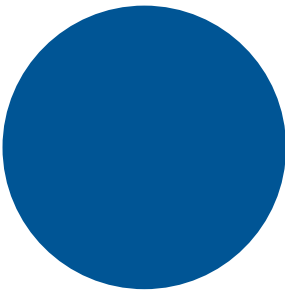


How to get the Support you Need



Middlesbrough Council
**Department of Adult Social
Care and Health Integration**

Contents	Page
How to get the support you need - choice and control	3
The Department of Adult Social Care and Health Integration	4
First steps to getting help	4
How can People with Support Needs ask for help from the Department of Social Care?	5
What happens next?	5
The initial contact assessment	6
Reablement	6
The assessment	7
How soon will I get an assessment?	8
How is the assessment done?	8
What is included in the assessment?	8 - 10
Do I get to see and comment on the results of the assessment?	11
How do we decide who receives our support?	11
What is a support plan?	12
Who will provide my services or care and support?	12
Contributing to the cost of your care	12
Your support plan review	12
Access to your records	13
Safeguarding Adults at Risk	13
Making a Comment, Compliment or Complaint about Social Care	14
How to contact the Department of Adult Social Care and Health Integration?	17

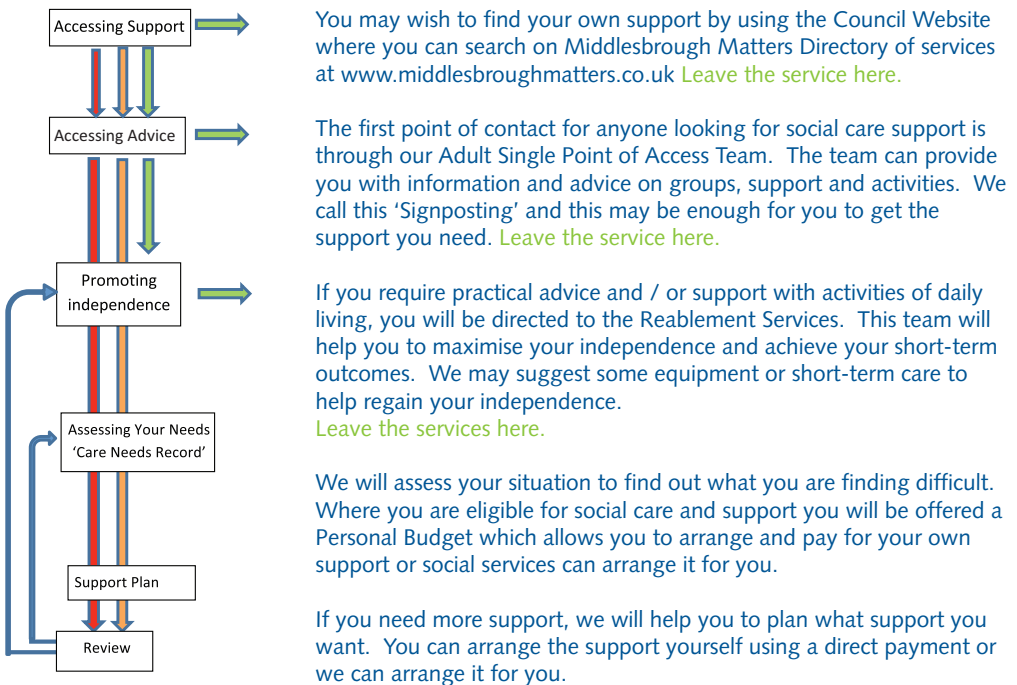
How to get the support you need – Choice and Control

The diagram below shows the different ways you can get social care support. Follow the arrows to work your way through the range of support or access to services. You can stop at any point.

Green arrow mean you take complete control, write your own support plan, search and purchase your own support.

Orange arrow is where you want to have some control over parts of your support but would like us to take control over some areas – the 'pick and mix' approach.

Red arrow shows how we work through the process with you.



Your support requirements will be reviewed (checked) that the support is working for you and if necessary adjusted to better meet your needs.

The Department of Adult Social Care and Health Integration can support:

People with Support Needs

If you live in Middlesbrough and think you, or someone you know may need help or support you should contact us.



This leaflet explains the how the Department will help you.

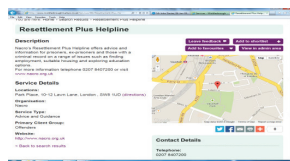
First Steps to Getting Help

Before you contact the Department of Adult Social Care and Health Integration you may want to see if you find the information you need from another source.

For example you may be able to get the support you need from Middlesbrough Matters Directory, www.middlesbroughmatters.co.uk which provides information on a wide range of support available within the local area or you could look on the Council website at www.middlesbrough.gov.uk

If you do not find what you are looking for at the above then you can contact the Adult Single Point of Access Team 01642 726004 where you will be asked some questions about how we can help. The Adult Single Point of Access Team may give you information or advice to help you rather than having an assessment.

Where this applies to you then we will provide you with contact details of the support that may be able to help. We call this signposting.



How can People with Support Needs ask for help from the Department of Adult Social Care and Health Integration?



You can visit our website, telephone, call in person or ask a relative, neighbour, friend or advocate to do this for you.

Your District Nurse or other health or housing staff may refer you. We will work with you to identify what your needs are and the best way to meet them.

If you are in hospital there is a hospital based social work team. The nursing staff should contact them before you are discharged.

You can speak to a hospital social worker if there are any problems you would like to discuss before you return home.

What happens next?

An Officer from the Adult Single Point of Access Team will explain what help may be available.

They will ask for your name and address, the address of your family, your date of birth and ethnic origin.

We will need your permission to speak to other people, for example your GP, family, friends, neighbours or carers.

The Adult Single Point of Access Officer will ask you about your problems and whether you have contacted us before.

The information you give us is important because it will help us decide if you are eligible for support.



It will help us to agree with you the kind of support you would like.

The initial contact assessment

The first step to make sure you receive the right support is arranging for us to properly assess your needs and circumstances.



We will make an initial assessment to decide the urgency of your situation. We will ask you about your financial situation to see if you will have to contribute to care or support services. We can give help and advice over the phone or by letter.

At this stage we may ask you, your family or your GP for more information to help us decide if you need a more in-depth assessment or if short term support from the Reablement service would be more appropriate.

Reablement

Once we have gathered information from you on your current situation it may be appropriate to offer you some short-term support that will help you.

We call this short term service Reablement, which can be provided for up to 3 months.

If the duty social worker feels you could benefit from Reablement then they will pass your details on to a social worker or occupational therapist in the access team.



The Assessment

If the Adult Single Point of Access Officer feels you need a more detailed assessment, they will pass your details on to a Social Worker or Occupational Therapist who will contact you within 10 working days to arrange an assessment of your needs.



You will be given a choice about:

- The time and place of your appointments;
- Having a family member, friend or advocate present and
- The language in which discussions take place.

The document that a worker will complete with you is called the Care Needs Record.

This includes an assessment of your needs and a support plan which will look at how and what is needed to meet your needs.

The way we meet your needs is called a Personal Budget.

We will support you to complete this form and ask for your views.

The assessment is divided into a number of sections which all look at different areas where you may need help.

You may also need other assessments, for example from a nurse who may need to assess your health needs.

Once the assessment is completed there is another section which looks at what kind of help and support you need. This is called the Support Plan.



How soon will I get an assessment?

The time it takes to carry out your assessment will depend on the urgency of your situation. We work this out from the information you provide us when you first contact us.



We will keep you informed of any delays.

We aim to complete the assessment section of the Care Needs Record within 28 days.

How is the assessment done?

Workers who support you have been trained to ask questions in a sensitive way.

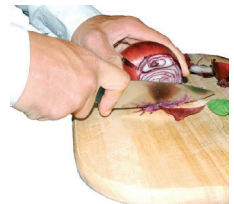
They will be aware that some areas that need to be discussed may cover delicate issues, and this may well be a stressful time for those questions to be asked.

Please be assured that the answers you give will be treated in the strictest confidence.

What is included in the assessment?

Managing and maintaining nutrition - what help you need to drink or prepare and eat meals.

Maintaining personal hygiene - this includes getting washed, bathed or showered as well as washing clothing.



Managing toilet needs - help you need with things like being able to get to and from the toilet safely, using the toilet and putting clothing back on afterwards



Being appropriately clothed - this is about support to get dressed or undressed.

Being able to make use of the home safely - is about being able to move around your home safely.

Maintaining your home environment - what help you need to manage day to day tasks like housework, shopping, gardening, routine maintenance and paying bills.

Developing and maintaining family or other personal relationships - is about support you may need to maintain relationships with other people important to you.

Accessing and engaging in work, training, education or volunteering - help you need to do paid or voluntary work as well as accessing college.

Making use of necessary facilities or services in the local community - support you need to do things which interest you like going to the cinema, community centre, place of Worship or meeting up with friends.

Getting out and about - the support you need to get out and about on your own, like using the bus or other public transport.



Meet your caring responsibilities for a child - the support you need to fulfil your responsibilities in relation to a child who is dependent upon you in some way.



The following questions are included in the assessment as potential additional areas of need **but** are not taken into account when assessing eligibility for support.

Keeping myself and others safe - are the things that affect your safety or may pose a risk to others.

Communication - the support you need to communicate with others.

Overnight support - the support you need during the night.

Help from family and friends - do you receive informal unpaid support from family and friends? What kind of support do you get?

Wellbeing

We also take into account your overall wellbeing within the assessment. This means the impact having a physical or mental health need has upon your life.

The areas of wellbeing are;

- Personal dignity (including treating you with respect);
- Physical and mental health and emotional wellbeing;
- Protection from abuse and neglect;



- Control you have over day to day life (including care and support and the way it is provided);
- Participation in work, education, training or recreation;
- Social and economic wellbeing;
- Domestic, family and personal relationships;
- Suitability of living accommodation;
- Your contribution to society.



Do I get to see and comment on the results of the assessment?

Yes. The assessment is a supported process and your views and opinions will be taken into account.

We aim to make sure your needs are met in a way which is best for you and works towards achieving your outcomes.

It will be written in whatever language or provided in whatever format you need.

How do we decide who receives our support?

People with support needs

To decide if you are entitled to help we compare your needs against a national eligibility threshold under the Care Act 2014. This is used by all Councils. Eligibility is based upon the questions asked in the assessment, but also includes the outcomes for you.

By outcomes we mean things you need to be able to do, or have assistance to be able to do to live a fulfilled life. This can mean different things to different people.

Wellbeing is also considered within the eligibility for support.



What is a Support Plan?

This is a plan that shows how you will spend your personal budget to meet the care and support needs identified in your assessment. This can be arranged by the Council or as a direct payment. A direct payment is where you receive the money and spend it on meeting your care and support needs identified in your assessment. You will need to keep a record of what you spend the money on. The amount allocated is based on your level of need.



Who will provide my services or care and support?

The help and support you need may be met in a number of different ways. The Council are able to provide some services, alternatively you may choose to have your needs met by another agency or by a personal assistant. We will help you to organise your support plan.

We will all agree your support plan and you will be given a copy.

Contributing to the cost of your care

Any financial contribution you may need to make will be worked out with a Specialist Advice Officer. We will inform you of how we have calculated the cost to you.

Your Support Plan review

We will monitor and review your support plan. We will review your needs and the help and support identified in the support plan. You may need more or less support or a different type of support to meet your needs as time goes by. The review will be arranged at agreed intervals or in the case of an emergency.



Access to your records

We only collect, record and share the information we need in order to provide you with a service. Your record may be a paper file, a computer record or a combination of both. At all times you have a legal right to ask to see the information we hold about you. In certain circumstances, the law may require us to share information, for example if a criminal offence has been committed or might be committed.



For more information on how to view your records see our 'Access to Your Records' booklet. You can ask for a copy by contacting us on (01642) 726004, emailing us at socialservices@middlesbrough.gov.uk or you can download a copy at www.middlesbrough.gov.uk/leaflets.

Safeguarding Adults at Risk

Adults may be at risk through disability, frailty or ill health and are unable to protect themselves against harm or exploitation. We have procedures in place to safeguard vulnerable adults against abuse.

If you are concerned about the welfare of someone you know, please contact us **01642 726004**. All concerns and allegations are taken seriously.

Similarly, if you as a Carer feel that you are at risk of harm or abuse, even if this is from the person you care for please contact us on **01642 726004**.

For more information on Safeguarding, please read the "Safeguarding Adults" booklet available at: www.middlesbrough.gov.uk/leaflets



Making a Comment, Compliment or Complaint about Social Care

What if I am unhappy about the way my assessment was carried out?

We welcome comments about the services we provide. Please speak to your named worker if you are unhappy about the way your assessment has been carried out. We can often sort the problem out quickly and informally.



We make every effort to provide you with high quality services that meet your needs.

We encourage any compliments, comments, suggestions and complaints as they help us to improve our services.

If you are unhappy you can use our formal complaints procedure by contacting our Complaints Manager.

Complaints, Compliments & Comments Manager
Middlesbrough Council
PO Box 503
Town Hall
Middlesbrough
TS1 9FX

Tel: **01642 729815**

For more information see our 'Complaints, Compliments and Comments' leaflet.

You can ask for a copy by contacting us on (01642) 726004, emailing us at socialservices@middlesbrough.gov.uk or you can download a copy at www.middlesbrough.gov.uk/leaflets.



To make a complaint, comment or suggestion you can use our online form at www.middlesbrough.gov.uk/comments.

How to contact the Department of Adult Social Care and Health Integration

In office hours:

Our office hours are
Monday to Thursday 8.30am - 5.00pm
Fridays from 8.30am - 4.30pm.

You can contact us by

Telephone: (01642) 726004

In person you can visit us at our
Contact Centre, Middlesbrough House,
50 Corporation Road, Middlesbrough TS1 2YQ.
The Contact Centre is open from
Monday to Thursday - 8.30 am to 4.30pm
and on Fridays from 8.30am to 4pm



Emergencies, out of office hours and weekends:

For emergencies, out of office and weekends you can

Telephone: (01642) 524552

You can write to us at:

Middlesbrough Council Department of Adult Social
Care & Health Integration, PO Box 505, Civic Centre,
Middlesbrough TS1 9FZ



You can email us at:

socialservices@middlesbrough.gov.uk

Or visit our website at:

www.middlesbrough.gov.uk/comments



AYN April 18

We can provide this leaflet in other languages, large print, Braille on CD or tape telephone 01642 728305.

ہم آپ کو یہ لیفلٹ دوسری زبانوں میں بھی فراہم کر سکتے ہیں فرمائش خواہ بڑے پرنٹ کی ہو،
سی ڈی پر بریل یا ٹیپ پر اور اسکے لئے نمبر 729244 (01642 728305) پر فون کیجیے

हम यह लीफ़्लैट दूसरी भाषाओं में, बड़े प्रिन्ट में, ब्रेल में सी डी पर या टेप पर अनुवाद करवा सकते हैं
कृपया टैलीफोन करें 01642 728305 या 729290

ਅਸੀਂ ਇਹ ਲੀਫ਼ਲੈਟ ਦੂਜੀ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ, ਬ੍ਰੇਲ ਵਿੱਚ ਸੀ ਡੀ ਤੇ ਜਾਂ ਟੇਪ ਤੇ ਅਨੁਵਾਦ ਕਰਵਾ
ਸਕਦੇ ਹਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ 01642 728305 ਜਾਂ 729290

باستطاعتنا تقديم هذا المنشور بلغات اخرى أو بكتابة كبيرة أو الابريل على قرص سي دي أو
شريط, الرجاء الاتصال بالهاتف 01642 728305

我们可以提供其他语言大字体,盲文的光碟或磁带版本.需者请致电
01642 728305 或多或少 01642 729290.