



# Your life, your choice

Information for people who  
are family and friend carers

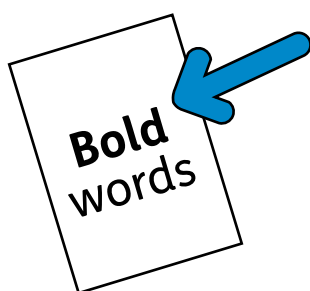
April 2023



easy  
read

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In this Easy Read document, hard words are in **bold**. We explain what these words mean in the sentence after we have used them.



Some words are [blue and underlined](#).

These are links that will go to another website which has more information.



West Sussex County Council thinks equality and making sure everyone is treated fairly is very important.



We respect the people we support, our staff and the organisations we work with.

We want to work in a way that is fair to everyone.

# Introduction



This information is about **social care** support from West Sussex County Council.



**Social care** is special support for people who need some help with everyday things, like washing and eating.



We think adults who give care and support to a friend or family member should live their life the way they feel is best for them.



This information will tell you how we can support you to care for a friend or family member.



You can read more about how we want to improve social care by reading our 'Adult Social Care Strategy'.

You can find this by:



- Searching for 'Adult Social Care Strategy' on our website:

[westsussex.gov.uk](https://www.westsussex.gov.uk)



- Getting in touch with Adults' CarePoint - you can find out how to do this on page 49.

# Helping you to be more independent

## Help with making decisions



The law says that everyone over 16 can make decisions for themselves unless it is proved that they can't.



If you cannot make a decision for yourself, we will speak to someone who has the right to make decisions for you by law.



If we have to make decisions for you we will only decide things that are best for you.

## Easy to understand information



All organisations that run NHS or social care services have to give you information in a way that you can understand.



Any organisation that is giving you NHS or social care services has to ask you what is the best way to give you information.

## Services we are not in charge of



We will try and help you find the support you need.

Our staff will give advice to anyone living in West Sussex.



There are other organisations that can help you with the things we don't do.

## Benefits



The Department for Work and Pensions is in charge of benefits. We do have benefits advisers who can help you.

You can contact the Department for Work and Pensions by:



- Phone (pension service):  
0800 169 0154
- Textphone: 0800 169 0254
- Website:  
[www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

## Housing



Housing includes finding a house or helping people who are homeless.



Your local council in West Sussex will help you with this.

## Health services



You can get support with your health from your GP or hospitals.





You can find out information about **counselling** services by going to this website:

[www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

**Counselling** is talking about your emotions and mental health.

### **Law advice**



You can get advice about the law and from your local Citizens Advice group.

You can also go to the community law advice website:

[www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk)

# Staying healthy and independent



All of our services help you to stay healthy and be as independent as you can.



We have services which are for less serious social care needs and anyone can use these.

## Prevention assessment team



The prevention assessment team (PAT) helps people to find the services they need.



The PAT can give you support over the phone or they can come to your home if needed.



When the PAT finds out what needs you have they can tell you about which services or groups you can go to.



The PAT can give you advice about staying healthy.

## **West Sussex Wellbeing**



West Sussex Wellbeing gives advice and support for your health and wellbeing.



For more information about the support that is available, go to this website:

[westsussexwellbeing.org.uk](https://westsussexwellbeing.org.uk)

## **Community Hub**



The community hub gives information and advice to help people find the right support for them.

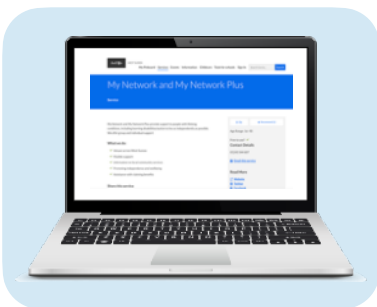


The hub also gives information on COVID-19.

You can contact the community hub by:



- Phone: 0330 222 7980
- Website: [westsussex.gov.uk/fire-emergencies-and-crime/coronavirus-covid-19-advice-and-information/advice-and-support/community-hub](https://westsussex.gov.uk/fire-emergencies-and-crime/coronavirus-covid-19-advice-and-information/advice-and-support/community-hub)



## My Network

This network gives information, advice and support for people over 16 years old with a lifelong condition like **autism**.



**Autism** affects things like communication, being with other people, or how you think and feel about things.



The network also gives chances to meet up in a group, chat or do activities.

### **Pathfinder West Sussex**



Pathfinder West Sussex is a group of organisations that work together to support people with mental health needs and their carers.



You can go to their website for more information:

[www.pathfinderwestsussex.org.uk](http://www.pathfinderwestsussex.org.uk)

### **Carers Support West Sussex**



Carers Support West Sussex provide lots of information and advice for carers.



They have a carer's helpline and run support groups and short breaks for carers.



They also have a special card to help carers buy some things more cheaply.



They do most carer's assessments for us.

## Equipment

There are different types of equipment that can help you do things for yourself, like:

- Getting in and out of bed.
- Going to the toilet and bathing.
- Getting around your home.





We can give you information about buying equipment.



Or we can lend equipment to people who live in West Sussex, through the Community Equipment Service.



You can find out more by contacting our Adults' CarePoint and the contact details are on page 49.

## Occupational therapy



**Occupational therapy** helps you to do things for yourself.



You will be able to get advice and information about how to stay as independent as you can.



You can ask for support by contacting our Adults' CarePoint and the contact details are on page 49.

## Community Reablement Service



The Community Reablement Service helps people to get better at doing things that they can't do anymore.



Sometimes this is needed after being in hospital or if you are not coping well.



The services helps you to get more confident with daily tasks like getting washed and dressed.



The service is free for the time your occupational therapist says that you need it.

## Supporting you to leave hospital



We have a 24 hour a day service in a care home to support people who leave hospital.





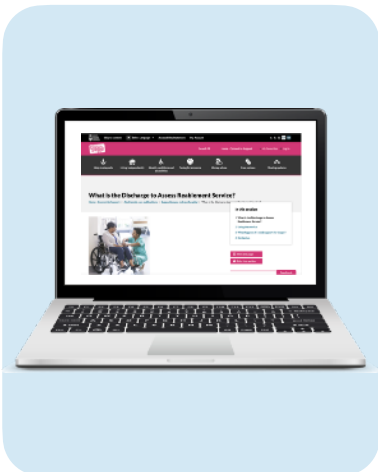
There are lots of different trained staff in the care home to support you.



When you enter the service we will check what your needs are and how we can support you to get better so you can go home.



This service is free for the time your occupational therapist says that you need it.



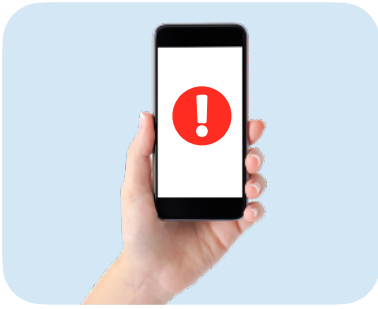
To find out more about support with leaving hospital, please read our leaflet 'Supporting you to leave hospital - Discharge to assess with reablement'.

Visit [www.westsussex.gov.uk](http://www.westsussex.gov.uk) and look for 'adults social care publications'.



Or you can contact our Adults' CarePoint and ask for a copy. You can find out how to get in touch with them on page 49.

## Using technology to help people live safely and independently



Technology can help with living independently.

It can:



- Let you tell us if you need help by pushing a button.



- Remind you to take your medicine.

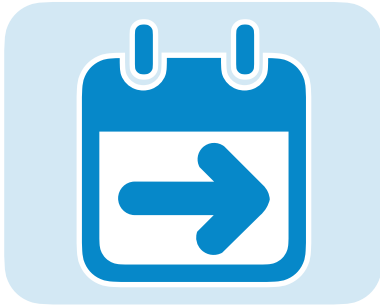


- Tell you if you are in danger.



You can get technology to help you for free, for:

- Short term - this is up to 6 weeks if you have urgent needs.



- Long term - this is for as long as you need it if you have had an assessment that shows you have eligible needs.



If you get a short term service, you can choose to pay to carry on using the technology for longer than 6 weeks.



We want to make sure you can use technology easily so it can help you to live well.



You can find out more about this by going to the West Sussex Connect to Support website:

[www.westsussexconnecttosupport.org](http://www.westsussexconnecttosupport.org)



Or you can contact our Adults' CarePoint using the contact details on page 49.

## **West Sussex Connect to Support**



West Sussex Connect to Support gives information and advice about ways to help people live independently.



It has a list of activities in the local area and care services.



You can find more information on their website:

[www.westsussexconnecttosupport.org](http://www.westsussexconnecttosupport.org)

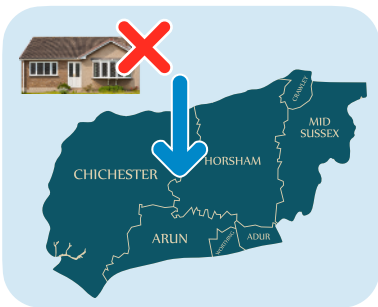
# Supporting you



A family and friend carer is a person who gives support to a partner, family member or friend who can't manage without help.



These carers are not paid for what they do for their family or friends.

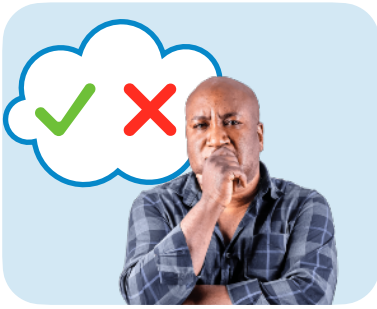


To get our support a carer does not need to live in West Sussex but the person who they care for must.

## Checking your needs for yourself



It is good to think about what is working well and what needs to change in your life.



Thinking about what is working well and what needs to change is called self-assessment.



It can be good to do a self-assessment form if you are thinking about asking us for support.



You can find the link to the carer's self-assessment form under 'Adult social care assessment' and then 'Assessment for family and friend carers' on our website: [westsussex.gov.uk](https://www.westsussex.gov.uk)



You can ask for a paper copy of the form from our Adults' CarePoint. The contact details are on page 49.



You do not need to fill in a self-assessment form before contacting us.



If you do a self-assessment, we will pass it to Carers Support West Sussex who do most of our carer's assessments for us.

Our social care workers sometimes do carer's assessments.

## Carer's assessment



We want to make sure that carers are supported.



You have a **right** to an assessment.

**Rights** are things that every person should have by law. Like the right to be safe, the right to education, the right to be respected.



We can do an assessment for you.

We will look at what support you need.



We can do this even if the person you care for does not get any support from us.

You can contact Carers Support West Sussex to ask for an assessment by:



- Phone: 0300 028 8888
- Email: [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk)
- Website: [www.carerssupport.org.uk](http://www.carerssupport.org.uk)
- Post:  
The Orchard  
1-2 Gleneagles Court  
Brighton Road  
Crawley  
RH10 6AD



You can also contact our Adults' CarePoint.

The contact details are on page 49.



# How we do an assessment

In your assessment we will look at:



- What sort of caring you do.



- How being a carer affects your life and how you feel about being a carer.



- Your health, including **mental health**.

**Mental health** is how you are feeling inside, or how you are emotionally.

In your assessment we will also look at:



- Your relationships and activities you do.



- What you want to get from being supported.



- How good your home is to care for someone.



- Planning for emergencies.



We will invite you to be part of any discussions we have about the person you care for if they agree to that.



We will try to do the assessment within 28 days from the first time you ask for support.

# Meeting your needs



We use the same guidelines for everyone to decide what we can give you.



We will think about whether the care you give is needed by the person you give care to, so that they can:



- Keep healthy.



- Be supported with their mental health.

We will think about whether the care you give means:



- Your health, including mental health, could get worse.



- You are not able to do the caring that you want to properly.



- There are some bad effects on your life.



You will only be able to get support from us if the points above apply to you.

We will look to see if your needs can be supported by:



- Services in your local area.



- Family or friends.



If your needs can't be supported in the local area or by family or friends, then:



- We will look at how much money there might be to get you the support you need.

Or



- We might give extra support to the person that you care for if this would help you.

# If you can't get support paid for by us



If we decide that we can't give you any support we pay for, you can still get information about other services you can use.

Some of this support is free.



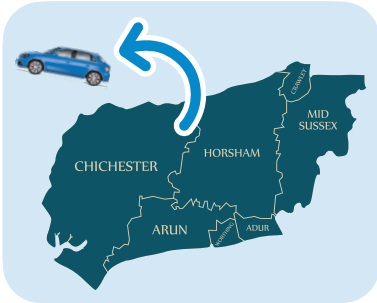
You can get lots of information and advice for carers on the West Sussex Connect to Support website:  
[westsussexconnecttosupport.org](https://westsussexconnecttosupport.org)



You can contact Carers Support West Sussex to get information, advice and support.

Their contact details are on page 51.

# What happens if I move out of West Sussex?



If you decide to move house to somewhere outside of West Sussex and your support is paid for by the council, we will:



- Work with the council of your new area to make sure your support carries on.



If you move out of West Sussex but the person you care for stays here we will continue to give you support.

# Are you under 18 years old and caring for someone?



If you are, you can contact our Young Carer Service for information and support by:



- Phone: 01903 270 300
- Calling using Relay UK: 18001 01903 270 300 (helps people with hearing and speech difficulties)
- Email: [youngcarers@westsussex.gov.uk](mailto:youngcarers@westsussex.gov.uk)
- Website: [www.westsussex.gov.uk/youngcarers](http://www.westsussex.gov.uk/youngcarers)



# Your choices about your support



## The money you get

We use information from your assessment to work out how much money there is to support you.



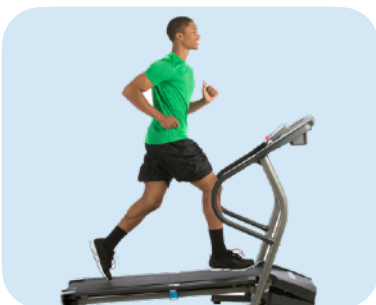
We use a set of guidelines to decide how much support you get so it is fair for everyone.



The money you get is called a personal budget.



We usually pay this money to you directly and all at once.



You might want to use this to pay for a service in your local area that helps you have a break from caring, like joining the gym or some equipment that makes your life easier.

# Your support plan

Your support plan needs to include:



- Your social care needs.



- What you want to achieve for each of your needs - this is called your outcomes.



- Whether you need help to achieve these outcomes.



- What help you need, including support we have agreed to give you.

# Checking your support is working



We will check if your support is working for you.

This is called a review.



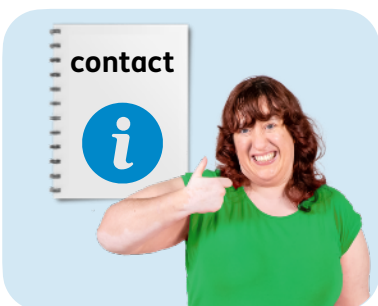
A member of staff at Carers Support West Sussex will usually do your review.



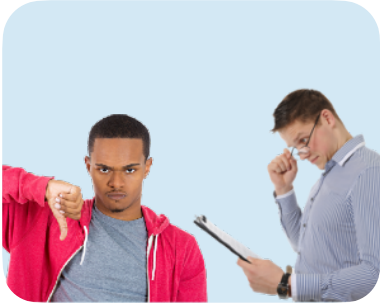
If one of our social care workers did your assessment, we will do your review.



If you have a carer's support plan, we will contact you in the first 6 to 8 weeks to check if your needs have been met.



If everything is going well, we will tell you who to contact if anything changes.



If you think your needs are not being met we will look at what other support you might need.

# Keeping you safe



An important part of our work is helping people to live in safety and free from **abuse** and **neglect**.



**Abuse** is when someone hurts you or treats you badly.



**Neglect** is when someone does not look after you properly.



Abuse and neglect can happen anywhere, including your home and public places like at work.

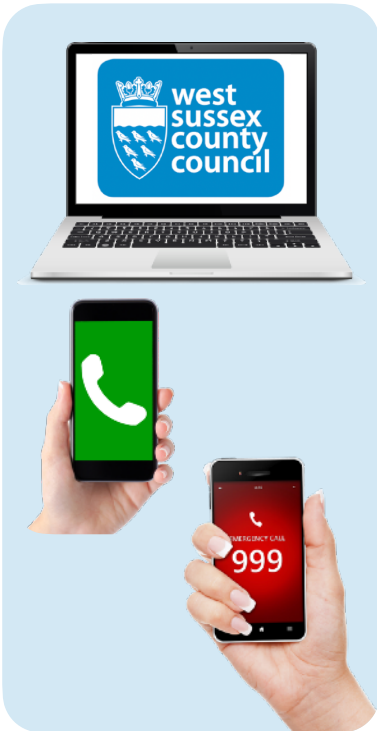


Abuse and neglect can be done by anyone, even people you know.



If you are being abused or neglected it is important to tell someone.

You can fill in a form online to tell us about it.



- Go to this website: [westsussex.gov.uk/social-care-and-health/social-care-support/adults/raise-a-concern-about-an-adult](https://westsussex.gov.uk/social-care-and-health/social-care-support/adults/raise-a-concern-about-an-adult)
- Or you can contact our Adults' CarePoint. You can find out how to get in touch with them on page 49.

If it is an emergency you should always call 999.

If you report something to us, we will:



- Take your concerns seriously.



- Talk to the person who is at risk to find out what they want to happen.



- Support the person to have an advocate if they need one.



- Talk to the police if someone has done a crime.



- Talk to other organisations like the NHS.



- Agree the best way to help the person.

# If you disagree with what we decide



If you disagree with what we decide about your care and support, you can make an **appeal**.

An **appeal** is when you don't agree with a decision and ask for it to be changed.

You can appeal if:



- We have said you can get council-funded social care support.



- We have said you can't get council-funded social care support.



- You have had an assessment to see if you need to pay for care services.



Someone else can appeal for you if:



- They are someone who you have said can speak for you, like a carer or an advocate.



- You have said they can appeal for you.



If you are not happy with a decision we have made, you can appeal about the decisions below.



These decisions are:

- If you should get council-funded social care support.



- If you think that we have not thought enough about what you said in your self-assessment.



- What we have decided about your needs.



- What we have decided about the money you spend because of your disability. This is called disability-related expenses.



- How we have planned your support.



- How much money you have been given to meet your needs.



If you need help to appeal please contact us and we will help you find an advocate.



You can ask your social care worker for more information about appeals.



Or you can read our Easy Read leaflet about making an appeal by looking for 'Adults' social care publication' on our website:

[westsussex.gov.uk](https://www.westsussex.gov.uk)



Or you can contact our Adults' CarePoint and ask for a copy. You can find out how to get in touch with them on page 49.



If you are not happy after you have appealed you can complain to the Local Government and Social Care **Ombudsman**.

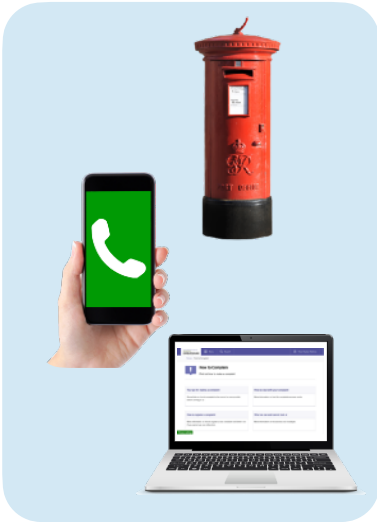


An **ombudsman** is someone who is independent and looks at complaints about companies and organisations.



The ombudsman will only look at a complaint after we have tried to deal with it first.

You can contact the Local Government and Social Care Ombudsman by:



- Post:  
PO Box 4771  
Coventry  
CV4 0EH
- Phone: 0300 061 0614
- Website:  
[www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)

# Give us your views



We always try to give the best service we can.

We know sometimes you might not be happy with how we have done.



If you want to tell someone that you are unhappy, the best person to tell is who you have spoken to from our service.



You can also contact our Customer Relations Team for adults. You can find out how to contact them on page 52.



Please tell us if we have done a good job.



You can also tell Healthwatch West Sussex what you think of our services.



Healthwatch is an independent group that supports people who use health and care services.



You can contact them by:

- Phone: 0300 012 0122
- Website: [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

# Keeping your information safe



We follow the law about how to keep your information safe and private.



Your information is protected by the security rules that we have in place.



Only staff who need to see your information will be allowed to see it.



We will only share your information with other organisations if you say it is okay, or we are allowed to by law.



# Useful contacts

## Adults' CarePoint

You can get in touch with Adults' CarePoint by:



- Post:  
Second Floor  
The Grange  
County Hall  
Chichester  
West Sussex  
PO19 1RG



- Phone: 01243 642 121
- Calling using Relay UK:  
18001 01243 642 121 (helps people with speech and hearing difficulties).



- Email:  
[socialcare@westsussex.gov.uk](mailto:socialcare@westsussex.gov.uk)



# Age UK West Sussex, Brighton and Hove

You can get in touch with Age UK  
West Sussex, Brighton and Hove by:

- Post:  
Suite 2, Anchor Springs  
Littlehampton  
BN17 6BP
- Phone: 01903 731 800
- Email: [info@ageukwsbh.org.uk](mailto:info@ageukwsbh.org.uk)
- Website:  
[ageuk.org.uk/  
westsussexbrightonhove](http://ageuk.org.uk/westsussexbrightonhove)



# Carers Support West Sussex

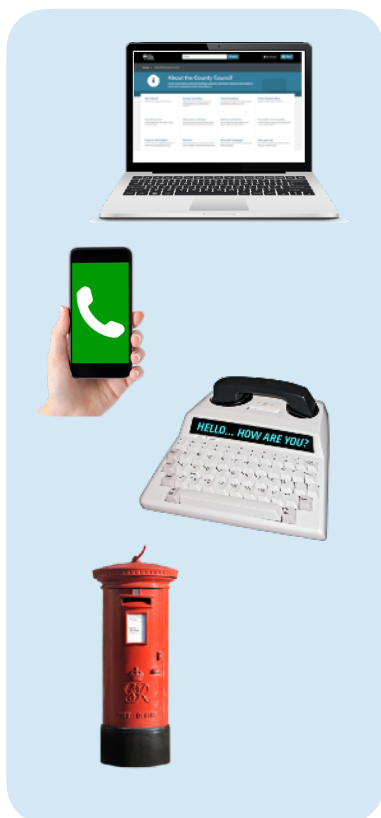
You can get in touch with Carers Support West Sussex by:

- Post:  
The Orchard  
1-2 Gleneagles Court  
Brighton Road  
Crawley, RH10 6AD
- Phone: 0300 028 8888
- Email: [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk)
- Website: [carerssupport.org.uk](http://carerssupport.org.uk)

# Customer Relations Team

You can contact our Customer Relations Team for adults by:

- Website:  
[westsussex.gov.uk/about-the-council/have-your-say/complaints/make-a-complaint-or-appeal](https://westsussex.gov.uk/about-the-council/have-your-say/complaints/make-a-complaint-or-appeal)
- Phone: 01243 777 100
- Calling using Relay UK: 18001 01243 777 100 (helps people with speech and hearing difficulties).
- Post:  
Customer Relations Team  
West Sussex County Council  
County Hall  
Chichester  
West Sussex, PO19 1RQ





# Care Quality Commission – South East

You can contact the Care Quality Commission by:

- Post:  
Citygate  
Gallowgate  
Newcastle upon Tyne, NE1 4PA
- Phone: 03000 616161
- Website: [cqc.org.uk](http://cqc.org.uk)



## Carewise

You can get in touch with Carewise for care funding advice by:

- Website:

[carewiseadvice.com](https://www.carewiseadvice.com)

- Phone: 0330 222 7000
- Calling using Relay UK: 18001 0330 222 7000 (helps people with speech and hearing difficulties).
- Email: [carewise@westsussex.gov.uk](mailto:carewise@westsussex.gov.uk)



## Community hub

You can get in touch with the Community hub by:

- Website:  
Search under 'Community hub' at [westsussex.gov.uk](https://www.westsussex.gov.uk)
- Phone: 0330 222 7980



Department  
of Health &  
Social Care

## Department of Health and Social Care

The Department of Health and Social Care is the part of the government in charge of care. You can contact them by:

- Post  
39 Victoria Street  
London, SW1H 0EU
- Phone: 020 7210 4850
- Textphone: 0207 222 2262
- Fax: 0115 902 3202
- Website:

[gov.uk/dhsc](https://www.gov.uk/dhsc)



Department  
for Work &  
Pensions

## Department for Work and Pensions

The Department for Work and Pensions is the part of the government that is in charge of things like benefits and pensions. You can contact them by:

- Phone, for their Pension Service:  
0800 169 0154
- Calling using Relay UK:  
0800 169 0254 (helps people with speech or hearing difficulties).
- Website:  
[gov.uk/government/organisations/  
department-for-work-pensions](https://www.gov.uk/government/organisations/department-for-work-pensions)





## Disabled car badge – Blue Badge

To find out about getting a Blue Badge, get in touch with the Blue Badge Team by:

- Post:  
Blue Badge Team  
PO Box 859  
Bognor Regis  
West Sussex  
PO21 9HT
- Phone: 01243 777653
- Call using Relay UK: 18001 01243 777653 (helps people with speech and hearing difficulties)
- Email:  
[blue.badges@westsussex.gov.uk](mailto:blue.badges@westsussex.gov.uk)
- Website: search under 'Blue badge' at:  
[westsussex.gov.uk](https://www.westsussex.gov.uk)



## Independent Lives

You can get in touch with Independent Lives by:

- Post:  
Southfield House  
11 Liverpool Gardens  
Worthing  
West Sussex, BN11 1RY
- Phone: 01903 219482
- Email: [info@independentlives.org](mailto:info@independentlives.org)
- Website:  
[independentlives.org](http://independentlives.org)



## Library service

Visit your local library for information about activities and support in your local community.



Local Government &  
Social Care  
OMBUDSMAN

## Local Government and Social Care Ombudsman

You can contact the Local Government and Social Care Ombudsman by:

- Post:  
PO Box 4771  
Coventry, CV4 0EH
- Phone: 0300 061 0614
- Website:  
[lgo.org.uk/making-a-complaint](http://lgo.org.uk/making-a-complaint)



## Meals on Wheels – West Sussex Health and Independent Living Support (HILS)

You can contact Meals on Wheels by:

- Phone: 0330 200 0103
- Email: [westsussex@hils-uk.org](mailto:westsussex@hils-uk.org)
- Website:  
[hils-uk.org](http://hils-uk.org)



## Mental health social work service

Please contact our Adults' CarePoint using the contact details shown on page 49.



## My Network

My Network is a service to help people to live independently.

It is run by a group of organisations working across West Sussex.

You can contact them by:

- Phone: 01243 544 607
- Email: [network@aldingbourne.org](mailto:network@aldingbourne.org)
- Website:  
[aldingbournetrust.org/support-in-the-community](http://aldingbournetrust.org/support-in-the-community)

## Pathfinder West Sussex



Pathfinder West Sussex is a group of organisations working together to support people with mental health needs, and their carers.

Their website is:

[pathfinderwestsussex.org.uk](http://pathfinderwestsussex.org.uk)



## NHS Sussex

NHS Sussex organise the local NHS. You can contact them by:

- Post:  
Wicker House  
High Street  
Worthing, BN11 1DJ
- Phone: 0800 433 4545
- Email: [excib.contactus@nhs.net](mailto:excib.contactus@nhs.net)
- Website:  
[www.sussex.ics.nhs.uk/](http://www.sussex.ics.nhs.uk/)



## Prevention assessment team

You can contact the team Monday to Friday from 9am to 5pm, by

- Phone: 0330 222 4222
- Email:  
[prevention@westsussex.gov.uk](mailto:prevention@westsussex.gov.uk)

## Wellbeing hubs

For the contact details for your local wellbeing hub, please:

- Visit their website:  
[westsussexwellbeing.org.uk](http://westsussexwellbeing.org.uk)



- Contact our Adults' CarePoint - see page 49 for contact details.



## West Sussex Connect to Support

West Sussex Connect to Support is a website with lots of ways to help with living independently:

[westsussexconnecttosupport.org](https://westsussexconnecttosupport.org)



## Young Carers Service

You can contact the Young Carers Service by:

- Phone: 01903 270 300
- Calling using Relay UK: 18001 01903 270300 (helps people with speech and hearing difficulties).
- Email:  
[youngcarers@westsussex.gov.uk](mailto:youngcarers@westsussex.gov.uk)
- Website:  
[www.westsussex.gov.uk/youngcarers](https://www.westsussex.gov.uk/youngcarers)

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