

Waiting Well Pack

Why have I received this pack?

This pack is a guide on what to expect when you contact Leicestershire County Council's adult social care team.

The pack also gives information on services that anyone can access. These services may meet all your current needs, or they may offer support whilst you are waiting for services. This could be if you are someone who needs to draw on care and support, or if you are caring for someone.

Who is this information for?

You will find this information useful if you:

- are waiting for a **social care needs** or **carer's assessment**.
- are waiting for adult social care services to start after a needs or carer's assessment.
- are currently drawing on care and support and have a change in your needs.
- experience a change in your physical and/or mental health and want to understand what local support is available.



IMPACT
Improving Adult Care Together



Economic
and Social
Research Council



The
Health
Foundation

directors of
adass
adult social services
East Midlands

Contacting Adult Social Services and what to expect



How do I contact the Adult Social Care Customer Service Centre?

For people waiting to be allocated to a social care worker, please refer to the contact details that you have been sent, either in a letter or an email from us.

If you are unable to make contact with your waiting team, then please contact our Adult Social Care Customer Service Centre,

Telephone: **0116 305 0004**

Deaf or hard of hearing: text **07949 633 788** instead

Monday to Thursday, 8.30am to 5pm

Friday, 8.30am to 4.30pm

What to expect when you contact adult social care

If you are over 18 and need help with your daily life or personal social circumstances, or if you are over 18 and provide regular unpaid care for someone, we will work with you to find out what help and support you need. This may include a social care needs assessment and/or further discussion on how we best work with and support you.

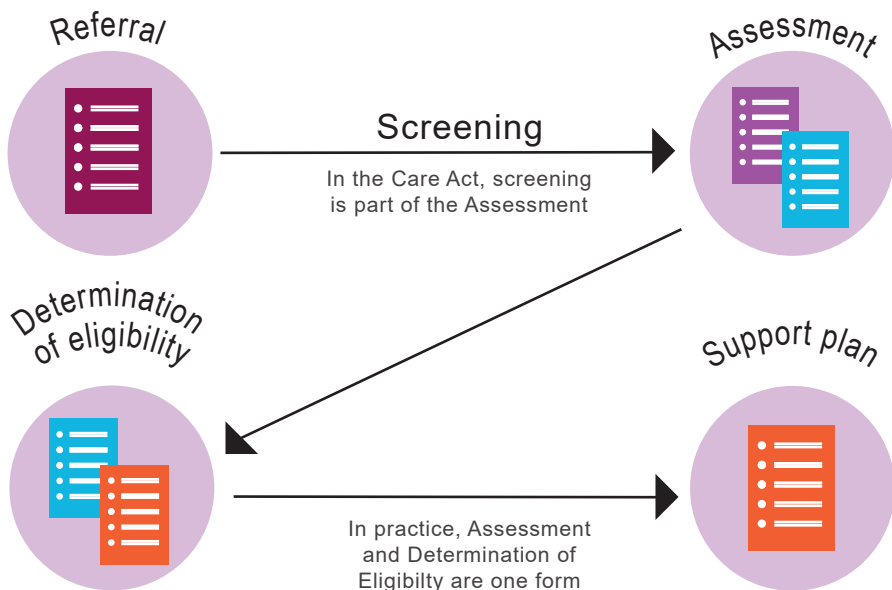
For people who are over 18, a needs assessment under the Care Act 2014 can either be to assess:

- Your needs for care and support
- Your needs for support as a carer.

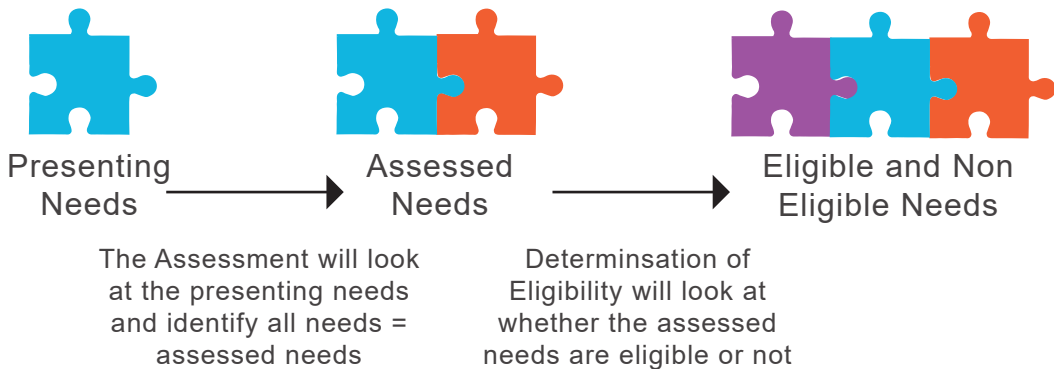
Your needs may meet the eligibility criteria if there is likely to be a significant impact on your wellbeing because of your health or your caring role. If your needs can be met without a social care needs assessment, we will give you information and advice on alternative services.

The following charts have been adapted from the Social Care Institute for Excellence (SCIE) website. They show the route through assessment and determination of eligibility under the Care Act 2014.

The first chart shows the stages of completing an assessment:



At the screening point, you may also be offered support that does not require an assessment and meets your needs. For example, you may be offered alternative help through voluntary/community organisations. This is shown in the following chart:



Section 13 of the Care Act 2014 and the Care and Support (Eligibility Criteria) Regulations 2015 sets out the national eligibility criteria which must be followed to decide if an individual has needs that are eligible for social care services and/or support.

If you are regularly helping to look after someone – for example, you're cleaning regularly, helping them move around indoors or outdoors, or supporting them with their personal needs and you are aged under 18 years old (a young carer) or aged between 16-25 years old (a young adult carer), you can find information on your rights and support available at Carers UK and Carers Trust. You may also be eligible for a Carers Assessment to determine your needs as a carer.

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

We will want to understand your current situation and what you think you need to be well and as independent as possible. We will work with you to understand what is important for you, your hopes and goals, and what help you would need to achieve those.

If you feel able, you can complete a self-assessment online using [our Adult Social Care portal](#). This will guide you through the assessment questions we would ask you in a conversation.

On the next page are some questions that might help you to prepare for your assessment.



Preparing for an 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 the support and friendship to help you do the things you want?
- How often do you need support?
- What would you like to be different or better?
- What is stopping you from getting there?
- What living arrangements would help you maximise your wellbeing and independence?

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

- What activities do you help the person you care for with?
- How many hours a week do you provide care?
- Do you have to help during the day or night, or both?
- Does the person you care for have any health problems you find hard to deal with?
- 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 for your assessment

During your needs or carer assessment, you have the right to have someone with you who knows you well, like a carer or a family member. They can help you to share your thoughts and needs with the person completing your assessment. If you can't bring a carer or a family member, you can access an independent advocate. They can sit in assessments and help you understand your rights and make sure you are listened to. Advocates do not work for the Council or the NHS.

Advocacy in Leicestershire is provided by:

POhWER

Phone: 0300 456 2370 (charged at local rate)

Opening hours: Monday - Friday (8am to 6pm)

Email: pohwer@pohwer.net

Website: www.pohwer.net/leicestershire

Minicom: 0300 456 2364

Text: Send the word 'pohwer' with your name and number to 81025
(You will be charged at your standard rate)



Do I have to pay for help?

It may be that you'll have to pay toward the cost of your care. You can [watch our video](#) to find out more information on this

If you are eligible for adult social care services, we will connect you with the team that will complete your financial assessment.



What do I do if my needs change?

If there is a change in your social care needs, get in touch with us and we can have another look at your assessment.

Alternative support whilst waiting for adult social care services

Advice on keeping well

Taking positive steps to look after your health and wellbeing while waiting can help to build on your strengths. General information and advice on keeping well is available at: www.nhs.uk/live-well or the [Living Independently at Home](#) webpage

Support for carers, including young carers

Please check out our [webpage](#) to get advice and practical or financial help if you're a carer looking after someone.

Our [Support for Carers](#) service helps people that care for adults (over age 18) across Leicestershire. The service, provided by VASL includes:

- a dedicated telephone advice and support line so you can talk to a team of experienced professionals in confidence about any aspect of being a carer
- assistance in completing the carers assessment
- information on carers' support groups around the county
- an informative website and self-help videos
- advice on any aspect of the caring role, including financial and legal assistance

They work closely with health professionals and adult social care to help people to identify themselves as carers and gain access to the support they need.

Telephone: **01858 468 543**

Email: maureen@supportforcarers.org

Address: Support for Carers Leicestershire, VASL, Torch House,
Torch Way, Market Harborough, LE16 9HL

A **young carer** is someone who is 18 years old or younger helping someone at home because they can't fully look after themselves. More information for young carers can be found by scanning the QR code.



Additional support available

Whilst you are waiting for a needs assessment, you may be thinking about other things such as money, work and relationships. Scan the QR code to find out about:

- 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



We have recently added nine new information videos to the Adult social care and health section of the council's website.

These videos have been created to explain key information on our website in an alternate format that people may find easier to understand.

The new videos available on our website and YouTube channel are:

[An overview of care options in Leicestershire](#) (YouTube)

[Paying for residential care in Leicestershire](#) (YouTube)

[Your care and support plan](#) (YouTube)

[Who is a carer?](#) (YouTube)

[Supporting you to stay safe and well when you leave hospital](#) (YouTube)

[Self-funding your social care](#) (YouTube)

[Paying for non-residential care](#) (YouTube)

[Personal budgets and direct payments in adult social care](#) (YouTube)

[Making top up payments for residential care](#) (YouTube)

You may also find some support and activities using the Joy app visit [LLRjoy.com](https://llrjoy.com)



Notes

You can use this space to keep any notes.

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How was this pack created?

This pack was created by people who draw on care and support, carers, staff from your council and staff from partner agencies from across the East Midlands. It was created as part of a joint Demonstrator project between IMPACT (the UK centre for Improving Adult Care Together) and East Midlands Association of Directors of Adult Social Services (EMADASS).

Information on IMPACT:

