



Your life, your choice

Information for people
who need social care
support and for family
and friend carers



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1. Introduction

We believe that adults with care and support needs should have the best opportunity to lead healthy and independent lives. You are the best person to say what's right for you, and this booklet explains how we can support you to live the life you choose.

The way we support people with social care needs (including people who pay for their own care) and family and friend carers is based on our Adult Social Care Vision and Strategy 2019–21. We focus on:

- increasing people's independence and supporting them to help themselves;
- supporting people in a way that works for them;
- making sure that people have choice and control over the way they live their lives, the support they receive and the services they use; and
- keeping people safe from abuse and neglect.

Wherever it is reasonable and safe to do so, we support people to stay in their own homes rather than in long-term residential care.

You can find a copy of our Adult Social Care Vision and Strategy 2019–21 at www.westsussex.gov.uk under 'Adults' social care publications', or you can contact our Adults' CarePoint and ask for a copy. Please see our contact details at the end of this booklet.

2. Increasing independence: supporting you to help yourself

Help making decisions

The law says we need to assume that anyone aged 16 or over can make decisions for themselves, with support if needed, unless we have evidence they cannot do this. If you are not able to make your own decisions and we have to take action on your behalf, we will only do this if it is in your best interests. If we decide it is, we will discuss your needs with anyone who has a valid power of attorney. This means someone who is legally allowed to make specific decisions for you and act on your behalf. If the Court of Protection has asked someone to act on your behalf, we will work closely with that person to make sure that any decisions that are made about your care and support are in your best interests.

Are you caring for someone?

Carers look after family, partners or friends who need help because they are ill, frail or have a disability. They do not get paid for the care they provide, and they do not always live with the person they care for. You have a legal right to be recognised as a carer. So, if you think you are caring for someone, please get in touch with our Adults' CarePoint to see if we can help. Please see our contact details at the end of this booklet. Also see the 'Family and friend carers' part of this booklet in sections 5 and 6.

Does a young person under the age of 18 give you regular support?

If yes, you or the young person can contact our Young Carers Service for information, advice and support. Please see section 11 for their contact details.

Accessible information standard

All organisations that provide NHS or social care services must meet the Accessible Information Standard which came into effect on 31 July 2016. The standard sets out the approach that organisations must use to make sure that people with disabilities can get information in formats that they can understand. The standard also tells organisations how to support people's communication needs, for example, by offering a British Sign Language interpreter, a deaf-blind interpreter or an advocate (someone to help you have your say).

Any organisation that is providing you with an NHS or social care service must do the following five things.

- Ask you if you have any communication needs
- Record your needs
- Highlight your needs very clearly on your records
- Share the information about your needs with other social care or NHS providers as part of any referral or handover process
- Meet your needs by making sure you get the information you need in a format that you can understand, and that you receive any communication support you need

Areas we are not directly responsible for

We are committed to helping people find the support that best meets their needs, and our staff will offer advice and help to everyone living in West Sussex. However, there are some things we do not do. If this is the case, there are other organisations that can help you.

• State benefits

The Department for Work and Pensions deals with state benefits. Please see section 11 for their contact details. However, we do have staff who are benefits advisers and can help make sure that you are receiving all the benefits you are entitled to.

• Housing

Housing includes services such as organising council or housing-association homes or supporting people who are homeless. Your local district or borough council in West Sussex usually deals with this.

• Health services

Health services are provided directly by GP practices, community health services, and hospitals. You can find information about counselling services by visiting www.counselling-directory.org.uk or www.sussexcounsellordirectory.co.uk

• Legal advice

Free legal advice is available through your local branch of Citizens Advice, who can also tell you how to get legal aid from solicitors, and from the community legal advice website at www.communitylegaladvice.org.uk

Staying healthy and independent

All our services aim to help you stay healthy and be as independent as possible. We have a range of services designed to meet lower-level social care needs, and these are available to everyone.

Prevention assessment teams

These teams support the health and wellbeing of adults, including those with 'high-functioning' autism and Asperger's. This is an informal term for people who have a condition that is on the autism spectrum, but who can talk, read, write and do basic day-to-day things without much help.

Working closely with our partners in the voluntary and community sectors, we are introducing community drop-in sessions across the county. These can be a useful first contact point to help people get the advice, information and services they need to be able to stay as independent as possible in their local communities. If you want

to find out if there is a drop-in session running near you, please contact our Adults' CarePoint. Please see our contact details at the end of this booklet.

Wellbeing hubs

These provide a single point of contact for information and help to support people to improve their health and wellbeing.

My Network

This network provides information, advice and support for people with learning disabilities. It also gives people an opportunity for informal socialising, as well as structured activity sessions.

Carers Support West Sussex

We fund this organisation to provide a wide range of support services for family and friend carers. This includes a county-wide information, advice and support service. They run a number of support groups for carers, provide health checks for carers and produce a regular newsletter. Carers Support West Sussex also carry out carer's assessments on our behalf, and they help carers access a range of services to meet their needs.

Please see section 11 for the contact details of each of the services listed above.

West Sussex Connect to Support

West Sussex Connect to Support is a website for everyone who lives in West Sussex. It provides information and advice about a range of ways to help people live independently and directs people to local community activities and care services. Please visit www.westsussexconnecttosupport.org

Occupational therapy and rehabilitation

Occupational therapy and rehabilitation aims to help you make the most of your abilities and to support you to maintain or improve

your independence. Occupational therapists and occupational therapy assistants will be able to give you advice and information about the best ways to stay as independent as possible. They can support you to learn or relearn everyday skills, by showing you new ways of doing things, providing equipment or making arrangements to adapt your home.

You can ask for support by contacting our Adults' CarePoint. Please see our contact details at the end of this booklet.

Community Reablement Service

Our occupational therapists and occupational therapy assistants work alongside Essex Care Ltd staff to provide you with a short-term reablement programme in your own home. This supports you to improve your confidence, strength and ability to carry out day-to-day activities such as:

- getting up from a chair, a bed or the toilet;
- getting dressed;
- walking up and down stairs and around your home;
- walking out and about in your local community;
- washing; or
- making hot drinks and meals.

The service is provided for a limited time, and is free of charge for the period agreed with your occupational therapist or assistant. This will usually be two or three weeks, but your occupational therapist may decide you need reablement for a shorter or longer period of time.

If you still need support after the reablement programme ends, we will look into longer-term care and support arrangements to help you stay at home.

Technology to help people live safely and independently

Technology is changing lives and can make things easier and more convenient for people who need care and support, and for their family and friend carers. Telecare systems such as alarms, sensors and other equipment can help people live safely and independently in their own homes and communities for as long as possible.

Devices range from units where you press a button to connect to a monitoring centre if you need help, to systems that remind you to take your medication.

Technology systems can also detect dangers (such as smoke and gas or water leaks) and personal risk (for example, if you fall).

We work with our telecare provider to offer a free trial. A social care or health professional will need to refer you for this. At the end of the free trial you may choose to become a private customer and pay for the products yourself, or you can have the telecare equipment removed. Your social care worker can give you details about the free trial. You can find out more by visiting the West Sussex Connect to Support website at www.westsussexconnecttosupport.org or by contacting Adults' CarePoint. Please see our contact details at the end of this booklet.

Technology to support people's health and social care needs is also provided by district and borough councils in West Sussex, and by a wide range of national organisations.

People with social care needs

3. Support when you need it in a way that works for you

We believe that you should be at the centre of the assessment and planning process, because you understand your own needs and how to meet them.

Self-assessment

Self-assessment is designed to help you think about your personal circumstances, what is working well in your life and what needs to change. It asks you about your interests and lifestyle, your health and wellbeing, nutrition, and day-to-day activities such as getting out and about and being able to look after yourself. It also asks you about the help you get from others. It can be useful to fill in a self-assessment form if you are thinking about asking us to assess your needs and provide social care support.

You can send the filled-in form to us and ask us to assess your needs. You do not have to fill in a self-assessment form before contacting us. It is simply there to help you think about your situation.

If you do not want to contact us for an assessment of your needs, you can use the self-assessment to help you plan and pay for your own support.

The self-assessment form is on the West Sussex Connect to Support website at www.westsussexconnecttosupport.org, or you can contact our Adults' CarePoint to ask for a paper copy. Please see our contact details at the end of this booklet.

There is also a financial self-assessment form which can help you think about your finances and give you an indication of whether

we could pay for any of your support. The financial self-assessment form is also on the West Sussex Connect to Support website at www.westsussexconnecttosupport.org

Assessment

If you think you need social care support, you have the right to ask us to assess your needs. This does not mean we will provide funding at the end of the assessment as you may not be eligible for this.

When you first contact us, a member of our staff will talk with you about your circumstances or those of the person you are concerned about. We may invite you to one of our Talk Local sessions. This is where you can meet and talk to one of our staff members about your situation (what is working well and what needs to change). These sessions are held in venues in local communities.

We make sure that we treat everyone fairly and that people who are most in need receive the highest level of support.

To do this we use national guidelines to help us understand whether or not people have needs that mean they are eligible for social care support. This applies to people who need social care and to their family and friend carers. The guidelines are called 'eligibility criteria' and they are set out in the Care and Support (Eligibility Criteria) Regulations 2015.

If you have filled in a self-assessment form, the social care worker will look at what you have told us as part of your assessment.

We will focus on the things that are important to you in your circumstances. We may ask you about:

- your wellbeing – what is important to you in your daily life;
- any physical illness or mental-health issues;
- food and drink – your diet and preparing meals;
- personal care – keeping clean and being appropriately dressed;

- looking after your home;
- getting around your home safely;
- developing and maintaining family or other personal relationships;
- finding and being involved in work, training, education or volunteering;
- getting out and about – using community services, including public transport and recreational facilities; and
- carrying out any caring responsibilities.

We will work with you to identify your strengths and capabilities. We will look at what you want to achieve and identify any support that may be available in your local community, before working out how much money may be available for your support. We will only provide funding for eligible needs that cannot be met in any other way.

There may be other assessments we take into account or ones we might suggest so you can get other services.

We may want to share information about you with other agencies we work closely with. We will ask for your agreement if we need to contact other agencies to gather information about you. However, we will not ask for your agreement if we believe that this could put you or someone else at risk of abuse or neglect. This is because we have a legal responsibility to protect people who are unable to keep themselves safe.

We also explain to you that you may need to make a financial contribution towards the support you need. A trained welfare benefits adviser will visit you to assess how much you should pay towards your support – we call this your contribution. The amount we ask you to pay will depend on your financial circumstances. You will have to pay any assessed financial contribution from the time

your support begins. If you do not want to give us details of your finances, we will ask you to pay the full cost of your support.

For more information on this, please see our booklet 'Do I need to pay for social care in my home or local community?', which is available at www.westsussex.gov.uk under 'Adults' social care publications'. Or, you can contact our Adults' CarePoint and ask for a copy. Please see our contact details at the end of this booklet.

Our welfare benefits adviser will also check that you are receiving all the benefits you are entitled to. They will give you advice on benefits, and help you to fill in claim forms.

We aim to contact you about an initial assessment within seven working days from the time you first contact us, and to fill in your assessment within 28 calendar days from the time you first contact us.

If urgent action is needed to protect your safety and reduce serious risk, we can provide support before carrying out a full assessment of your needs.

If you are not eligible for council-funded social care support

We will provide you with information and advice to help you plan the support you need, for example, information about other care providers, prevention and wellbeing services, equipment, community activities and advice on how to pay for your care.

For information about all of these services and more, visit the West Sussex Connect to Support website at www.westsussexconnecttosupport.org or contact our Adults' CarePoint. Please see our contact details at the end of the booklet.

If our assessment shows you have eligible social care needs but you have savings or investments over the national limit of £23,250 (not

including the value of your main or only home), we can help you arrange and buy the services you want. We call this a brokerage service. This only covers services in the community – it does not include residential care.

There is a charge for this service, but it is only to cover our costs of making and reviewing the care arrangements.

We charge an initial fee of £176.39. If you want us to change your support later on, we will charge another fee of £176.39.

If you want us to buy services for you and then reclaim the cost from you, we will charge you an ongoing fee of £5.66 a week.

If you have savings or investments over £23,250 but you are not able to make decisions about arranging your own support and you have no-one to help you, we will do this for you free of charge. Once you have a financial representative, usually appointed by the Court of Protection, you will have to pay an ongoing fee of £5.66 a week if we continue to arrange and pay for services on your behalf. If you want us to change your support later on, we would charge you a fee of £176.39.

Someone to help you have your say – an advocate

You may need some help to say what you want. An advocate can help you do this. They can also help protect your rights, represent your interests, find things out for you and help you get the support you need.

There are a number of advocacy services in West Sussex. For more information about this support, please ask a social care worker, visit the West Sussex Connect to Support website at www.westsussexconnecttosupport.org or contact our Adults' CarePoint. Please see our contact details at the end of the booklet.

Some people find it very difficult to plan their social care support and do not have someone else to represent them. We must provide these people with an independent advocate to speak on their behalf. This will help them to be fully involved in their social care assessment and planning and reviewing their care. It will also help them if we are supporting them because they are at risk of abuse or neglect. We provide this service free of charge.

What happens if I move out of West Sussex?

You may decide to move out of West Sussex to live in a different local authority area. If our assessment has shown that you have social care needs which are eligible for council-funded care and support, we will work with you to make sure that moving home causes as little disruption to your care as possible. Before you move, we will work with your new local authority to make sure that there is no interruption to the care and support you receive after the move.

4. Choice and control

Working out how much money you need

We use the information from your assessment to work out how much money is available to meet your social care needs. We look at ways of meeting your needs which may work well for you and do not need funding from us. A 'resource allocation system' is a fair way to allocate money to anyone who needs support, and we use it for everyone. The money you receive is called your personal budget.

The resource allocation system gives you a 'provisional' amount of money so you can start planning your support. There may be some flexibility in the amount you receive if you have higher or more complex needs.

If you want details about how we have worked out your provisional budget, please speak to your social care worker.

What's in your care and support plan?

We want you to be able to get good advice and support when you are planning how to spend your personal budget. Once you have agreed with the social care worker what you want to achieve, you will need to develop a care and support plan which describes how you will use your personal budget to achieve the results you want (your outcomes). You can do this with the social care worker, by yourself (with or without support), or you can ask someone else to do it for you.

A support broker will help you understand your options and how to get the best support with the money available to you. They will help you think about different ways that you can get support, and they can find the services you need and work out the costs.

Your care and support plan must set out what you want to achieve and how the support will be arranged and delivered. You should think about getting the best value for money when choosing services and developing your plan. You will need to agree your care and support plan with your social care worker. If you are not able to create your own care and support plan because you cannot make decisions for yourself, we will need to be satisfied the person who developed it for you has acted in your best interests.

We will take account of other sources of funding or support when developing your care and support plan. This is because social care funding cannot pay for things such as NHS-funded care, regular household bills or services to meet needs that are already being, or can be met in other ways, such as through family and friends.

Support planning for people with mental-health needs, autism or a lifelong disability

If you have mental-health needs, autism or a lifelong disability (a learning or physical disability that developed before the age of 25), a health or social care worker will help you develop your care and support plan.

When your care and support plan is finished, we will work out how much your personal budget will be. You can then use your personal budget to start paying for the support described in your plan. Your social care worker will then agree with you how we will pay your personal budget.

How we can pay your personal budget

- **Direct payments** – We pay the money direct to you, or to an ‘appointed suitable person’. This is someone, such as a family member, who can act on your behalf if you are not able to agree to receiving direct payments. Having direct payments means you

can arrange your own support instead of using the services we provide. You will have more choice over your care and support with direct payments. You may also have help from someone else to manage your direct payments.

- **Council-managed budget** – We manage your personal budget. We arrange the support for you and pay for it out of your personal budget. We can also pay your personal budget using a mixture of these options. Your social care worker will explain the details when you discuss your care and support plan with them.

Direct payments

Giving you more choice and control

We can make direct payments to someone who:

- is aged 16 or over and entitled to a community care service;
- has parental responsibility for a disabled child under 16 who is entitled to a community care service;
- is a carer aged 16 or over if an assessment has decided they are entitled to carer’s support; or
- has been appointed as a ‘suitable person’ to receive and manage direct payments on behalf of someone who does not have the mental capacity to agree to receive direct payments (see below).

The person we pay direct payments to must be:

- willing to receive the direct payments; and
- able to manage the direct payments, either on their own or with someone else’s help.

If necessary, a social care or health worker may carry out an assessment under the Mental Capacity Act 2005 to find out whether you are able to make decisions about whether to receive and manage direct payments (whether you have the mental capacity needed for this).

Direct payments are now available to most groups of people who are eligible for social care support. However, there are some people who cannot receive direct payments because of certain legal conditions or requirements. We can tell you whether or not this applies to you.

The direct payments agreement

If you are ready to have direct payments, we will discuss our direct payments agreement with you. This includes the conditions and arrangements for having direct payments. You (or your 'appointed suitable person') and your social care worker must sign the direct payments agreement.

Receiving direct payments

We load your personal budget onto a prepaid card and you use the money to pay for support to meet your care needs.

You can also use the prepaid card account to make payments over the internet or phone, and to set up direct debits and standing orders to pay for services.

If you feel that you may not be able to manage a prepaid card account, speak to your social care worker. They will be able to give you advice and explain another way to receive direct payments.

Spending direct payments

You must use your direct payments to pay for your social care support and to achieve what is in your care and support plan. You must not use them to pay for anything else.

You can pay a proportion of your direct payments to a family member who lives in the same household as you to help you manage your personal budget and spend the money on your care.

You cannot spend your direct payments while you are outside the UK for more than two weeks in a year unless we agree to this in writing.

We do not give a list of what you can spend your direct payments on as that would go against the principles of self-directed support, which offers people choice and control over how their social care needs are met.

If you spend your direct payments on things that are not covered by your care and support plan, we may ask you to pay that money back.

Paying for services from an independent care provider

You can use some or all of your direct payments to pay for services from an independent care provider. We recommend that you check they are registered with the Care Quality Commission or another organisation that regulates care providers.

You can find information about care providers on the West Sussex Connect to Support website at www.westsussexconnecttosupport.org. You can also contact our Adults' CarePoint for information. Please see our contact details at the end of this booklet.

Employing a personal assistant

If you want to use your direct payments to pay for a personal assistant, we have to be satisfied that you understand your responsibilities as an employer. For advice and information about employing a personal assistant, we strongly recommend you contact Independent Lives.

We pay them to advise, support and provide information to people using direct payments.

If appropriate, Independent Lives will give you one-to-one support to make sure you understand the responsibilities of being an employer. Please see section 11 for their contact details.

What happens if I don't spend all the money?

If we agree this with you, you can build up money in your personal budget to make sure you can cover future costs and unexpected expenses.

Currently, if you have more than eight weeks of your personal budget which you have not spent, we will look into the reasons why this has happened. If you receive direct payments and you have not agreed with your social care worker that you can build up money in your personal budget, we will reclaim the money that has built up. If you have a council-managed budget (where we manage your personal budget), we may take the money back.

Keeping you safe

Everyone has the right to live their life free from abuse and neglect. We work hard to protect adults and children who cannot keep themselves safe. If you have direct payments, you should know about the arrangements in West Sussex for protecting adults and children. Please see section 7 for more information. You can also ask our staff for details if you would like to know more.

Council-managed budgets

A council-managed budget is where we manage your personal budget for you and arrange your support. You may need a council-managed budget rather than direct payments because you:

- want to use services we provide (you cannot buy services from us, even with a direct payment);
- do not want to manage the money yourself;
- cannot agree to receive direct payments because you are not able to make decisions for yourself and there isn't a 'suitable person' who can manage the personal budget for you; or
- are in prison and so are not eligible for direct payments.

Please see the 'Prisoner care and support' leaflet for details of arrangements for prisoners. You can read this on our website at www.westsussex.gov.uk under 'Adults' social care publications' or you can contact our Adults' CarePoint and ask for a copy. Please see our contact details at the end of this booklet.

You can use a council-managed budget to pay for:

- care an independent provider provides in your home (domiciliary care);
- day care which an independent provider or we provide;
- respite (short-term) care in a residential or nursing home;
- transport to and from an activity identified in your care and support plan; or
- practical support in your home or in the local community. Practical support can include, for example, someone to help you to go to your bank, to collect your prescriptions from the pharmacy or to arrange for necessary repairs to your home, if you have no-one else to do these things for you.

You will need to discuss what support you need with the support broker in your local support brokerage team. We will include this information in your care and support plan.

We will arrange the services you need, but you will need to agree with the provider how and when you want to receive them.

We have arrangements that mean we must give a provider at least four weeks' notice if we need to cancel a service. If you want to change your care provider, it is important that you tell us in good time.

If you want to change some of your support arrangements at any time, please discuss this with the support broker in your local support brokerage team.

If you would like more choice and flexibility in the way your support is provided, it may be possible for you to receive direct payments for some of your personal budget.

Care in a residential or nursing home

Wherever possible, care and support will help you to continue living independently in your own home. Some people go into a care home, often at a time of crisis, because they are not aware of the care and support that is available in the community. We advise you to get information about the options that are available to you. You can find information and advice on our West Sussex Connect to Support website at www.westsussexconnecttosupport.org. You can also contact our Adults' CarePoint for information. Please see our contact details at the end of this booklet.

If you have high-level needs and your condition is complex and perhaps changes regularly, it may be that receiving care in a residential or nursing home is the right option for you. You can go to a care home for a short stay when you leave hospital, for respite care (to give your carers a break from caring) or for long-term care.

If you need to stay in a residential or nursing home, it is important to make sure this is the right choice for you and that you understand how much the care home may cost for the length of your stay.

How we decide who can get help to pay for care in a residential or nursing home

If we agree you need care in a residential or nursing home, you may be entitled to receive financial help from us. The amount we will ask you to contribute towards the residential or nursing home's fees is related to how much you are able to pay. Even if you do not need financial support from us, and would like to arrange and pay

for your own care in a residential or nursing home, you can still ask a social care worker for advice.

For more information about how we work out how much you will have to pay towards the cost of your care, and when we would take the value of your home into account when working this out, please see our leaflet 'Choosing and paying towards care in a residential or nursing home'. Please visit our website at www.westsussex.gov.uk and search under 'Adults' social care publications', or contact our Adults' CarePoint and ask for a copy.

Please see our contact details at the end of this booklet.

If you are paying a care home's fees yourself

If you are paying the care home's fees from your own savings and investments, we strongly advise you to get advice from an independent financial adviser who specialises in long-term care.

We want you to choose the best solutions to meet your needs. The Carewise care funding scheme can help you do this.

Carewise provides information and advice about the care and support options that are available to you, and the most cost-effective ways of paying for care. Carewise is a partnership between us, Age UK West Sussex, the Society of Later Life Advisers, West Sussex Partners in Care and a panel of local independent financial advisers.

The independent financial advisers specialise in providing later-life financial advice to help people afford the best-quality care at home or in the care home of their choice. They are independent of us and they offer advice from across the whole financial market. Age UK West Sussex provides information and advice about a wide range of issues which affect people in later life, including a free money advice service.

Carewise aims to help you make the right choice about your care and support. Please see section 11 for Carewise's contact details.

You can of course get advice from other financial advisers if you prefer.

The West Sussex Connect to Support website provides useful information and advice about your care and support options and choosing the right type of care for you. It also lists all the registered care homes and care providers in your area. Please visit www.westsussexconnecttosupport.org or contact our Adults' CarePoint for information. Please see our contact details at the end of this booklet.

We would also recommend reading our leaflet, 'Choosing and paying towards care in a residential or nursing home' and talking to us before making any final decisions. You can find the leaflet by visiting our website at www.westsussex.gov.uk and searching under 'Adults' social care publications', or you can contact our Adults' CarePoint and ask for a copy. Please see our contact details at the end of this booklet.

Reviewing your support

We have a responsibility to regularly review your support with you. This is to make sure it still meets your social care needs and is what you (and your family) want.

A review is an opportunity for us to discuss with you the support you are receiving. It is important that, together, we make sure things are going well. Reviewing your care and support plan with you is one way of doing this.

Your first review will take place within three months of starting to receive your support. After this, you should have a review at least

once a year, or more often if necessary. However, you can ask us for a review at any time.

We may not always need to meet with you for you to tell us how things are going. For example, if your needs have not changed and you are happy that your support is working well, you can tell us this by emailing, phoning or writing to us. We will check back with you to make sure that we have understood what you have told us.

If you have a care and support plan but you are not receiving long-term services or funded support from us, we will review your plan with you within the first three months. If everything is working well for you, we will tell you how to contact us if anything changes. You can ask us to reassess your needs or review your care and support plan if your needs or circumstances change or you need support for a longer period of time. An example of where you would have a care and support plan but not be receiving long-term services or funded support from us is if you need help to keep you safe from the risk of abuse or neglect, or if we are helping you to arrange other support that is more suitable for you.

There will be a written record of your review that will show what we have agreed. A social care worker will explain the review process to you.

For more information, please see our leaflet 'Is your support working for you? A guide to reviewing adult social care'. Please visit our website at www.westsussex.gov.uk and search under 'Adults' social care publications', or contact our Adults' CarePoint and ask for a copy.

Please see our contact details at the end of this booklet.

Family and friend carers

5. Support when you need it in a way that works for you

A carer is a person who provides unpaid support to a partner, family member, friend or neighbour who is ill or disabled and could not manage without that help. A carer does not need to live in West Sussex for us to assess their needs, but the person they care for must.

Carer's self-assessment

The carer's self-assessment is designed to help people who are caring for someone to think about their personal circumstances (what is working well in their lives and what needs to change). It can be useful to fill in a self-assessment form if you are thinking about contacting us to ask about support.

The carer's self-assessment form is on the West Sussex Connect to Support website at www.westsussexconnecttosupport.org, or you can contact our Adults' CarePoint to ask for a paper copy. Please see our contact details at the end of the booklet. You do not have to fill in a self-assessment form before contacting us. It is simply there to help you think about your situation.

If you choose to send us a filled-in carer's self-assessment form, we will pass it to Carers Support West Sussex, who carry out most of the carer's assessments on our behalf.

Carer's assessment

We want to make sure that people who regularly provide unpaid care are supported and have their needs and wellbeing taken

into account. If you are a carer you are entitled to have your needs assessed, even if the person you care for has not had their needs assessed or is not receiving any services from us. If you have filled in a carer's self-assessment, what you have told us on the form will be included in your assessment.

Carers Support West Sussex carry out most of the carer's assessments on our behalf. However, our social care workers carry out carer's assessments in some circumstances, for example if your needs are more complex or if you specifically ask for a social care worker to carry out your assessment. You can contact Carers Support West Sussex to ask for an assessment or you can contact our Adults' CarePoint.

Please see section 11 for contact details.

- Your assessment can cover the following things.
- Your caring role and how it affects your life and wellbeing
- Your health – physical, mental and emotional issues
- Your feelings and your choices about your caring role
- Work, study, training and leisure
- Your relationships and social activities
- What goals or outcomes you'd like to achieve
- The suitability of your home (for example, whether you are able to meet the support needs of the person you care for in your home)
- Planning for emergencies

If the person you care for agrees, we will invite you to take part in any discussions we have with them about their social care needs and how this affects you. The aim is to carry out your carer's assessment within 28 calendar days from the time you first contact us or Carers Support West Sussex.

Are you a young person under the age of 18 providing regular support to someone?

If yes, you can contact our Young Carer Service for information, advice and support. Please see section 11 for their contact details.

Meeting carers' needs

We use national guidelines called the 'carer's eligibility criteria' when deciding whether a carer has eligible needs (needs which mean the carer is eligible to receive funded support from us). These are set out in the Care and Support (Eligibility Criteria) Regulations 2015.

We will consider whether your needs are a result of you providing necessary care (for example, care that is needed because the health or emotional wellbeing of the person you care for is likely to deteriorate

if you stopped providing the care and support), and this means:

- physical or mental health is at risk of getting worse;
- you are unable to achieve specified outcomes (a member of staff can explain these to you); and
- there is, or is likely to be, a significant reduction in your wellbeing.

Your needs are only eligible if you meet these conditions. We will look at what you have told us and consider what support is available to you through your own networks and through community services provided by carer organisations that we fund.

If your needs cannot be met in this way, we will work out how much money may be available to pay for support to meet your needs, or we may provide extra support to the person you care for if this would help reduce your needs.

If you are not eligible for council-funded social care support

Even if you are not eligible to receive funded support from us, you will still be entitled to a carer's assessment and information and advice about services that are available, including some support services which are free of charge.

For a wide range of information and advice for carers, visit the West Sussex Connect to Support website at www.westsussexconnecttosupport.org. Also, Carers Support West Sussex provide a variety of services to carers and can tell you about support that is available across all areas of the county. Please see section 11 for their contact details.

What happens if I move out of West Sussex?

You may decide to move out of West Sussex to live in a different area. If we have assessed your needs and found you are eligible for council-funded support, we will work with your new local authority to make sure that there is no interruption to your support when you move.

If you are a carer and you move out of West Sussex but the person you care for stays in the county, we will continue to provide support to you.

6. Choice and control

Working out how much money you need

We use the information from your assessment to work out how much money is available to meet your needs. The 'resource allocation system' is a fair way to allocate money to anyone who needs support and we use it for everyone. The money you receive is called your personal budget.

What's in your support plan?

The plan must include:

- your eligible social care needs;
- what outcomes you want to achieve for each of your needs;
- whether or not you need help to achieve these outcomes; and
- what help you need to achieve your outcomes. This will include support that we have agreed to provide.

Carer's personal budget

If your needs are being met by council-funded social care support, you will have a personal budget. We will usually pay this as a one-off direct payment. Please see section 4 for information on direct payments.

You might want to use a direct payment to pay for a community service that helps you take a break from caring, or perhaps gym membership or a piece of equipment that would make your life easier.

Reviewing your support

A review gives us the opportunity to discuss your support with you to make sure that it is working well and helping you to carry out your role as a carer. A member of staff at Carers Support West Sussex will carry out your review if they carried out your assessment. If one

of our social care workers carried out your assessment, we will carry out your review.

If you have a carer's support plan, we will contact you within the first three months to check whether your needs have been met. If everything is working well for you, we will tell you who to contact if anything changes. If you feel your needs are not being met, we will look at your situation again to see what other support you may need.

People with social care needs and family and friend carers

7. Keeping you safe from abuse and neglect

Protecting people's right to live in safety, free from abuse or neglect is an important and basic part of our work.

There are many different types of abuse and neglect. They may be physical, sexual, financial, psychological or discriminatory. They can involve neglect (failing to care for someone properly) or self-neglect (failing to care for yourself properly). They can also include domestic violence and modern slavery.

Abuse or neglect can take place at home, in a care home, in a hospital, in a day centre, at work, at school or at college or outside in the community. The abuse may be caused by a partner, family or friend carer, relative, friend, care worker, stranger or someone else with care and support needs. It may be deliberate or unintentional. Whatever the circumstances, if you are concerned that you or someone you know may be being abused or neglected, it is important that you report your concerns.

If you would like to raise an adult safeguarding concern you can fill in an online form which you can find on our website at www.westsussex.gov.uk. You can also contact our Adults' CarePoint. Please see our contact details at the end of this booklet.

In an emergency, make sure you stay safe and call 999 or Sussex Police on 101.

If you report a concern to us, our staff will:

- respond sensitively and 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 (someone to represent them and help them say what they want) if they need one;
- talk to the police if a crime has been committed;
- talk to other agencies, such as the NHS or the Care Quality Commission; and
- agree the best way of helping the person.

8. Appealing against our decisions

An appeal is a way of asking us to look again at a decision we have made and will make sure you get a quick response. It is one way of dealing with concerns or complaints.

Who can appeal?

Any adult (including family and friend carers) who:

- has been assessed as eligible to receive council-funded social care support;
- has been assessed as not eligible to receive council-funded social care support; or
- has had a financial assessment for care services.

Can someone else appeal on my behalf?

Yes. As long as you meet the conditions in the list above, someone else can appeal on your behalf as long as they:

- are your recognised representative, for example, a relative, carer, an advocate or someone with power of attorney; or
- have your permission to appeal on your behalf.

If you are not happy with a decision we have made about the following issues, you can appeal against it.

- Whether you are eligible for council-funded social care
- Self-assessment
- Our assessment of your needs
- Financial assessment – the amount of disability-related spending we take into account when assessing your contribution towards your care
- Planning your support
- The amount of money you have been given to meet your social care needs

If you need help to make your appeal, please contact us and we will help you find an advocacy service (someone who will act on your behalf). Please see section 3 for more information about advocacy.

If you would like more information about the appeals process, you can ask your social care worker. You can also visit our website at www.westsussex.gov.uk and search under 'Adults' social care publications' for a copy of our leaflet 'Appeals relating to adult social care', or you can contact our Adults' CarePoint to ask for a copy. Please see our contact details at the end of the booklet.

If you are not satisfied with the outcome of your appeal, you can complain to the Local Government and Social Care Ombudsman at any time. However, they will only usually investigate a complaint after you have given us a chance to deal with it first. Please see section 11 for the Local Government and Social Care Ombudsman's contact details.

9. Give us your views

Comments, compliments and complaints

We try to make sure that we always provide a high-quality service, but we know that there may be times when you are not entirely satisfied.

If you are not happy with the service you have received from us, or you are worried about your situation, tell someone you feel might be able to help you. The person from our service you have been in contact with, or their manager, is often the best person to help you. Or, you can contact our Customer Relations Team for adults. Please see section 11 for their contact details.

Please let us know if you have found our services useful, or if you think we could improve them.

Healthwatch West Sussex

You can also give feedback on our services through Healthwatch West Sussex. Healthwatch is a consumer champion for health and social care. It represents the interests of patients, customers and the public, locally and nationally. It is independent of local councils and the NHS. You can contact Healthwatch West Sussex by phoning 0300 012 0122 or visiting www.healthwatchwestsussex.co.uk.

10. Contact us

For more information about anything you have read in this booklet or to find out how social care support can help you, please contact our Adults' CarePoint. Please see our contact details below and at the end of this booklet.

To see other information leaflets about our services, please visit www.westsussex.gov.uk and search for 'Adults' social care publications', or you can contact our Adults' CarePoint.

11. Useful contacts

Adults' CarePoint

Second Floor, The Grange
County Hall
Chichester, PO19 1RG
Phone: 01243 642121

NGT Text Relay: 18001 01243 642121 (Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)

Email: socialcare@westsussex.gov.uk

Website: www.westsussex.gov.uk/social-care-and-health

Online enquiry: visit www.westsussex.gov.uk/social-care-and-health and go to 'Social care support' and then 'Contact us for adult social care support'

Age UK West Sussex

Suite 2, Anchor Springs
Littlehampton
BN17 6BP

Phone: 0800 019 1310 between 10am and 2pm

Email: information@ageukwestsussex.org.uk

Website: www.ageukwestsussex.org.uk

Carers Support West Sussex

The Orchard
1-2 Gleneagles Court
Brighton Road
Crawley, RH10 6AD
Phone: 0300 028 8888

Email: info@carerssupport.org.uk

Website: www.carerssupport.org.uk

Customer Relations Team

County Hall
Chichester
West Sussex, PO19 1RQ
Phone: 01243 777100 (ask for the Customer Relations Team)

NGT Text Relay: 18001 01243 777100 (Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)

Email: feedback@westsussex.gov.uk

Community Lifelong Services Teams

- Western (Chichester and Bognor Regis areas)
Durban House
Durban Road
Bognor Regis, PO22 9RE
Phone: 0330 222 7888
NGT Text Relay: 18001 0330 222 7888 (Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)
Email: LifelongServicesAdultsDuty.Western@westsussex.gov.uk
- Coastal (Littlehampton, Worthing and Shoreham areas)
Centenary House
Durrington Lane
Worthing, BN13 2QB
Phone: 0330 222 7778
NGT Text Relay: 18001 0330 222 7778 (Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)
Email: LifelongServicesAdultsDuty.Coastal@westsussex.gov.uk
- North (Crawley, Horsham and Mid Sussex areas)
County Hall North
Chart Way
Horsham, RH12 1XH
Phone: 0330 222 86000
NGT Text Relay: 18001 0330 222 86000 (Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)
Email: LifelongServicesAdultsDuty.Northern@westsussex.gov.uk

Care Quality Commission – South East

Citygate
Gallowgate
Newcastle upon Tyne, NE1 4PA
Phone: 03000 616161
Fax: 03000 616171
Website: www.cqc.org.uk

Carers Support West Sussex

The Orchard
1–2 Gleneagles Court
Brighton Road
Crawley
West Sussex, RH10 6AD
Phone: 0300 028 8888
Email: info@carerssupport.org.uk
Website: www.carerssupport.org.uk

Carewise – care funding advice

Website: www.carewiseadvice.com
Phone: 01243 642121
NGT Text Relay: 18001 01243 642121 (Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)

Department of Health and Social Care Ministerial Correspondence and Public Enquiries Unit

39 Victoria Street
London, SW1H 0EU
Phone: 020 7210 4850
Textphone: 0207 222 2262
Fax: 0115 902 3202
Website: www.gov.uk/dhsc

Department for Work and Pensions

Confidential Freephone number on 0800 1690154

Website: www.gov.uk

Disabled car badge – Blue Badge

Blue Badge Team

PO Box 859

Bognor Regis

West Sussex, PO21 9HT

Phone: 01243 777653

NGT Text Relay: 18001 01243 777653 (Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)

Email: blue.badges@westsussex.gov.uk

Website: www.westsussex.gov.uk/bluebadge

Independent Lives

Southfield House

11 Liverpool Gardens

Worthing

West Sussex, BN11 1RY

Phone: 08456 012399

Email: feedback@independentlives.org

Website: www.independentlives.org

Local Government and Social Care Ombudsman

PO Box 4771

Coventry, CV4 0EH

Phone: 0300 061 0614

Website: www.lgo.org.uk/making-a-complaint

Meals on Wheels – Apetito

Phone: 01903 718893

Email: westsussex.office@apetito.co.uk

Website: www.apetito.co.uk

Mental health recovery and wellbeing teams

For information and details of your local team, please contact your GP or Adults' CarePoint. Please see above for contact details for our Adults' CarePoint.

My Network

My Network provides information, advice and support for people with learning disabilities. For contact details of your local network point, please visit www.westsussexconnecttosupport.org and select 'I want to find things to do locally'.

Or contact our Adults' CarePoint. Please see our contact details above and at the end of this booklet.

NHS Coastal West Sussex Clinical Commissioning Group

Wicker House

High Street

Worthing, BN11 1DJ

Phone: 01903 708400

Email: wsxccg.contactus-westsussexccg@nhs.net

Website: www.westsussexccg.nhs.uk

NHS Crawley Clinical Commissioning Group

Crawley Hospital

Lower Ground Floor

West Green Drive

Crawley

West Sussex, RH11 7DH

Phone: 01293 600300 Extension: 4255

Website: www.crawleyccg.nhs.uk

NHS Horsham and Mid Sussex Clinical Commissioning Group

Crawley Hospital
Lower Ground Floor
West Green Drive
Crawley
West Sussex, RH11 7DH
Phone: 01293 600300 Extension: 4255
Website: www.horshamandmidsussexccg.nhs.uk

Prevention assessment teams

- Western (Chichester District and Bognor Regis area)
Phone: 01243 642370
Email: pat.west@westsussex.gov.uk
- Southern (Littlehampton, Worthing and Shoreham area)
Phone: 01273 268900
Email: aaw.pat@westsussex.gov.uk
- Northern (Crawley, Horsham and Mid Sussex area)
Phone: 01403 229510
Email: pat.north@westsussex.gov.uk

Wellbeing hubs

For the contact details for your local wellbeing hub, please visit www.westsussexwellbeing.org.uk.
Or contact our Adults' CarePoint. See our contact details above and at the end of this booklet.

West Sussex Connect to Support

A website for providing information and advice about a range of ways to help people live independently, which includes an online market place. www.westsussexconnecttosupport.org

Young Carers Service

Phone: 01903 270300
NGT Text Relay: 1800 01903 270300 (Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)
Email: youngcarers@westsussex.gov.uk
Website: www.westsussex.gov.uk/youngcarers

Connecting you to everything you need to live well and stay independent for longer



Visit our website to:

- access information and advice
- discover tips on improving your health and wellbeing
- find things to do locally
- view equipment to help you stay independent around your home
- see what care options are available



For help using the website, call Adults' CarePoint on 01243 642121 or email: socialcare@westsussex.gov.uk

www.westsussexconnecttosupport.org

Ease the worry of paying for care

If you are choosing long-term care for yourself or a relative, talk to Carewise for specialist independent financial advice



First consultation is FREE

- Independent care fees specialists
- Advice from across the whole market

www.carewiseadvice.com

01243 642121

socialcare@westsussex.gov.uk

carewise
WEST SUSSEX | Care Funding Advice



WEST SUSSEX

Adults' CarePoint



Phone: **01243 642121**



NGT Text Relay: **18001 01243 642121**

(Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones.)



Email: **socialcare@westsussex.gov.uk**



Website: **www.westsussex.gov.uk/
social-care-and-health**

Online enquiry at www.westsussex.gov.uk/social-care-and-health and go to 'Social care support' and then 'Contact us for adult social care support'



Write to: **Second Floor, The Grange,
County Hall, Chichester, West Sussex, PO19 1RG**

If you would like more copies of this booklet or you need this information in another format, for example, on audio CD, easy read or in another language, please contact us. Please see our contact details above.

Current versions of all our public information are available on our website www.westsussex.gov.uk under 'Adults' social care publications'.

www.westsussex.gov.uk

Crystal
Mark
23140

Clarity approved by
Plain English Campaign

