

Understanding your journey through Adult Social Care



If you need care and support in Leeds, you might be wondering how to get in touch with Adult Social Care and what to expect when you do so. This leaflet explains that journey.

Introduction

From April 2015, care and support in England is changing for the better. The new Care Act will help to make care and support more consistent across the country. For the first time, all councils in England will consider the same national level of care and support needs when they assess what help can be given.

In the new adult social care system, the Government and Leeds City Council would like people receiving adult social care to be able to say the following "I" statements:

- "I am supported to maintain my independence for as long as possible."
- "I understand how care and support works, and what my entitlements and responsibilities are."
- "I am happy with the quality of my care and support."
- "I know that the person giving me care and support will treat me with dignity and respect."



- "I am in control of my care and support and I have greater certainty and peace of mind knowing about how much I will have to pay for my care and support needs."

This leaflet will help you to understand:

- If Adult Social Care is the right option for you.
- How we work out what sort of care and support you might need – we call this a **needs assessment**.
- How we decide if you are entitled to care and support – we call this **eligibility**.

- What other care and support options there are in Leeds.
- How to contact us if you need to.

The first step to receiving care and support

The first step is to contact us, but before you do that, you might want to ask yourself or the person you think may need some support, a few questions.

What is Adult Social Care?

Adult Social Care is part of your local authority or the city council. They provide care and support to adults who require extra personal or practical help for them to live their lives and maintain their independence.

What do you mean by 'care and support'?

'Care and support' is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like washing, dressing, eating,

getting out and about and keeping in touch with friends or family.

Which 'adults' do you mean?

Adults who may need extra care and support include:

- older people;
- people with learning disabilities;
- physically disabled people;
- people with mental health problems;
- people with drug and/or alcohol issues;
- and carers.

Does this sound like you or someone you know? Then please read on.

What happens after I've made contact with you?

After you have contacted us, we will need to know what your **eligibility** is by carrying out an **assessment**. To be eligible for something means to qualify or to be entitled to receive a particular thing, in this case, the right amount of care and support to help you live as independently as possible.

You will need to contact us to request an assessment– all the contact options are on the back of this leaflet. Together, we will consider how you look after yourself, how you get around and how you manage to stay healthy. If you have any problems, we're here to help and advise you about what can be done so **you** can live the life **you** want to lead.

Assessments

Before Adult Social Care can work out if you need care and support, we will carry out an assessment. When we have enough information about your circumstances we will be able to determine if you are eligible for support. You will be asked a number of questions about how you



Doreen, an ASC service user

Doreen maintains her independence at her local leisure centre *"Holt Park Active is a really nice place and it is a shame it wasn't available right at the start when I was poorly. I really look forward to coming here and like to keep busy by getting involved in all the activities. At the moment I'm learning to swim, doing arts and crafts, learning creative writing and I'm even learning how to use computers. I also helped knit the Tour de France yellow jumper for the Black Prince!"*

manage day-to-day. For example, how you manage your personal care, shopping for food, paying your bills and getting out and about.

I'm a carer can I have an assessment?

If you are a carer your needs will be assessed more or less in the same way. We will need to understand how your caring role has an impact on your wellbeing, and how you cope day-to-day.

If I am eligible for support, what happens next?

If you are eligible, we will talk to you about a care and support plan. You will be in control of all decisions that affect you. A trained member of staff will be available (if you wish) to put together a plan tailored to your needs.

We will let you know how much money you will need to buy services to support you. We will also explain



that you will be financially assessed and you may have to make a contribution towards your care.

How long will this take?

Adult Social Care has a lot of demand to carry out assessments and support the delivery of services. In order to be able to respond quickly to this demand, we prioritise work in order of those with the greatest need. We will ask you how urgent your situation is and agree when we can visit you.

If I am not eligible for support from the council, what else can I do?

We want Leeds to be the 'best city in the UK' for anyone with social care needs – a city that offers its residents the best support available to maintain their health and wellbeing long into the future.

However, everyone's needs are different; they may be physical, mental or emotional and when it comes to care and support in our city, a 'one size fits all' approach doesn't work. We know it doesn't and that's why there are still plenty of options available for people who may need support away from



traditional social care services.

Therefore, if a person is not eligible we will advise them and signpost them to organisations that may be able to increase their wellbeing or to prevent and delay their needs for Adult Social Care in the future.

Leeds is a vibrant and diverse city and if you know where to look or where to go, there are lots of activities and support groups in the community around you and in the city centre. If you would like to find activities, clubs or social groups in your local area - either for yourself or on behalf of someone you care for - we can help.

Why not start by looking at the Leeds Directory (www.leedsdirectory.org). Here

you can find out what activities and events there are in your local area including luncheon clubs; befriending and companionship places; coffee mornings; day centres and so much more!

Who do I contact?

Please call Leeds City Council on **0113 222 4401** A trained advisor will assist you with your initial query.

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For general information about Adult Social Care telephone customer services on 0113 222 4401

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