

Adult Social Care in Warwickshire

Information about having an assessment,
eligibility and paying for care and support

This leaflet contains information on:

- Who do we help?
- What is an assessment and how do I get one?
- How do you determine if I am eligible for care and support?
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- Paying for Social Care and Support – Self-Funding
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Introduction

Adult social care offers support to people in a wide range of circumstances. Everyone can get information and advice from us, and many people receive further help. Most of the support we give is aimed at supporting people to keep their independence, in their own home and in their local community.

Warwickshire County Council will assess the needs of any individual who appears to be in need of care and support. We will also assess the needs of carers. The assessment will help us to decide if you need support and, if you do, how we can help you get it. If, following your assessment, you do not meet our criteria for care and support, either because your needs do not meet our eligibility criteria or you have savings above £23,250, we can still give you advice and guidance to help you meet your needs.

Following your assessment, if you are told you are not eligible for support, this does not mean you cannot get help in the future and you can contact us again on 01926 410410 if you feel your needs or circumstances have changed.

For more information about the assessment and eligibility process you can visit our website:

www.warwickshire.gov.uk/eligibility or ask for our Eligibility for Care and Support factsheet by calling us on 01926 410410.

Who do we help?

The Council helps to keep you safe and well and to support you to live as independently as possible.

Our customers include:

- older people
- vulnerable people
- people who care for others and
- people with:
 - learning disabilities
 - physical disabilities
 - sensory impairment, for example people who are deaf or blind
 - mental health needs
 - drug and alcohol problems or
 - HIV or AIDS.

We help by working with health services, voluntary groups and private care organisations to support your outcomes.

The Council may jointly or partially fund care and support to meet your desired outcomes depending on the assessment and eligibility process.

What is an assessment and how do I get one?

A social care practitioner, occupational therapist or social worker will be allocated to work with you if there is an appearance of need for care and support. We will want to find out more about your needs or difficulties and how this is affecting your day-to-day life. This process is called "My Assessment". We will only ask you questions which may help us to understand your needs or difficulties better.

"My Assessment" is an opportunity for you to inform us of your situation; to ask us questions about what care and support may be available and to explore the options of how your needs can be met. We call these "outcomes" and the outcomes to meeting your needs are written into a Care and Support Plan.

You may need to give us personal details and information about your situation and needs, which we then store electronically within our secure database and, with your prior consent, we may share this information with other people involved in supporting you to meet your outcomes, or in providing your care and support.

We may also have to ask other people for information; for example, we may have to ask a GP to confirm information about any health difficulties that affect your daily life. We will not collect or record any information about you or share information with anyone else, without your permission.

If you require an interpreter because your first language is not English, or you use sign language or are deaf, we can arrange support for you to be able to communicate with us.

If you are unable to be involved in the assessment process without support and you do not have an appropriate friend, family member or unpaid carer to help you then the Council will appoint an Independent Advocate to support you.

To arrange for an assessment you can contact us by telephone on 01926 410410. You will initially speak to a customer service advisor and if you appear to have care and support needs, 'My Assessment' will be carried out by a social care practitioner.

How do you determine if I am eligible for care and support?

We have to make sure that we help those people with the greatest need for care and support. To do this we carry out an assessment to identify your needs and how these impact on your wellbeing, and the outcomes that you wish to achieve in your day-to-day life.

The new national eligibility threshold for adults with care and support needs consists of three criteria, all of which must be met for a person's needs to be eligible. The eligibility threshold is based on identifying:

- whether your needs are due to a physical or mental impairment or illness
- to what extent your needs affect your ability to achieve two or more specified outcomes
- and whether and to what extent this impacts on your wellbeing

The Council must understand if an individual is able to be involved in their assessment, and consider whether an adult with care and support needs or a carer has significant difficulty in any of these four areas:

- understanding the information provided
- retaining the information
- using or weighing up the information as part of the process of being involved
- communicating views, wishes or feelings

If you need support to be involved in the assessment and you do not have an appropriate person to support your involvement, then we will arrange for someone independent to help you when we do

the assessment with you. This person is known as an Independent Advocate. An appropriate person would be a family member, friend or unpaid carer who is willing and able to facilitate your involvement effectively.

We can also support you if you are deemed vulnerable and at significant risk because:

- your main carers, relatives, friends (or neighbours who provide a lot of help), cannot continue to provide all the assistance you need
- you have needs arising from the onset of a dementia type of illness or other significant physical or mental health deterioration, or
- you are experiencing, or if there are reasons to suspect, abuse from others, for example: physical, sexual, psychological or financial abuse

If you are not eligible for help from us, we will provide you with information about other organisations that may be able to help you. These organisations can be found on our website:

<http://directory.warwickshire.gov.uk/>

or via our Customer Service Centre on: 01926 410410.

What is a financial assessment?

We are not able to fund the whole cost of all eligible care and support needs in Warwickshire. We are required to carry out financial assessments on all customers to find out whether they will have to make a contribution towards their support. People who help to look after others in an unpaid capacity (also known as carers) are not subject to a financial assessment.

To find out if you need to contribute to the cost of your care and support, you will receive a visit from one of our specialist finance visiting officers who will look at your income and any capital or savings you have. They will make sure you are receiving, or have claimed, all the benefits you are entitled to claim.

The visiting officer will also discuss with you any expenses you have as a result of your care needs or disabilities. We call this "disability related expenses" and can include things like exceptional laundry costs or paying for certain items of equipment. The visiting officer will discuss these items with you and agree weekly amounts that can be included as expenses that relate to your disability or care needs.

Once this information has been collected and agreed, the visiting officer will then be able to calculate whether or not you will need to make a contribution towards your support.

Paying for social care and support - self-funding

People arrange their own care and support for different reasons; some pay the full cost for their care and others may pay an assessed financial contribution.

If you are paying the full cost of your care directly to the person providing your support without any financial support from the Council, you are self-funding.

This means that either:

- you do not want a social care assessment
- you have chosen not to approach adult social care for care or support
- you have chosen not to be financially assessed
- you have had an assessment but are not eligible for adult social care funding or
- you have approached adult social care and, although your assessment shows that you have eligible needs for support your total savings or assets are above £23,250

For more information about self-funding and charges for support services, please see our website:

www.warwickshire.gov.uk/abilitytopay

Alternatively please see our factsheet "Paying for social care services - self-funding". You can find it on our website or call 01926 410410 to obtain a copy.

I am a carer, can I have an assessment?

If you are aged 16 or over and provide, or intend to provide, substantial care on a regular basis to another individual who is 18 or over, you are eligible for a separate assessment in your own right.

A carer's assessment is your chance to let us know the effect that caring has on you. You will be asked about how this impacts on your ability to have a break, pursue social or leisure activities, continue or begin in employment, or undertake training opportunities.

You will also be given the chance to discuss the impact caring has on your physical and emotional wellbeing. The assessment helps to identify areas in your life where you could be better supported. Carers are not subject to a financial assessment.

If you provide or intend to provide care for another adult and if you have need for support then the Council must carry out a carer's assessment. However, where an adult provides care under contract or as part of voluntary work, they should not normally be regarded as a carer. There may be circumstances where the carer either under contract or through voluntary work, is also providing care for the adult outside of that arrangement. In such a circumstance, the Council may consider whether to carry out a carer's assessment for that part of the care.

If you are under the age of 18 and help to look after a relative or close friend who has a physical disability, learning disabilities, a serious illness, mental ill health, a dependency on alcohol or drugs, or has HIV/Aids then you are a young carer, even if you provide a small amount of care. The carer's assessment will consider the outcomes that you want to achieve in your daily life, your aspirations, as well as looking at whether

caring has an impact on your desire to work and to partake in further or higher education, training or recreational activities, such as having time to yourself.

Your assessment can be part of the assessment of the person you care for or you can have a specific carer's assessment.

You can still have a carer's assessment even if the people you care for have refused an assessment themselves.

If you live outside Warwickshire, but the person you care for lives in Warwickshire, it is the Council's responsibility to undertake the carer's assessment.

If you care for a person under the age of 18, or a disabled child you will be referred to the relevant children's team for an assessment.

In cases where there is more than one person providing care to a family member or friend, all carers would be entitled to an assessment.

How do you determine if I am eligible for support as a carer?

Carers can be eligible for support in their own right regardless of whether the person for whom they care has eligible needs. The carer's eligibility threshold is based on identifying:

- whether a carer's needs are a consequence of providing necessary care for an adult
- to what extent the carer's needs affect their ability to achieve specified outcomes, or puts their health at risk
- whether and to what extent this impacts on their wellbeing

More information about support for carers can be found on our website:

www.warwickshire.gov.uk/carers

Alternatively please see our factsheet "Helping you to care".

You can find it on our website or by calling 01926 410410.

What happens next?

If you are eligible for care and support we will talk to you and your family and carers, with your permission, about the options available to you. We will then write a care and support plan with you which sets out the support we have agreed with you.

The Council cannot develop plans in isolation so it can seek to combine plans, if appropriate for example with Health if the person is receiving both social care and health care. It may also be appropriate to combine a plan incorporating the needs and outcomes of both the carer and the adult with care and support needs. We would discuss with you the best way to do this.

What if I am not happy with my assessment?

You can ask for your assessment to be reviewed by contacting the manager of the team that carried out the assessment. If you are still unhappy, you can complain to the manager of the team that has been dealing with you. You can also contact the Customer Relations Team - their details are on the back of this leaflet.

When will my support be reviewed?

Once you receive care and support from the Council, we will arrange review meetings with you. The purpose of the review is to look at your care and support plan and see if your support is still helping you to achieve your outcomes and to identify if your needs or circumstances have changed.

The review will look at what you want to change, or keep the same, and check that the allocated funding is meeting your needs and that you continue to be eligible for support funded or arranged by the Council. If you need less support we will give you the reasons in writing.

If you think you might need less or more support you can contact us so we can arrange an earlier review.

Compliments, comments and complaints

If you have any comments or complaints about our services, please let us know.

Please contact the:

The Customer Relations Team

PO Box 48

Shire Hall

Warwick

CV34 4RD

Phone: **01926 410410**

Email: **customerrelations@warwickshire.gov.uk**

Useful links

Information and advice about Warwickshire social care services:

www.warwickshire.gov.uk/socialcareandhealth

Support services in Warwickshire:

www.directory.warwickshire.gov.uk

For general information about council services or for other leaflet formats e.g. large print, audio, another language or through discussion, please contact Warwickshire County Council on 01926 410410.