs for support as a carer.



The assessment might say you are 'eligible' for support from Nottinghamshire County Council.

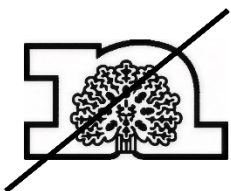


This may be the case if your health or caring role is likely to have a big effect on your health and mental state.

What happens if I don't get a Needs Assessment?



Sometimes people do not need a Needs Assessment.



This is when your needs can be met in other ways and you can get the support you need without Nottinghamshire County Council.



If you are told you can't have a Needs Assessment, we will give you advice and information about other services that may be helpful for you.

What is the process of getting support?



- You contact us, or someone else contacts us for you.



- We ask questions to understand your needs.



- We decide what support you can get.



- If you can get support, we make a support plan with you.

Support for Carers



If you are regularly helping to look after someone, you can find information on your rights and support you might be able to get, at [Carers UK](#) and [Carers Trust](#).

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



When you contact us, we will listen and ask questions to understand what you think you need to be as independent and well as possible.



You can do a [self-assessment online](#).

Getting ready your needs 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 support to help you do things?



- How often do you need support?



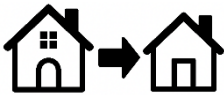
- What would you like to be different or better?



- What is stopping things from getting better right now?



- Where do you live now?



- Would a different place or more support help you feel better and more independent?

Getting ready for your Carer's Assessment



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



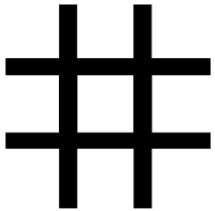
- What activities do you help the person with?



- How many hours a week do you care for the person?



- Do you have to give care and support during the day or night, or both?



- Does the person you care for have any health problems or other issues that you find hard to deal with?



- How does your caring role impact on you and your family?



- 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 in your assessment



You can have someone with you in your assessment if you need extra support.



They can help you share your thoughts and needs with the person completing your assessment.



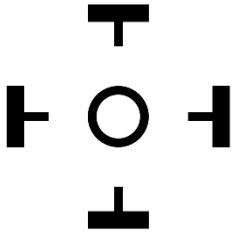
We may be able to organise for you to have an independent helper. This independent helper is called an **advocate**.



You might want an advocate if you do not have anyone to support you.



You might want an advocate if it is difficult for you to tell someone your thoughts and feelings.



Independent Advocates do not work for the council or the NHS.

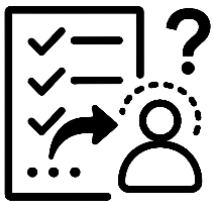


The local advocacy services for Nottinghamshire are provided by [POhWER](https://www.pohwer.net).



Telephone: 0300 020 0093

Email: pohwer@pohwer.net



You can get help and information from:

- [The Patient Advice Liaison Services \(PALS\)](#)
- [National Youth Advocacy Service](#)
- [Community Legal Service Direct](#)
- [Your Notts Directory](#)

Do I have to pay for help?



You may have to pay towards your care.

[More information on about paying for your care can be found here.](#)

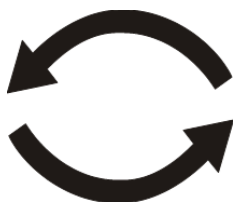


If you are eligible for adult social care services, you will be put in touch with a team that will tell you how to do your financial assessment.



After an Occupational Therapy Conversation, [you can find out if you must pay towards the cost of changes to your home here.](#)

What do I do if my needs change?



If there is a change in your needs or the amount of money you have, get in touch with us and we can do another assessment.

Other support and information



[Advice on keeping well and looking after your health and wellbeing can be found on the NHS website here.](#)



[There is an easy read version of our Support for Carers Booklet here.](#)



[Practical tips for caring someone can be found on the NHS website here.](#)



Further support can be found at the [Carers Hub Service](#).

You can: Phone 0808 802 1777

WhatsApp or Text 07814 678460.

Email: carershubinfo@carersfederation.co.uk



Support and advice for dementia can be found on [Dementia UK's website here.](#)



[Mind](#) can provide advice and help with stress.



Support for terminal illnesses, end of life care, and grief can be found at [Marie Curie](#).



[Sue Ryder](#) can give palliative, neurological and bereavement support.



Support for Alzheimer's can be found at [Alzheimer's Society](#).



Support and help is available at [NoPanic](#) for those struggling with panic attacks, phobias, OCD, and other anxiety related disorders.

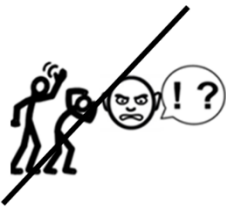


Support for young people can be found at [The Children's Society](#).

Other support from Nottinghamshire County Council



- 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.

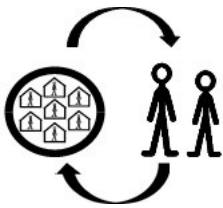


[More information on support and services from Nottinghamshire County Council can be found here.](#)

Support for young people



[Young Carers Notts](#) provides support and advice for young carers.



The Nottinghamshire Key Worker Service supports autistic, learning disabled children, young people, and carers to get the right support at the right time and help people stay in the community where possible.



To be able to have a key worker, the child or young person must be aged 25 and under, on the Dynamic Support Register and at risk of going into hospital.



The Dynamic Support Register (DSR) is an online register for people at risk of going into hospital unnecessarily.



[A Place to Call Our Own \(APTCOO\)](#)

Provides therapeutic support, helps people find the best services for them, and helps with building relationships and connections.



APTCOO is for people under 25 years old, with educational needs and disabilities and who live in Bassetlaw.



[Be U Support](#) provides free mental health services for young people across all other areas of Nottinghamshire.



[The Place Nottingham](#) provides support for 18- to 25-year-olds with substance misuse difficulties.



[LGBT+ Service Nottingham](#) provide a range of services for children and young people aged 11 to 25 years old who identify as a different sexual preference, gender identity or are questioning.



If you are transitioning from children's to adults' services [Nottingham Mencap](#) provides support for 14 to 24 years old with a range of learning disabilities.

NottAlone

[NottAlone](#) provides mental health 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



Relay UK

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](#).



SignVideo

Sign Video

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

Links in this document

Carers UK

carersuk.org.uk

Carers Trust

carers.org/

Nottingham County Council Self-Assessment Form

nottinghamshire.gov.uk/care/adult-social-care/self-assessment

Independent advocacy | P0hWer | Your Voice, Your choice

pohwer.net/Pages/Category/our-services

The Patient Advice Liaison Services (PALS)

nottinghamshirehealthcare.nhs.uk/patient-advice-and-liaison-service/

National Youth Advocacy Service

nyas.net/

Community Legal Service Direct

communitylegaladvice.org.uk/

Nottinghamshire County Council | Paying for Care and support

nottinghamshire.gov.uk/care/adult-social-care/paying-for-care

Disabled Facilities Grant Factsheet

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/disabled-facilities-grant-factsheet

Advice on Keeping Well

nhs.uk/live-well/

Support for Carers | Carers Booklet

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/carers-booklet

NHS Practical Tips If You Care for Someone

nhs.uk/social-care-and-support/practical-tips-if-you-care-for-someone/

Carers Hub Foundation

carershub.carersfederation.co.uk/

Dementia UK

dementiauk.org/information-and-support/looking-after-yourself-as-a-carer/

Nottinghamshire Mind

nottinghamshiremind.org.uk/

Marie Curie

mariecurie.org.uk/

Sue Ryder

sueryder.org/

Alzheimer's Society

alzheimers.org.uk/

NoPanic

nopanic.org.uk/

The Children's Society

childrenssociety.org.uk/

Nottinghamshire County Council | Care

nottinghamshire.gov.uk/care

Young Carers Notts

youngcarersnotts.co.uk/

A Place to Call Our Own (APTCOO)

aptcoo.co.uk/

Be U Support

beusupport.co.uk/

The Place Nottingham

changegrowlive.org/service/nottingham-the-place/info

LGBT+ Nottinghamshire

centreplace.org.uk/lgbt-plus-service-nottinghamshire

Nottingham Mencap | Transitioning from child to adult services.

nottinghammencap.org.uk/transition

NottAlone

nottalone.org.uk/

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

Nottinghamshire County Council

nottinghamshire.gov.uk

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

[Waiting Well Pack | Nottinghamshire County Council](#)

<https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/waiting-well-pack>

This easy read was first published 8 May 2026.

This information was last updated 8 May 2026.