



# **Coronavirus (COVID-19) – Changes to the way we provide your care and support**

**Easyread version**

**April 2020**



The Care Act 2014 is a law that says what councils must do to provide care and support to people.

The government has made some new rules about the Care Act. These are called 'easements'.



They have made the changes because of the coronavirus illness. The illness could mean that we have more work to do.



The changes will help make sure people get help and support when they need it the most.

We will only make these changes if we need to.



These changes are not forever. They will stop as soon as possible. Helping people stay safe and well is very important to us.

	<h2>What might change?</h2>
	<p><b>We do not have to do a full assessment of people's care and support needs, before helping them get the right services.</b></p> <p>An assessment is when we look at what care and support people need.</p>
	<p>We will always make sure people get the most urgent care and support they need, as soon as possible.</p> <p>This change is for:</p> <ul style="list-style-type: none"> <li>• people who need care and support</li> <li>• family and friend carers</li> <li>• people who are moving from young people services to adult services.</li> </ul>
	<p>We may not need to meet people face-to-face to talk about their care and support needs. This is because people can catch the coronavirus illness from each other.</p> <p>We could speak to them by phone or video call.</p> <p>We could ask another professional worker to speak to people. This could be a hospital worker.</p> <p>These are called 'trusted assessors'.</p>



We will do a full assessment with people when the changes stop.

This means that some people's services may change.



**We do not have to do a financial assessment, before giving care and support to someone.**

A 'financial assessment' is how we decide if someone has to pay towards the cost of their care and support.

We can do the financial assessment at a later date.



We will tell people before their support begins that they may need to pay towards the cost of their care.

People would need to pay towards the cost of their care from when they start receiving it. This means the care they receive for a long time.



We will not ask anyone to start paying for their care and support without doing a financial assessment.



There is more information about paying for care and support in these leaflets.

Easy read Do I need to pay for social care in my home or local community?

Choosing and paying towards care in a residential or nursing home.



To read the leaflets visit [Adults' social care publications](#) on our website.

Or you can ask our 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](mailto:socialcare@westsussex.gov.uk)



If people are thinking about how they will pay for the cost of a care home they can contact Carewise. Carewise will give people information and advice.

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).

Visit the carewise website:  
[www.carewiseadvice.com](http://www.carewiseadvice.com)



**We do not have to write care and support plans.**

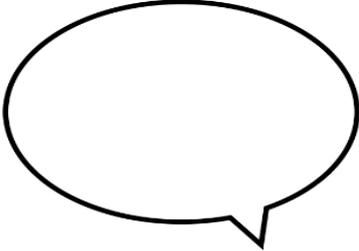
**We also do not have to carry out checks to see how people's care and support is working – we call this a review.**



We will make sure we think about what people need when we plan their services.



We will share this information with other organisations that are involved with people's care, for example the NHS.

	<p><b>What happens when we make a change</b></p>
	<p>Before we make any changes, we will talk about this with other people to make sure it is the right decision.</p> <p>This includes local organisations who are involved in people’s care, for example the NHS.</p>
	<p>We will tell everyone who needs to know if we make the changes.</p> <p>This will include people with care and support needs and family and friend carers.</p>
	<p><b>When you do not like our decisions</b></p>
	<p>If a person is not happy about how we have provided care and support at this time, they will need to contact our Customer Relations Team.</p> <p>Because of coronavirus it will take 20 working days to deal with some complaints. Before coronavirus it was 10 days.</p>



Phone: 01243 777100 and ask for the Customer Relations Team.

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