

Adult social care: Information for people who need social care support



April 2026



This booklet is for adults in West Sussex who need **social care** help. It explains how to stay healthy, safe, and independent.

Increasing independence



We help you make your own decisions. If you can't, we will act in your best interests.



If a young person helps you, they can contact the **Young Carers Service** for support.



We follow the **Accessible Information Standard** to make sure everyone understands the information they get.

Services from other organisations



We do not handle **state benefits**. The Department for Work and Pensions does. We have staff who can help you get all the benefits you should be getting.



Housing help is usually from your local council. Health services are provided by GPs and hospitals. For **legal advice**, contact Citizens Advice.

Staying healthy and independent



We want you to stay healthy and independent. Our services can help with this and are available to everyone.



The **Prevention Assessment Team** (PAT) gives advice to help you live safely and independently. They can help with equipment, finances, and finding local activities.



West Sussex Wellbeing offers advice to improve health, like stopping smoking or losing weight. You don't need a GP referral to get help.



The **Community Hub** supports people who need help. It is open every day of the year.



We have a service that helps people with lifelong conditions like learning disabilities to live independently.



Pathfinder West Sussex supports people with mental health needs and their carers. They help improve mental and physical wellbeing.



We have an agreement with an organisation called Carers Support West Sussex to offer help and advice to carers. They provide services including a helpline, assessments, and support groups for carers.



We can lend you **equipment** to help with daily tasks like getting in and out of bed or bathing. This is free for West Sussex residents.



Occupational therapy helps you stay independent by teaching new skills or providing equipment. Contact us for support.



The **Regaining Independence Service** helps you regain confidence and strength after hospital stays or difficulties at home. It's free for a short time.



Technology-enabled care helps people live safely and independently. It includes devices that connect you to help or remind you to take medication.



West Sussex Connect to Support is a website with information on living independently and finding local activities and services.

Supporting your needs



We put you at the centre of the **assessment** process. An assessment is when we look at your situation and you tell us what works well for you, and what you need help with.



You can fill in a self-assessment form to help us understand your needs.

There is also a financial self-assessment form which looks at your money.

You can:



- **Fill it in online:** Visit [westsussex.gov.uk](https://www.westsussex.gov.uk) and search under 'Adult social care assessment for people with social care needs'
- **Ask for a paper copy:** Contact Adults' CarePoint. Go to the last page of this booklet for contact details.

Assessing your needs



If you need social care support, you have the right to ask for an assessment.



We'll talk to you about your strengths and goals.



If you need ongoing care and support, we will do a more detailed needs assessment.



We follow national guidelines to decide if you have eligible needs.



Eligible needs is when you need help with everyday tasks like **washing, dressing, or cooking.**



We look at your money and tell you how much you should pay towards your support. This is called your contribution.



We will also look at the benefits available to you and help you to fill in the forms.

£23,250 

If you have eligible needs but have savings over £23,250, you will have to pay for your support.



We offer a brokerage service to help you to plan and buy the services you need. There is a fee of £228 for this service.

+ £228

If you want to change your support later on, we will charge another £228.



If you want us to buy services for you and then get the cost from you, we will charge £7.30 a week.



If you can't make decisions about your care and support and have no one to help you, we will do this free of charge.



When you find someone who can help you, we will charge you £7.30 a week.

Someone to help you have your say



An **advocate** can help you have your say. They protect your rights and help you get the support you need.



For more information, speak to your social care worker.

You can also visit the website [Westsussexconnecttosupport.org](https://www.westsussexconnecttosupport.org)

What happens if I move out of West Sussex?



If we pay for your care and you move out of West Sussex, we will make sure your care stays the same.



We will work with your new local council to do this.

Working out how much money you need



We use your assessment to work out a rough amount of money you might need for your care – this is called an estimate.



When your support plan has been made, we will tell you the actual amount of money you will get. This is called your **personal budget**. It's based on the best-value way to meet your needs.



Your social care worker will work with you to write your **care and support plan**. This will show how you'll use your personal budget to achieve what you want – this is called your **outcomes**.

How we can pay your personal budget



One way to pay your personal budget is to have **direct payments**. We pay the money direct to you or someone you choose to help you.



Direct payments gives you more choice of the type of care and support you have.



We work with a charity called Independent Lives. They can help you to use direct payments. Contact them using the details at the end of this booklet.



A **council-managed budget** is another way we can pay your personal budget. We will arrange the support for you and pay for it from your personal budget.



You can also have a mixture of the two options. Your social care worker will be able to tell you more.

Direct payments factsheets



We have some factsheets about direct payments and how they work. To get printed copies, contact Adults' CarePoint using the contact details on the last page of this booklet.

About council-managed budgets



Reasons why you might choose a council-managed budget:

- you want to use services we provide
- you don't want to manage the money yourself
- you are not able to make decisions yourself and there is no one to help you
- you are in prison and cannot have a direct payment.

A council-managed budget can be used to pay for:



- care at home
- day care
- a short stay in a residential care home - **respite care**
- transport to get to an activity in your care and support plan
- support in your home or local community.



If you want to change your support, talk to your care and support broker as soon as possible.

Care in a residential or nursing home



We will always help you to live independently at home. We can give you information and advice.



You can find out about the help available by visiting the website [Westsussexconnecttosupport.org](https://www.westsussexconnecttosupport.org)



If you need extra support, you might want to think about **extra-care housing** or **supported living**.



Extra care housing is a place you can have your own flat or room. There are staff nearby to give you help with getting washed, getting dressed and taking medication.



Supported living provide staff to help you live independently, including managing money, cooking, cleaning, and social activities.



If you need to go into a **residential or nursing home**, make sure it is the right option for you and you know the costs.

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



We do an assessment to check if your needs mean you need to go into a residential care home.



We also check to see if the council will pay for your residential care. This will depend on what you can afford to pay.



See our booklet called 'Choosing and paying towards care in a residential or nursing home' for more information.



If you pay for care yourself, get advice from an independent financial adviser. **Carewise** can help with advice on care options and costs.

Checking your support



We review your support regularly to make sure it meets your needs. If things change, we can do another assessment and create a new plan.

Keeping you safe



We keep you safe from **abuse and neglect**.

Tell us if you are worried about your safety, or someone else's and we will listen and take action if needed.

Making an appeal



If you're unhappy with our decisions, you can make an appeal. We can help you to find an advocacy service if you need it.



We have a leaflet about making an appeal called 'Appeals relating to adult social care'. Contact Adults' CarePoint to ask for a printed copy. The contact details are on the last page of this booklet.



If you are not happy with what we say in your appeal, you can contact the Local Government and Social Care Ombudsman. For their contact details, go to the 'Useful contacts' section of this booklet.



If you're not happy with our service, contact your social care worker or the **Complaints Team**. You can give feedback through **Healthwatch West Sussex**.

You can also tell us if you are happy with our service.



We keep your information **confidential** and only share it with your permission or if allowed by law.

How we want to work with you



We want everyone to feel safe and respected.



Please be polite and respectful to our staff so they can work safely to help you.



We do not accept bullying, swearing or violence. If behaviour is not acceptable, we may end the conversation.



We will tell the police about very serious problems.



This way of working helps to make everyone feel safe.



For more information, contact our **Adults' CarePoint**. They can help with questions about social care support. Go to the back page for contact details.



Visit our website for more information and contact details for different services and organisations that can help.

www.westsussex.gov.uk

Useful contacts

Age UK West Sussex, Brighton and Hove

The Laburnum Centre

Lyon Street

Bognor Regis

West Sussex

PO21 1UX

- Phone: 0800 019 1310
- Email: info@ageukwsbh.org.uk
- Website:
ageuk.org.uk/westsussexbrightonhove



Carers Support West Sussex

Phone: 0300 028 8888



- Email: info@carerssupport.org.uk
- Website: carerssupport.org.uk

Complaints Team

Tell us about your comment, compliment or complaint

online at
westsussex.gov.uk/complaints.



Phone: 01243 777 100 (Ask for an interpreter if you need help to make a complaint)



BT Relay UK: 18001 01243 777100
(for people with problems speaking and hearing)

If you cannot use the online form
or the phone, please write to:

- Complaints Team

West Sussex County Council

County Hall

Chichester

West Sussex, PO19 1RQ



Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne, NE1 4PA

- Phone: 03000 616161
- Website: cqc.org.uk
- Email: enquiries@cqc.org.uk



Carewise

Website: carewiseadvice.com

- Phone: 0330 222 7000
- Call using BT Relay UK: 18001 0330 222 7000 (for people with problems speaking and hearing)
- Email: carewise@westsussex.gov.uk



Community Hub

Website: westsussex.gov.uk under 'Community hub'

- Phone: 0330 222 7980

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

39 Victoria Street

London

SW1H 0EU

- Phone: 0300 790 4007
- Website: gov.uk/dhsc



Department of Work and Pensions



Pension Service: 0800 731 0469

- Textphone: 0800 731 0464
- Website: [gov.uk/government/organisations/departments-for-work-pensions](https://gov.uk/government/organisations/departments/departments-for-work-pensions)

Disabled car badge – Blue Badge

Blue Badge Team

PO Box 859

Bognor Regis

West Sussex

PO21 9HT



- Phone: 01243 777653

Call using BT Relay UK: 18001 01243 777653 (for people with problems speaking and hearing)

- Email: blue.badges@westsussex.gov.uk
- Website: westsussex.gov.uk and [search under 'Blue Badge'](#)



Independent Lives

Southfield House

11 Liverpool Gardens

Worthing

West Sussex, BN11 1RY

- Phone: 01903 219482
- Email: info@independentlives.org
- Website: independentlives.org



Library service

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

Local Government &
Social Care
OMBUDSMAN

Local Government and Social Care Ombudsman

PO Box 4771

Coventry, CV4 0EH

- Phone: 0300 061 0614
- Website: lgo.org.uk/making-a-complaint



Meals on Wheels – Health and Independent Living Service (HILS)

- Phone: 0330 200 0102 (option two)
- Email: westsussex@hils-uk.org
- Website: hils-uk.org



Mental health social work service

Please contact our Adults' CarePoint using the contact details at the end of this booklet.

Pathfinder West Sussex supports mental health needs and carers.

Website:

pathfinderwestsussex.org.uk

Phone: 0300 303 5652

Email:

helppoint@pathfinderwestsussex.org



NHS Surrey and Sussex

Sackville House

Brooks Close

Lewes

BN7 2FZ



- Phone: 0300 140 9854
- Email: sxicb.contactus@nhs.net
- Website: surreysussex.icb.nhs.uk

Prevention Assessment Team

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



- Phone: 0330 222 4222
- Email:
prevention@westsussex.gov.uk



Wellbeing Hubs

For the contact details for your local wellbeing hub, please visit westsussexwellbeing.org.uk or contact our Adults' CarePoint.

See our contact details at the end of this booklet.



West Sussex Connect to Support

A website giving information and advice to help people live independently.

- Website:
westsussexconnecttosupport.org

Young Carers Service

Phone: 01903 270300

- Call using BT Relay UK: 18001 01903 270300 (for people with problems speaking and hearing)
- Email:
youngcarers@westsussex.gov.uk
- Website:
westsussex.gov.uk/youngcarers



How to contact us



Adults' CarePoint

Phone: 01243 642121

Call using BT Relay UK: 18001 01243 642121 (for people with problems speaking and hearing)

Post: County Hall, Chichester, West Sussex PO19 1RG

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