



Your life, your choice

Information for people who
are family and friend carers

April 2024

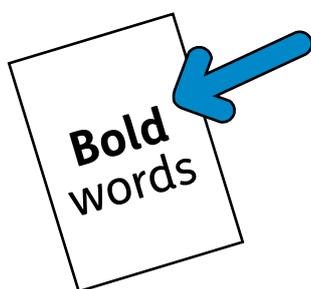


easy
read



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In this Easy Read document, hard words are in **bold**. We explain what these words mean in the sentence after we have used them.



Some words are [blue and underlined](#).

These are links that will go to another website which has more information.



West Sussex County Council thinks equality and making sure everyone is treated fairly is very important.



We respect the people we support, our staff and the organisations we work with.

We want to work in a way that is fair to everyone.



We also expect our staff to be treated politely and with respect by the people we support.

Introduction



This information is about **social care** support from West Sussex County Council.



Social care is special support for people who need some help with everyday things, like washing and eating.



We think adults who give care and support to a friend or family member should live their life the way they feel is best for them.



This information will tell you how we can support you in caring for a friend or family member.



You can read more about how we want to improve social care by reading our 'Adult Social Care Strategy'.

You can find this by:



- Searching for 'Adult Social Care Strategy' on our website:
westsussex.gov.uk



- Contacting our Adults' CarePoint.
The contact details are on page 48.

Helping you to be more independent

Help with making decisions



The law says that everyone over 16 can make decisions for themselves unless it is proved that they cannot.



If you cannot make a decision for yourself, we will speak to someone who has the right to make decisions for you by law.



If we have to make decisions for you we will only decide things that are best for you.

Easy to understand information



All organisations that run NHS or social care services have to give you information in a way that you can understand.



Any organisation that is giving you NHS or social care services has to ask you what is the best way to give you information.

Services we are not in charge of



We will try and help you find the support you need.

Our staff will give advice to anyone living in West Sussex.



There are other organisations that can help you with the things we do not do.

Benefits



The Department for Work and Pensions is in charge of benefits. We do have benefits advisers who can help you.

You can contact the Department for Work and Pensions by:



- Phone (pension service): 0800 169 0154
- Textphone: 0800 169 0254
- Website: www.gov.uk/government/organisations/department-for-work-pensions

Housing



Housing includes finding a house or helping people who are homeless.



Your local council in West Sussex will help you with housing.

Health services



You can get support with your health from your GP or hospitals.



You can find out information about **counselling** services by going to this website:

www.counselling-directory.org.uk



Counselling is talking about your emotions and mental health.

Law advice



You can get advice about the law and from your local Citizens Advice group.



You can also go to the community law advice website:

www.communitylegaladvice.org.uk

Staying healthy and independent



All of our services help you to stay healthy and be as independent as you can.



We have services which are for less serious social care needs and anyone can use these.

Prevention Assessment Team



The Prevention Assessment Team (PAT) helps people to find the services they need.



The PAT usually works with people aged 18 or over who do not use special health or social care services.



When the PAT finds out what needs you have they can tell you about which services or groups you can go to.



The PAT can give you advice about staying healthy and how to live independently at home for as long as possible.

West Sussex Wellbeing



West Sussex Wellbeing gives advice and support for your health and wellbeing.



For more information about the support that is available, go to this website:

westsussexwellbeing.org.uk

Community Hub



The Community Hub gives information and advice to help people find the right support for them.



It is available 365 days a year.

You can contact the community hub by:



- Phone: 0330 222 7980
- Website:
Search 'Community Hub' at [westsussex.gov.uk](https://www.westsussex.gov.uk)

Support for people with lifelong conditions



This service gives information, advice and support to people over 16 years old with a lifelong condition like **autism**.



Autism affects things like communication, being with other people, or how you think and feel about things.

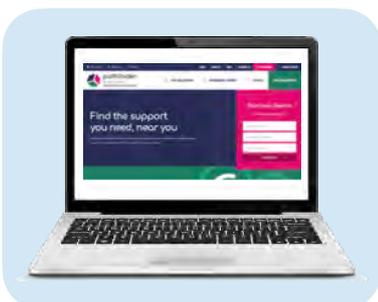


The service helps people to live as independently as possible.

Pathfinder West Sussex



Pathfinder West Sussex is a group of organisations that work together to support people with mental health needs and their carers.



You can go to their website for more information:

www.pathfinderwestsussex.org.uk

Carers Support West Sussex



Carers Support West Sussex provide lots of information and advice for carers.



They have a carer's helpline and run support groups and short breaks for carers.



They also have a special card to help carers buy some things at a lower price.



They do carer's assessments for us.

Equipment

There are different types of equipment that can help you do things for yourself, like:



- Getting in and out of bed.



- Going to the toilet and bathing.



- Getting around your home.



We can give you information about buying equipment.



Or we can lend equipment to people who live in West Sussex, through the Community Equipment Service.



You can find out more by contacting our Adults' CarePoint. The contact details are on page 48.



Occupational therapy

Occupational therapy helps you to do things for yourself.



You will be able to get advice and information about how to stay as independent as you can.



You can ask for support by contacting our Adults' CarePoint. The contact details are on page 48.

Regaining Independence Service



The **Regaining Independence Service** helps people do everyday things that have become more difficult.



Sometimes people need this help after being in hospital or if they are not coping well.



The service helps you to get more confident with daily tasks like getting washed and dressed.



The service is free for the time your occupational therapist says that you need it.



Your occupational therapist will regularly check how you are doing.

We will tell you when you no longer need to use the Regaining Independence Service.



If you still need support after you stop using the Regaining Independence Service, we will look into care and support to help you stay at home.

Supporting you to leave hospital



We have a 24 hour a day service in a care home to support people who leave hospital.



There are lots of different trained staff in the care home to support you.



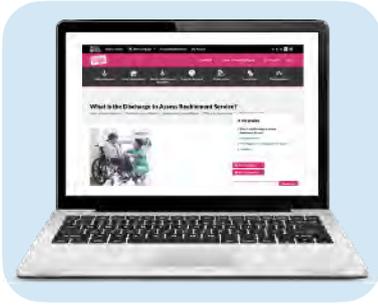
When you enter the service we will check what your needs are and how we can support you to get better so you can go home.



This service is free for the time your occupational therapist says that you need it.



To find out more about support with leaving hospital, please read our leaflet 'Supporting you to leave hospital - Discharge to assess with reablement'.



To find the leaflet, visit www.westsussex.gov.uk and look for 'adults social care publications'.



Or you can contact our Adults' CarePoint and ask for a copy. The contact details are on page 48.

Using technology

Technology can help with living safely and independently. It can:



- Let you tell people if you need help by pushing a button.



- Remind you to take your medicine.



- Tell you if you are in danger.

You can get technology to help you for free, for:



- Short term - this is up to 6 weeks if you have urgent needs.



- Long term - this is for as long as you need it if you have had an assessment that shows you have eligible needs.



If you get a short term service, you can choose to pay to carry on using the technology for longer than 6 weeks.



We want to make sure you can use technology easily so it can help you to live well.



You can find out more about this by going to the West Sussex Connect to Support website:

www.westsussexconnecttosupport.org



Or you can contact our Adults' CarePoint. The contact details are on page 48.

West Sussex Connect to Support



West Sussex Connect to Support gives information and advice about ways to help people live independently.



It has a list of activities in the local area and care services.



You can find more information on their website:

www.westsussexconnecttosupport.org

Supporting you



A family and friend carer is a person who gives support to a partner, family member or friend who cannot manage without help.



These carers are not paid for what they do for their family or friends.



To get our support a carer does not need to live in West Sussex, but the person who they care for must.

Checking your needs for yourself



It is good to think about what is working well and what needs to change in your life.



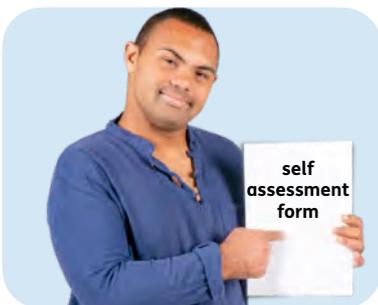
Thinking about what is working well and what needs to change is called self-assessment.



It can be good to do a self-assessment form if you are thinking about asking us for support.



You can find the form under 'Adult social care assessment' and then 'Assessment for family and friend carers' on our website: westsussex.gov.uk



Or you can ask for a paper copy of the form from our Adults' CarePoint. The contact details are on page 48.



You do not need to fill in a self-assessment form before contacting us.



If you do a self-assessment, we will pass it to Carers Support West Sussex who do our carer's assessments for us.

Carer's assessment



We want to make sure that carers are supported.



You have a **right** to an assessment.

Rights are things that every person should have by law. Like the right to be safe, the right to education and the right to be respected.



Carers Support West Sussex do our carer's assessments for us.

They will look at what support you need.



We can do this even if the person you care for does not get any support from us.

You can contact Carers Support West Sussex to ask for an assessment by:



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



You can also contact our Adults' CarePoint.

The contact details are on page 48.

How an assessment is done

Your assessment will look at:



- What sort of caring you do.



- How being a carer affects your life and how you feel about being a carer.



- Your health, including **mental health**.

Mental health is how you are feeling inside, or how you are emotionally.



- Your relationships and activities you do.

Your assessment will also look at:



- What you want to get from being supported.



- How good your home is to care for someone.



- Planning for emergencies.



We will invite you to be part of any discussions we have about the person you care for if they agree to that.



The aim is to do the assessment within 28 days from the first time you ask for support.

Meeting your needs



We use the same guidelines for everyone to decide what we can give you.



We will think about whether the care you give is needed by the person you give care to, so that they can:



- Keep healthy.



- Be supported with their mental health.

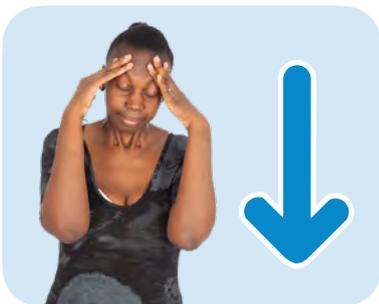
We will think about whether the care you give means:



- Your health, including mental health, could get worse.



- You are not able to do the caring that you want to properly.



- There are some bad effects on your life.



You will only be able to get support from us if the points above apply to you.

We will look to see if your needs can be supported by:



- Services in your local area.



- Family or friends.



If your needs cannot be supported in the local area or by family or friends, then:



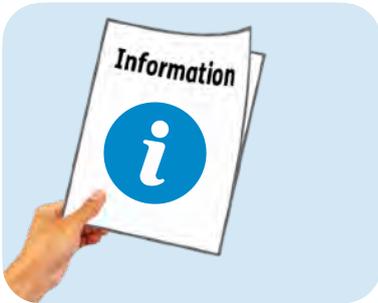
- We will look at how much money there might be to get you the support you need.

Or



- We might give extra support to the person that you care for if this would help you.

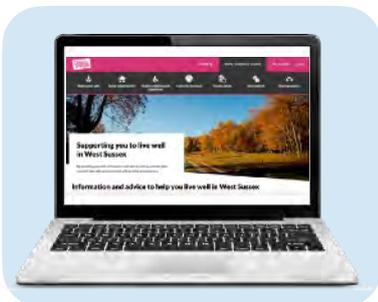
If you cannot get support paid for by us



If we decide that we cannot give you any support we pay for, you can still get information about other services you can use.



Some of this support is free.



You can get lots of information and advice for carers on the West Sussex Connect to Support website:
westsussexconnecttosupport.org



You can contact Carers Support West Sussex to get information, advice and support.

Their contact details are on page 50.

What happens if I move out of West Sussex?



If you move house to somewhere outside of West Sussex, we will work with the council of your new area to make sure your support carries on.



We will only do this if your support is paid for by the council.



If you move out of West Sussex but the person you care for stays here we will continue to give you support.

Are you under 18 years old and caring for someone?



If you are, you can contact our Young Carer Service for information and support by:



- Phone: 01903 270 300
- Calling using Relay UK:
18001 01903 270 300 (helps people with hearing and speech difficulties)
- Email:
youngcarers@westsussex.gov.uk
- Website:
www.westsussex.gov.uk/youngcarers

Your choices about your support

The money you get



We use information from your assessment to work out how much money there is to support you.



We use a set of guidelines to decide how much support you get so it is fair for everyone.



The money you get is called a personal budget.

We usually pay this money to you directly and all at once.



You might want to use this to pay for a service in your local area that helps you have a break from caring, like joining the gym or some equipment that makes your life easier.

Your support plan

Your support plan needs to include:



- Your social care needs.



- What you want to achieve for each of your needs - the things you want to achieve are called your **outcomes**.



- Whether you need help to achieve these outcomes.



- What help you need, including the support we have agreed to give you.

Checking your support



We will check if your support is working for you.

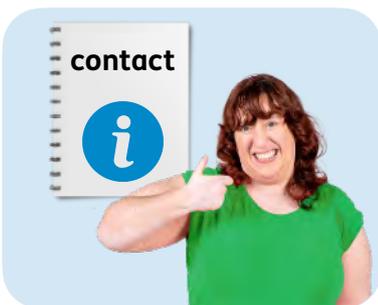
This is called a **review**.



A member of staff at Carers Support West Sussex will do your review.



If you have a carer's support plan, we will contact you in the first 6 to 8 weeks to check if your needs have been met.



If everything is going well, we will tell you who to contact if anything changes.



If you think your needs are not being met we will look at what other support you might need.

Keeping you safe



An important part of our work is helping people to live in safety and free from **abuse** and **neglect**.



Abuse is when someone hurts you or treats you badly.



Neglect is when someone does not look after you properly.



Abuse and neglect can happen anywhere, including your home and public places like at work.



Abuse and neglect can be done by anyone, even people you know.



If you are being abused or neglected it is important to tell someone.

You can fill in a form online to tell us about it. You can find this form by:



- Going to this website: www.westsussex.gov.uk/social-care-and-health/social-care-support/adults/raise-a-concern-about-an-adult/



- Contacting our Adults' CarePoint and asking for a copy. The contact details are on page 48.



If it is an emergency you should always call 999.



If you report something to us, we will take your concerns seriously.

If you report something to us, we will:



- Talk to the person who is at risk to find out what they want to happen.



- Support the person to have an **advocate** if they need one.

An **advocate** is someone who helps you to speak up or speaks up for you.



- Talk to the police if someone has done a crime.



- Talk to other organisations like the NHS.



- Agree on the best way to help the person.

If you disagree with what we decide



If you disagree with what we decide about your care and support, you can **appeal**.

An **appeal** is when you do not agree with a decision and ask for it to be changed.

You can appeal if:



- We have said you can get social care support paid for by the council.



- We have said you cannot get social care support paid for by the council.



- You have had an assessment to see if you need to pay for care services.

Someone else can appeal for you if:



- They are someone who you have said can speak for you, like a carer or an advocate.



- You have said they can appeal for you.



You can appeal our decisions if you do not agree with them.

You can appeal if you disagree with:



- Our decision about whether you should get social care support paid for by the council.



- The way we have looked at your self-assessment. You may think we have not thought enough about what you said.

You can also appeal if you disagree with:



- What we have decided about your needs.



- What we have decided about the money you spend because of your disability. This is called **disability-related expenses**.



- How we have planned your support.



- How much money you have been given to meet your needs.



If you need help to appeal please contact us and we will help you find an advocate.



You can ask your social care worker for more information about appeals.



You can also read our Easy Read leaflet about appealing by looking for 'Adults' social care publication' on our website:

[westsussex.gov.uk](https://www.westsussex.gov.uk)



Or you can contact our Adults' CarePoint and ask for a copy. The contact details are on page 48.



If you are not happy after you have appealed you can complain to the Local Government and Social Care **Ombudsman**.



An **ombudsman** is someone who is independent and looks at complaints about companies and organisations.



The ombudsman will usually only look at a complaint after we have tried to deal with it first.

You can contact the Local Government and Social Care Ombudsman by:



- Post:
PO Box 4771
Coventry
CV4 0EH
- Phone: 0300 061 0614
- Website:
www.lgo.org.uk/making-a-complaint

Give us your views



We always try to give the best service we can.

We know sometimes you might not be happy with how we have done.



If you want to tell someone that you are unhappy, the best person to tell is who you have spoken to from our service.



You can also contact our Customer Relations Team for adults. You can find out how to contact them on page 51.



Please tell us if we have done a good job.



You can also tell **Healthwatch** West Sussex what you think of our services.



Healthwatch is an independent group that supports people who use health and care services.



You can contact them by:

- Phone: 0300 012 0122
- Website: www.healthwatchwestsussex.co.uk

Keeping your information safe



We follow the law about how to keep your information safe and private.



Your information is protected by the security rules that we have in place.



Only staff who need to see your information will be allowed to see it.



We will only share your information with other organisations if you say it is okay, or we are allowed to by law.

Useful contacts

Adults' CarePoint

You can get in touch with Adults' CarePoint by:



- Post:
County Hall
Chichester
West Sussex
PO19 1RG



- Phone: 01243 642 121



- Calling using Relay UK:
18001 01243 642 121 (helps people with speech and hearing difficulties).



- Website:
www.westsussex.gov.uk/contact-help



Age UK West Sussex, Brighton and Hove

You can get in touch with Age UK West Sussex, Brighton and Hove by:

- Post:
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](http://ageuk.org.uk/westsussexbrightonhove)



Carers Support West Sussex

You can get in touch with Carers Support West Sussex by:

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



Customer Relations Team

You can contact our Customer Relations Team for adults by:

- Website:
westsussex.gov.uk/about-the-council/have-your-say/complaints/make-a-complaint-or-appeal
- Phone: 01243 777 100
- Calling using Relay UK:
18001 01243 777 100 (helps people with speech and hearing difficulties).
- Post:
Customer Relations Team
West Sussex County Council
County Hall
Chichester
West Sussex
PO19 1RQ



Care Quality Commission – South East

You can contact the Care Quality Commission by:

- Post:
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
- Phone: 03000 616161
- Website: cqc.org.uk



Carewise

You can get in touch with Carewise for care funding advice by:

- Website: [carewiseadvice.com](https://www.carewiseadvice.com)
- Phone: 0330 222 7000
- Calling using Relay UK: 18001 0330 222 7000 (helps people with speech and hearing difficulties).
- Email: carewise@westsussex.gov.uk



Community hub

You can get in touch with the Community hub by:

- Website:
Search 'Community hub' at [westsussex.gov.uk](https://www.westsussex.gov.uk)
- Phone: 0330 222 7980



Department
of Health &
Social Care

Department of Health and Social Care

The Department of Health and Social Care is the part of the government that is in charge of care.

You can contact them by:

- Post
39 Victoria Street
London
SW1H 0EU
- Phone: 020 7210 4850
- Textphone: 0207 222 2262
- Fax: 0115 902 3202
- Website: [gov.uk/dhsc](https://www.gov.uk/dhsc)



Department
for Work &
Pensions

Department for Work and Pensions

The Department for Work and Pensions is the part of the government that is in charge of things like benefits and pensions.

You can contact them by:

- Phone, for their Pension Service:
0800 169 0154
- Calling using Relay UK:
0800 169 0254 (helps people with
speech or hearing difficulties).
- Website:
[gov.uk/government/organisations/
department-for-work-pensions](https://www.gov.uk/government/organisations/department-for-work-pensions)



Disabled car badge – Blue Badge

To find out about getting a Blue Badge, get in touch with the Blue Badge Team by:

- Post:
Blue Badge Team
PO Box 859
Bognor Regis
West Sussex
PO21 9HT
- Phone: 01243 777653
- Call using Relay UK: 18001 01243 777653 (helps people with speech and hearing difficulties)
- Email:
blue.badges@westsussex.gov.uk
- Website: search 'Blue Badge' at:
westsussex.gov.uk



Independent Lives

You can get in touch with Independent Lives by:

- Post:
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 and Social Care Ombudsman

You can contact the Local Government and Social Care Ombudsman by:

- Post:
PO Box 4771
Coventry
CV4 0EH
- Phone: 0300 061 0614
- Website:
lgo.org.uk/make-a-complaint



Meals on Wheels – West Sussex Health and Independent Living Support (HILS)

You can contact Meals on Wheels by:

- Phone: 0330 200 0103
- Email: westsussex@hils-uk.org
- Website: hils-uk.org



Mental health social work service

Please contact our Adults' CarePoint using the contact details shown on page 48.



Pathfinder West Sussex

Pathfinder West Sussex is a group of organisations working together to support people with mental health needs, and their carers.

Their website is:

pathfinderwestsussex.org.uk



NHS Sussex

NHS Sussex organises the local NHS. You can contact them by:

- Post:
Wicker House
High Street
Worthing
BN11 1DJ
- Phone: 0800 433 4545
- Email: excib.contactus@nhs.net
- Website: www.sussex.ics.nhs.uk/



Prevention Assessment Team

You can contact the team Monday to Friday from 9am to 5pm, by:

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

Wellbeing hubs

For the contact details for your local wellbeing hub, please:

- Visit their website: westsussexwellbeing.org.uk
- Contact our Adults' CarePoint - see page 48 for contact details.





West Sussex Connect to Support

West Sussex Connect to Support is a website with lots of ways to help with living independently:

westsussexconnecttosupport.org



Young Carers Service

You can contact the Young Carers Service by:

- Phone: 01903 270 300
- Calling using Relay UK: 18001 01903 270300 (helps people with speech and hearing difficulties).
- Email:
youngcarers@westsussex.gov.uk
- Website:
www.westsussex.gov.uk/youngcarers

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