Information for people in prison

This booklet combines all nine of the Care Act Leaflets

Applies to anyone 18+ and living in England.

Information in these leaflets also applies to people in Approved Premises.
Leaflets in this booklet:

- Leaflet 1 - General Information
- Leaflet 2 - What Councils have to do
- Leaflet 3 - Who can get Care and Support?
- Leaflet 4 - Assessment
- Leaflet 5 - Care and Support Plans
- Leaflet 6 - Paying for your Care
- Leaflet 7 - Care and Support when you move
- Leaflet 8 - Keeping you safe
- Leaflet 9 - Making a complaint

recoop

Reintegration and care for older ex-offenders and prisoners
The Care Act and You

Information for people in prison

Applies to anyone 18+ and living in England.

Information in this leaflet also applies to people in Approved Premises.
Getting care and support in prison changes in April 2015. (2016 in Wales.)

This means that prisoners will get the care and support they need from the local Council.

In the past, it was difficult for some people to get the help they needed as they were not in their home area.

The Care Act says the local Council where you are in prison has to try and organise your care and support.

(See Leaflet 2 – What Councils have to do).
The local Council will assess you to find out what you need.

Anyone can ask for an assessment if they feel they need help.

*(See Leaflet 3 – Who can get Care and Support?)*

After the assessment, the local Council will decide if it should give you care and support.

This is the same for people who live in their own homes.
If you are assessed as having need which the local Council should help you with, the local Council will work with you to agree a Care and Support Plan.

(See Leaflet 4 - Assessment).

You might have to pay some or all of your care costs if you have enough money.

(See Leaflet 6 – Paying for your Care).

Sometimes prisoners move to other prisons.
If you are getting care and support when you move prisons, then your new local Council will see how it can also meet your care and support needs.

When you get out, the local Council in the area where you live will see if it has to organise your care and support.

The local Council will make sure that your Care and Support Plan goes with you when you move.

The local Council in your new area will organise any care and support that you should get.

(See Leaflet 7 – Care and Support when you move).
Prisoners do not have all the same choices as people living in their own homes.

Your Care and Support Plan should help make sure your housing is right for you when you get out of prison.

*(See Leaflet 5 – Care and Support Plans).*
Some prisoners help other prisoners in their day to day life.

They will still be able to do this.

While you are in prison there is a duty to keep you safe.

This is called Safeguarding.

(See Leaflet 8 – Keeping you safe).
If you feel that you are not getting the care and support you need you can make a complaint.

(See Leaflet 9 – Making a complaint).
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What Councils have to do

Leaflet 3
Who can get Care and Support?
Our thanks go to the prisoners who took part in Consultation sessions, their feedback was invaluable.

Produced by RECOOP on behalf of the Department of Health and National Offender Management Service
March 2015
The Care Act and You

Information for people in prison

Applies to anyone 18+ and living in England.

Information in this leaflet also applies to people in Approved Premises.
A new Law says the Council where your prison is should see if it should give you care and support while you are in prison.

This is the day to day help you might need if you are older, ill or disabled.

This is sometimes called social care.

In prison you can still see a doctor or nurse, and Healthcare might be able to assist with getting social care.

Social care is about helping with everyday things that you cannot do for yourself, like getting washed and dressed.
The local Council will:

- Provide information and advice
- Give you help and support
- Provide people who care for you
- Help you stay well

As part of the new law your local Council needs to explain what they can do so that you know what to expect.
Healthcare, prisons and the local Council will all be working together.

The Care Quality Commission will inspect care services in prisons just like they do in the community.
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**Leaflet 3**
Who can get Care and Support?
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Produced by RECOOP on behalf of the Department of Health and National Offender Management Service
March 2015
Who can get Care and Support?

The Care Act and You

Information for people in prison

Applies to anyone 18+ and living in England.

Information in this leaflet also applies to people in Approved Premises.

Easy Read
To help get the care and support you need, you should ask for an assessment.

You should ask for an assessment if you are having problems with things like:

- getting dressed
- difficulty washing
- needing help using the toilet (accessible toilet)
If your assessment shows that you need care and support, the local Council will help you to decide what kind of support would be best for you.

Taking part in daily life

Working

Feeling lonely and depressed
Together with the local Council you will prepare a Care and Support Plan that sets out your needs, and how the local Council will meet those needs.

Some types of care and support are free of charge.

Some people may need to pay for their care and support.

The local Council will do a financial assessment to see if you do need to pay.
A financial assessment will tell you whether you need to pay for your care and support.

Depending on how much money you have, the local Council might ask you to pay towards some or all of the cost.

If the cost of your care and support means that you would not be left with very much money, the local Council may pay all of the costs.

(See leaflet 6 - Paying for your Care).
After the assessment, the local Council will decide if you need care and support and what care and support it will give you.

In prison the local Council in that area will be responsible for your care and support.
Sometimes prisoners move to other prisons.

If you are getting care and support when you move prisons, your new local Council will see how it has to organise the care and support you need.

When you are let out, the local Council for where you are going to live, will organise the care and support you should get.
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The Care Act and You

Information for people in prison

Applies to anyone 18+
and living in England.

Information in this leaflet also applies to people in Approved Premises.

Easy Read
An assessment will find out what care and support you may need.

Anyone who feels they need care and support can ask for an assessment.

You can ask a member of prison staff or the local Council direct.

In some prisons you can ask Healthcare to arrange an assessment.

The local Council will arrange for someone to talk to you about your needs.
The person who does your Assessment is an expert and trained to understand your needs.

They will look at information about daily life with you, and what you find difficult, what support you are getting and what they can do to help.

The local Council will then decide if you meet the rules about getting care and support.
When they come to see you they will ask questions about:

- support you need getting dressed
- if you have difficulty washing
- needing help using the toilet (accessible toilet)
The assessment is the same for people living in prison, approved premises or in their own homes.

It is important to say everything that you struggle with, even if you have good and bad days.
If the local Council decide they cannot help you, they will write to you to suggest things you can do for yourself, and tell you about other help you can get.

**If you are unsure**

It might help if someone else sits in on the assessment with you.

This must be someone you trust.

If the local Council thinks you would find it very difficult to:

- understand information about your care and support
- remember information
- use the information
- communicate your views or feelings
They will make sure there is someone who will support you.

This person is known as an Advocate and will be someone who does not work for the local Council.

This service is free.

The assessment will give you a chance to tell the local Council what you need help with.
After your assessment, the local Council will decide if you need care and support, and what they can do to help.

If the local Council assess you as having needs which they can help with, they will work out a Care and Support Plan with you.

(See Leaflet 5 – Care and Support Plans).
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when you move
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The Care Act and You

Information for people in prison

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Information in this leaflet also applies to people in Approved Premises.
After your assessment, if you have care and support needs that the local Council can help with, the assessor will make a plan with you.

This is known as a Care and Support Plan.

It is a way of setting out the care and support you get to meet your needs.

Everyone who needs care and support is different and help is given in lots of different ways.
Your Care and Support Plan looks at all the help you need, such as:

any support you already have

the support you need

what you can do for yourself

the things you want to do
If you are unsure

It might help if someone else sits in on the assessment with you.

This must be someone you trust.

If the local Council thinks you would find it very difficult to:

- understand information about your care and support
- remember information
- use the information
- communicate your views or feelings

they will make sure there is someone who will support you.
This person is known as an Advocate and will be someone who does not work for the local Council.

This service is free.

The assessment will give you a chance to tell the local Council what you need help with.

It is a good idea to be assessed as that way the local Council can see how to help you.
Your Care and Support Plan will look at support you might need.

In prisons you can still see a doctor or nurse and Healthcare might be able to help you with getting social care.

To help get the care and support you need, you should ask for an assessment.

You should ask for an assessment if you are having problems with things like:

going dressed
need help using the toilet (accessible toilet)

taking part in daily life

working

feeling lonely and depressed
Your Care and Support Plan is private, but with your permission it can be shared with others. Sometimes it is shared without permission to help prison staff support you.

The local Council has to check your Care and Support Plan at least every year to make sure it is still right for you.

If anything changes before your review you can ask for an assessment sooner.

Depending on how much money you have the local Council may ask you to pay for some or all of the cost.

*(See Leaflet 6 – Paying for your Care).*
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March 2015
The Care Act and You

Information for people in prison

Applies to anyone 18+ and living in England.

Information in this leaflet also applies to people in Approved Premises.
You may have to pay for some of your care and support while you are in prison.

You will only have to pay if you have enough money.

Some support might be free.

If you get PIP (Personal Independence Payment) this will stop after you have been in prison for 28 days.
To see how much money you might have to pay, the local Council will do a check.

This is called a Financial Assessment.

This is any money you receive from:

- savings
- pensions
- property
- investments

You might need to show your bank statements.
If you have enough money, you may be asked to help pay for some or all of your care and support costs.

The rules are the same whether you are in prison, living in approved premises or living at home.

If you cannot afford to pay for all, or any, of your care and support costs, then the local Council will help.

The local Council will not take any of the money you earn from work that you do in prison.
They will always make sure that you still have some money left for yourself.

If you own a house or flat, the local Council will not take its value into consideration for care and support services that you receive while in prison.

If you don’t look after your own money, you will need to tell them who does.

The local Council will explain the choices that you have.
If you do not understand the charges, it is a good idea to take someone with you.

This must be someone you trust.

If the local Council thinks you would find it very difficult to:

- understand information about your care and support
- remember information
- use the information
- communicate your views or feelings

they will make sure there is someone who will support you.

This person is known as an Advocate and will be someone who does not work for the local Council.
This service is free.

The assessment will give you a chance to tell the local Council what you need help with.

It is a good idea to have an assessment as it is the only way to see if the local Council can get you the help you need.

After the local Council has found out how much money you have, they will tell you whether you need to pay for some or all of the costs.

You will be asked to sign a form to agree to this.
At the moment if you have less than £23,250 in savings or other income you may get help from the local Council with your care and support costs.

They can only ask you to pay what you can afford.

The local Council will review your costs every year in April or sooner if the cost of your care and support changes.

Costs for social care are likely to change if your care and support needs change.

When you leave prison they will check again how much you might need to pay.
Your local Council is:

[Blank space for contact information]
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The Care Act and You

Information for people in prison

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Information in this leaflet also applies to people in Approved Premises.
If you move to another prison, or back into the community, your Care and Support Plan will go with you.

The local Council will work to make sure there is no break in the care and support you get.

You might need to have another assessment.
This will happen if:

- you move to another prison
- you are Released On Temporary Licence (ROTL)
- you move to an approved premises
- you move back into the community
Telling people about moving

As soon as you know you are going to move, your local Council should be told.

The prison, probation or Healthcare staff will tell them for you.

The local Council in your new area will then pick up your care and support.
Your information will be sent to the local Council so that they know all about you and your care and support needs.

You will be given contact details of the local Council.

The local Council will carry out a new assessment.

The assessment could take place before you move or when you get to the new area.
The day you move

If the new local Council has not done an assessment before you move, then your Care and Support Plan will carry on until the new assessment.

This assessment is important as your needs may change when you move.

The local Council will talk to you about this.

Both local Councils will work together to make sure your needs are met on the day you move.
If there is someone who cares for you in the Community you should let the local Council know so they may also get support.

The local Council may need to do a new check on your money.

It is important to let prison or probation know if you have housing needs.
If you have nowhere to go you should talk to the local Council where you lived before you went into prison.

You should also talk to the local Council if you wish to move to a different area.

If your release licence does not allow you to return home, your Probation Officer will help you move to another area.
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The Care Act and You

Information for people in prison

Applies to anyone 18+ and living in England.

Information in this leaflet also applies to people in Approved Premises.
People with care and support needs have to be kept safe. This is called “Safeguarding”.

When you are in prison, the prison has to do this.

When you are in Approved Premises it is the job of probation.

When you are living in the community it is the job of the local Council.

“Adult safeguarding” works with adults who have care and support needs to keep them safe from abuse or neglect.
This could be emotional or physical.

There are different types of abuse:

**Physical abuse** – this could be anything that causes you physical harm, even if it wasn’t meant.

**Emotional abuse** – this could be shouting, bullying or threats.

**Institutional abuse** – this could be you not being looked after properly in the prison.

**Coercion** - making you do things you do not want to do or which you know are wrong.
Money and other abuse – this could be someone taking your property, people borrowing from you and not repaying, or people treating you differently because you have an illness or disability.

Sexual abuse – this could be rape, touching you when you do not want it or anything that you think is sexual and makes you feel uncomfortable.

Neglect – this could be not getting the care and support you need to make sure that you are safe, healthy and looked after.

Self neglect - where you do not look after yourself, such as not washing or going to hospital appointments.
How to tell people if you have been abused or neglected

If you think that you or anyone else is being abused or neglected you should tell someone.

- Tell a prison or probation officer
- Fill in a DIRF (Discrimination Incident Report Form)
- Talk to the IMB (Independent Monitoring Board)
- Talk to someone else who can speak about it for you
- Ask to speak to someone in private
- Fill in a Complaint Form and send to Safer Custody Manager
- Make a Prisoner Complaint

recoop
Responsibility and care for older ex-offenders and prisoners
Anyone can report something they are worried about.

This could be visitors and families or anyone else who works in the prison.

They would need to get in touch with a member of prison staff or the Governor to do this.

Anything about keeping you safe will be part of your Care and Support Plan.
If you have made a complaint about abuse or neglect and you still feel worried, you can tell the Prison and Probation Ombudsman.

They will look at your complaint again for you.

Forms should be available in the prison or write to:
Prison & Probation Ombudsman
PO Box 70769
London
SE1P 4XY
Your local Council is:
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recoop
Rehabilitation and care for older offenders and prisoners
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The Care Act and You

Information for people in prison

Applies to anyone 18+
and living in England.

Information in this leaflet also applies to people in Approved Premises.
If you feel you are not getting the right care and support you can make a complaint.

You can complain:

- about any part of your care
- if you feel that you need more support than you are being given
- if you feel that your Care and Support Plan is not meeting your needs
It is important that you get the right care for you.

Making a complaint will not make things worse for you.
The local Council has to make sure that your care and support is right for you, even if the care and support is from someone else.

The first thing to do is talk to the person who cares and supports you, or the person who made a decision that you are not happy with.

No matter who delivers your care and support you should still complain to the local Council if you have any problems.
Ask for a copy of their “How to Complain” Leaflet.

They will look into your complaint for you.

If you are not happy with their reply, you can complain to the Local Government Ombudsman.

Their address is in the local Council “How to Complain” Leaflet.
If you feel unsure about making a complaint, you can ask someone to help you or make the complaint for you.

This must be someone you trust and could be the prisoner who is supporting you.

If the local Council thinks you would find it very difficult to:

- understand information about your care and support
- remember information
- use the information
- communicate your views or feelings
Do not worry about making a complaint as the local Council will only be able to get things right if they know about your problems.

This service is free.

They will make sure there is someone who will support you.

This person is known as an Advocate and will be someone who does not work for the local Council.
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