Your life, your choice.
Getting social care for adults in West Sussex

EasyRead leaflet for people who need support

‘Your life your choice. Information for people who need social care support, and for family and friend carers’.
2019
<table>
<thead>
<tr>
<th>What is in this booklet</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What this booklet is about</td>
<td>1</td>
</tr>
<tr>
<td>2. Supporting you to be independent</td>
<td>3</td>
</tr>
<tr>
<td>3. Support that’s right for you</td>
<td>16</td>
</tr>
<tr>
<td>4. Choice and control</td>
<td>31</td>
</tr>
<tr>
<td>5. Keeping you safe</td>
<td>54</td>
</tr>
<tr>
<td>6. When you do not like our decisions</td>
<td>59</td>
</tr>
</tbody>
</table>
7. Tell us what you think

8. Contact us

9. Useful contacts
1. What is this booklet about?

We believe adults who need care and support should have the best chance to be healthy and independent.

When we support people we believe we need to:

- support people to be independent
- support people in a way that is right for them
- make sure people are in control and can make choices

- keep people safe.

We also think people should be able to stay in their own homes instead of care homes when possible.
2. Supporting you to be independent

The law says people over 16 years old should make their own choices.

Unless we know people can’t and need support.

If people need help to make choices we must help them to do what is right for them.

We will talk with your family or the person with legal power to make decisions for you.
You may not have anyone to make decisions for you. Then we will always do what is best for you after looking at the possible ways to support you.

Are you a carer?

Carers are people who look after family, friends or their partner who is ill or disabled.

Carers are not paid.

We want to help people who are carers.
Contact us to see if we can help you. How to contact us is on page 65. And look at the Your life, your choice carer’s booklet.

Does a young person under 18 often support you?

If yes, you or the young person can contact our Young Carers Service.

They can give information, advice and support. How to contact them is on page 78.
Understanding the information we give you

There is a law that says we must make sure you can understand the information we give you.

You may want the information or letters in braille or easy read for example.

Or you may need someone to explain what is being said to you. For example using British Sign Language.

We must:

- find the best way for you to understand the information
● write in your files the best way for you to understand information

● make sure it shows up straight away in your file

● make sure everyone knows who needs to know

● make sure you get information in the way you need it.
Helping you stay healthy and independent

We have a range of services that can support people:

Prevention Assessment Teams

Support adults with their health and getting a better life. It includes people with Asperger’s and autism.

Wellbeing Hubs

Information to help you improve your life and health.

My Network

Information and support for people with learning disabilities. Also puts on social events.
Carers Support West Sussex

Information and support for carers.

They have support groups and a newsletter.

They do health checks for carers.

They do most of the carer’s assessments.

The assessment helps to work out what support the carer needs.
Pages 65-79 of this booklet have the contact details for these services.

**West Sussex Connect to Support**

This is a website that has ideas to help you to live independently.

Some services are free or do not cost a lot. Some are services or things to buy.

The website address is www.westsussexconnecttosupport.org
Occupational therapy and rehabilitation

Staff from our Independent Living Service can help you make the most of the things you can do.

They can also support you to learn everyday skills or help with equipment or changes to your home.

Community Reablement Service

This service provides short term support to help you live more independently at home.

It is free of charge for the time agreed with the occupational therapist.
This is usually 2 or 3 weeks but it may be a shorter or longer period of time.

If you still need support at the end of this time we can look at other ways to help you stay at home.

This service can help you get moving again if you have been in hospital or you have not been coping very well.

They can help with things like:

- getting dressed
● washing or having a bath

● getting around your home and getting out and about

● making drinks or meals.

They will help you to do as much as possible for yourself.
Technology to help you be safe

Sometimes technology can help people be more independent. For example using an alarm or telecare.

Telecare is when sensors or alarms in your home tell someone else when something goes wrong.

Telecare may be when:

- you press a button to get help.
- a bell reminds you to take your medicine
- alarms go off for a smoke or flood
• Alarms tell someone when you have a fall.

There is a cost for using telecare. But you can try it out for free for a while.

Please ask your social care worker for more information.

If you like it you can pay for it to carry on. You can also find out more on the website www.westsussexconnecttosupport.org

Or ask our Adults’ CarePoint. How to contact them is on page 65.
3. Support that’s right for you

As assessment helps us to work out what care and support you need.

It is important you take part in the assessment. You know better than anyone what you need to live a good life.

Doing a self-assessment

Self-assessment is to help you to think about what works well in your life and what needs to change.

For your self-assessment you look at:

- things you like doing
● how you like to spend time

● your health and happiness

● what you eat

● what you do day-to-day such as getting out

● looking after yourself.
You don’t have to fill in the form if you don’t want to.

You can just use it for yourself to help you plan and buy your own care and support.

Or you can fill it in and send it to us. This will help us if we do an assessment of your needs with you.

The self-assessment form is on the website: www.westsussexconnecttosupport.org

Or we can send you the form on paper.
There is also a form about finances on our website. This helps you think about your money situation. It can help you plan.

**Your assessment**

If you think you need care and support you can ask us to do an assessment. One of our staff will meet with you to ask you questions about your life.

We may arrange for you to meet one of our staff at sessions we run called Talk Local.

These are held in local communities.
We treat everyone fairly.

We use rules set by the government to help us decide if someone can have some of their care and support paid for by us.

If you completed a self-assessment we will also look at what you said.

We will work with you to decide together how you want your life to be. We look at what you’re good at.
We may ask you about:

- what you can do to help yourself

- who else can help you. For example your family, friends and neighbours

- what is important to you and what makes you happy

- your physical and mental health

- what you eat and preparing meals
● what help you need with washing, bathing and getting dressed

● keeping your home nice

● getting around your home safely

● making friends and keeping in touch with friends and family

● if you want to work, go to college or do volunteer work
- getting out and about

- if you have to care for anyone.

We will ask you about what you are good at doing and what you need support with.

We will look at support that may be in your local community before we decide how much money you need to pay for support.
You may need to pay towards some of your care and support.

We have staff trained in benefits. They will help you to make sure you get all the benefits you are due.

They will also look at your money. Then decide how much you may have to pay towards your care and support.

See the Easyread booklet Do I need to pay for social care in my home or local community?
You can find this on our website www.westsussex.gov.uk under Adults’ social care publications.

Or you can ask our Adults’ CarePoint. How to contact them is on page 65.

We may want to share information about you with other organisations we work with.

If we need to give your information to anyone we will ask you first.
Unless we think you or someone else is at risk and we will not ask you.

We try and do an assessment within 1 month of you contacting us.

If your situation is very serious and we need to keep you safe, we can support you before you have a full assessment.

**If we decide you do not need care and support paid for by us**

If we cannot support you we will give you information about organisations that may be able to.
When you have savings over £23,250, you can arrange your own support or have help from others.

Or we can help you to get the care and support you need. This is called brokerage. We will ask you to pay £172.26 the first time you use the brokerage service.

If you want to change your support later, then we will charge another £172.26 to cover what it costs us to arrange things.

We will charge you £5.53 a week if you want us to buy services for you and then pay us for them.
You will also have to pay for the cost of the care and support you need.

We will not ask you for money if you are not able to make decisions for yourself and you have no one to help you.

If you then get someone to help you and you want to carry on using our brokerage service, we will charge you £5.53 a week.

Your social care worker can tell you more about brokerage.
Help to speak up – having an advocate

An advocate can help to say what you want. For information about how to get an advocate:

- ask your social care worker

- look on our website
  www.westsussexconnecttosupport.org

- ask at our Adults’ CarePoint. How to contact them is on page 65.

If you find it too hard to take part in an assessment or planning your care and support we can help.
We will get you an independent advocate for free. The advocate will speak up for you.

What happens if I move out of West Sussex?

If you are able to get your care and support paid for by us we will speak to your new council about the support you need.

We will make sure your move will not cause problems with your care and support.
4. Choice and control

We look at all the information from your assessment.

We then work out how much money is needed for your care and support.

Some of the care and support you get may not need funding from us.

We will tell you how much money we will pay for your care and support.
The money you receive from us is called your **personal budget**.

Your social care worker can tell you how we worked your money out.

**Your care and support plan**

We want you to get good advice and support about how to spend your personal budget.

Your social care worker will help you think about what you want to achieve.
We will ask one of our staff to help you plan what services you need. They are called support brokers.

They help you work out the best services for the money you have.

You will then need to make a care and support plan which says what you want to achieve and what services you will use.

The support broker can help you make your care and support plan. Or you can do it yourself.
If you cannot do this for yourself you can have family or friends help you.

The plan has to show the support you need and how you will spend your personal budget. It needs to say what is important to you.

You need to agree what is in your care and support plan with your social care worker.

Making a care and support plan for people with learning disabilities or with mental health problems

We will not ask one of our support brokers to work with you to develop your care and support plan. One of our social care workers will help you.
How we pay your budget

When your care and support plan is finished we will agree how much you get as a personal budget.

You can then start to use the money to pay for the support in your plan.

Your social care worker will help you decide how we will pay you your personal budget.

There are different ways you can get your personal budget:

1. **Direct Payments**

   This is when we pay the money to you. Or to someone you trust. You can sort out your own support.
Someone can help you to deal with your direct payment, for example, a family member.

2. Council managed budget

This is when we deal with the money and sort out your care and support.

You can have a mix of a direct payment and a council-managed budget.

Your social care worker will talk with you about how you want to have your personal budget.
How direct payments work

Direct payments give you more choice and control.

We can pay a direct payment to you if you:

- are 16 or over and meet the rules for community care services
- have a child under 16 with disabilities who meets the rules for community care services
- are 16 or over and can get carer’s support
are dealing with the payment for someone who cannot agree to a direct payment for themselves.

You must be:

- willing to have a direct payment
- able to manage a direct payment, with help if you need it.

There are some rules about how you can spend a direct payment. Your social care worker will explain these to you.

We can pay your direct payment onto a special card you can use to pay for services.
We call this a prepaid card. This means you will not need a separate bank account.

If you think it might be difficult to use the card, your social care worker can tell you about another way to get your direct payment.

There is an EasyRead leaflet explaining about prepaid cards. You can ask your social care worker for a copy.

You can find this on our website www.westsussex.gov.uk under Adults’ social care publications.

Or ask our Adults’ CarePoint. How to contact them is on page 65.
There are some services you cannot use a direct payment to buy. Your social care worker can tell you more about these.

We will make an agreement with you.

The money must only be used to pay for things that are in your care and support plan.

You can pay some of the money to someone you live with to help manage your care.
The money can only be spent in the UK.

Although it can be spent for up to 2 weeks a year outside the UK.

If money is spent on the wrong things we can ask you to pay it back.

You can also use your personal budget to pay for care, support or services from other people and organisations.

But it is best to check that the organisations are registered with the Care Quality Commission.
There is more information about care services in the West Sussex Care Guide.

Please go to the website www.westsussex.gov.uk/careguide

Or contact our Adults’ CarePoint. How to contact them is on page 65.

Some people use their personal budget to pay a personal assistant (PA) to help them.

We have to be sure you know how to employ someone. Independent Lives can support you with this.
How to contact them is on page 73.

What happens if I don’t spend all the money from my direct payment?

You can save some of the money in case of unexpected things happening.

Or to pay for something already in your care and support plan

If this comes to more than 8 weeks of your personal budget we will want to know why.
You need to agree this saving with your social care worker. Or you will have to pay it back to us.

How council managed budgets work

This is when we manage your personal budget and arrange your support.

You may choose this if you:

● want to use our services because direct payments can’t be used to buy our services.

● you don’t want to manage the money yourself
● there isn’t someone to manage the money for you

● you are in prison

Council managed budgets can be used to pay for:

● care in your home

● day care

● respite – this is short term care
• transport to do with your care and support plan

• practical support you need in the home or community. For example someone to arrange for repairs to your home or to collect your prescriptions.

We will arrange the support but you will need to tell the care and support service when and how you want the support.

If you want to cancel a service you are using you must tell us in good time. This is because providers need to know at least 4 weeks before a service is cancelled.

Care homes
We want people to stay living in their own home whenever possible.

Some people don’t know about all the care and support that is available in the community.

There is more information in the West Sussex Care Guide.

Please go to this website: www.westsussex.gov.uk/careguide

There is also information on the West Sussex Connect to Support website: www.westsussexconnecttosupport.org
Or contact our Adults’ CarePoint. How to contact them is on page 65.

Some people need to be cared for in a residential or nursing home when life gets very difficult.

Sometimes this is for a short time. For example, when they have come out of hospital or for respite care (a few days or weeks).

You may need to live in a residential or nursing home. You need to make sure it is the right choice for you.
You need to know how much the care home charges are for you to stay there.

You may have to pay for the care home yourself.

Your social worker can give you advice about this.

Or you can ask our Adults’ CarePoint. How to contact them is on page 65.

**Getting help to pay for residential or nursing home care**

If we agree you need care in a care home you may get help with the costs from us.
It depends on how much money you have.

To find out how we work out how much you have to pay we have a leaflet called ‘Choosing and paying towards care in a residential or nursing home’

You can find this on our website www.westsussex.gov.uk under Adults’ social care publications.

You can ask your social care worker for a copy. Or ask our Adults’ CarePoint. How to contact them is on page 65.
If you pay for your own care home fees you can contact Carewise for information and advice.

Their contact details are on page 70.

Checking how well your support is working

We need to make sure your support is working well.

This is called a review. We talk to you about how your support is going.
If you get a personal budget from us your first review will be 3 months after your support starts.

Then a review once a year. But you can ask for a review at anytime.

We will write down what we all agree at your review. Your social care worker will explain it all to you.

We have a booklet about the review called ‘Is your support working for you?’.
Ask your social care worker if you want one. You can find this on our website [www.westsussex.gov.uk](http://www.westsussex.gov.uk) under Adults’ social care publications.

Or ask our Adults’ CarePoint. How to contact them is on page 65.
5. Keeping you safe

It is an important part of our work to help keep you safe.

There are many different types of abuse and neglect.

Abuse is when someone does bad things to you or someone else.

Neglect is not caring for someone properly.
There are different types of abuse and neglect.

- physical abuse – this is when someone hurts you or causes harm to your body.

- sexual abuse – this is doing something sexual to you that you don’t want.

- financial abuse – for example when someone spends your money on something and you do not know about it

- psychological abuse – this could be when someone keeps shouting at you

- discrimination -when you are not treated equally or fairly
Abuse can happen anywhere and to anyone.

It may be caused by someone you know or a stranger.

If you think someone is being abused you should tell us. Please contact our Adults’ CarePoint How to contact them is on page 65.

If it is an emergency please call 999
If you report a concern to us our staff will:

- listen and take what you say seriously
- talk to the person at risk to see what they want to happen
- find out if the person at risk would like an advocate - this is someone who will speak on their behalf
- call the police if a crime has happened
● contact other organisations like the Care Quality Commission

● agree on the best way to help the person at risk.
6. When you do not like our decisions

You may not agree with our decisions about your care and support. Then you can appeal.

Making an appeal is an easy way for you to say you think our decision is wrong.

You can appeal yourself. Or someone can appeal for you as long as you agree.

You can appeal if you are not happy with these issues:

- the support that we think we should give you
● your assessment. You may feel we have not thought enough about your information

● the amount of money we agree as spending because of your disabilities. For example, special food or clothes. This is when we are deciding how much you need to pay towards the cost of your care

● your care and support plan. You may feel you were not given a lot of choice in doing this

● how much money we give you for your care and support.
An advocate can help you with your appeal. How to contact advocates is on page 29.

Please ask your social care worker for more information about making an appeal.

There is more information about appealing in our leaflet called ‘Making an appeal’.

You can find this on our website www.westsussex.gov.uk under Adults’ social care publications.
Or you can ask our Adults’ CarePoint. How to contact them is on page 65.

You may not be happy with what we say about your appeal. Then you can contact the Local Government Ombudsmen. How to contact them is on page 73.
7. Tell us what you think

We try to do a good job but we know sometimes you may not be happy with us. We want you to tell someone.

The person you see most or their manager is often best. Or you can contact our Customer Relations Team. How to contact them is on page 67.

Or you may think we have done a great job. Please tell us!

Healthwatch West Sussex

You can tell Healthwatch West Sussex what you think about us. Their job is to help services to be better. You can phone them at 0300 012 0122 or visit www.healthwatchwestsussex.co.uk
8. Contact us

To find out more about what you have read in this booklet contact our Adults’ CarePoint. They also have more leaflets about our services. How to contact them is on page 65.
9. 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)

Email: socialcare@westsussex.gov.uk

Website: [www.westsussex.gov.uk/social-care-and-health](http://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)

Email: feedback@westsussex.gov.uk
Community lifelong services teams (adults)

- 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)

  Email: ctpld.western.duty@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)

Email: coastal.duty@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)
Email: ctpld.north.duty@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

Carewise – care funding advice

Phone: 01243 642121
NGT Text Relay: 18001 01243 642121 (Helps people with hearing and speech difficulties)

Website: www.carewiseadvice.com

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.dh.gov.uk
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)

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 Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH
Mental health recovery and wellbeing teams
For information and details of your local team, please contact your GP or our 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.

NHS Coastal West Sussex Clinical Commissioning Group
1 The Causeway
Goring-by-Sea
Worthing
West Sussex
BN12 6BT

Phone: 01903 708400

Website: www.coastalwestsussexccg.nhs.uk
NHS Crawley Clinical Commissioning Group
Crawley Hospital
Lower Ground Floor
West Green Drive
Crawley
West Sussex
RH11 7DH

Phone:
01293 600300 ext. 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 ext. 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
Wellbeing hubs
For the contact details for your local wellbeing hub, please visit
www.westsussexwellbeing.co.uk
Or contact our Adults’ CarePoint. Please see our contact details above.

West Sussex Connect to Support
A website with information about helping people live independently,
www.westsussexconnecttosupport.org

Young Carers Service
Phone:
01903 270300
NGT Text Relay:
1800 01903 270300
(Helps people with hearing and speech difficulties)
Email: youngcarers@westsussex.gov.uk

Website: www.westsussex.gov.uk/youngcarers
Credits

This paper has been designed and produced for West Sussex County Council by the EasyRead service at Inspired Services Publishing Ltd. Ref ISL145 19. September 2019.

www.inspiredservices.org.uk

It meets the European EasyRead Standard.

The Your Voice Counts - making EasyRead information.

Selected photos are from the Inspired.pics EasyRead collection and cannot be used anywhere else without written permission from Inspired Services Publishing Ltd.

www.inspired.pics