

Adult social care: an overview

Information for people who need social care
support and for family and friend carers

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Adults' Services is committed to providing a fair, inclusive and respectful environment. Everyone who uses or works in our services should be treated with dignity and feel safe.

We understand that people may contact us during stressful times, and that some disabilities or conditions can affect how people communicate. However abusive, threatening or discriminatory behaviour towards staff is never acceptable. This includes discrimination, harassment, violence or prejudice of any kind. It applies to all contact with us.

We ask that you treat our staff with courtesy and respect, communicate appropriately, and allow them to carry out their work safely.

If behaviour is unacceptable, we may need to end the conversation or take steps to protect staff. Serious incidents will be reported to the police.

This approach does not affect your right to access services, raise concerns or challenge decisions. By working together, we can maintain a safe and respectful environment for all.

This booklet explains the information, advice and support available for adults in West Sussex who have care and support needs. It sets out how we work with you to help you stay healthy, safe and independent, and to make informed choices about the support you receive. There is information about services that the council provide, as well as the care and support available from local organisations.

1. Increasing independence: supporting you to help yourself

Help making decisions

The law says we need to assume that anyone aged 16 or over can make decisions for themselves, with support if needed, unless we have evidence they cannot do this. If you are not able to make your own decisions and we have to take action on your behalf, we will only do this if it is in your best interests. If a best-interest decision is needed, we will discuss your needs with anyone who has a valid power of attorney. This means someone who is legally allowed to make specific decisions for you and act on your behalf. If the Court of Protection has authorised someone to act on your behalf, we will work closely with that person to make sure that any decisions that are made about your care and support are in your best interests.

Are you caring for someone?

Carers look after family, partners or friends who need help because they are ill, frail or have a disability. They do not get paid for the care they provide, and they do not always live with the person they care for. You have a legal right to be recognised as a carer. So, if you think you are caring for someone who could not manage without your help, please get in touch with our Adults' CarePoint to see if we can help. See our contact details on the back page of this booklet. Also see the 'Family and friend carers' part of this booklet in sections 5 and 6.

Does a young person under the age of 18 give you regular support?

If yes, you or the young person can contact our Young Carers Service for information, advice and support. Please see section 11 for their contact details.

Accessible information standard

All organisations that provide NHS or social care services must meet the Accessible Information Standard. The standard sets out the approach that organisations must use to make sure that people with disabilities can get information in formats that they can understand.

Any organisation that is providing you with an NHS or social care service must do the following five things.

- Ask you if you have any communication needs
- Record your needs
- Highlight your needs very clearly on your records
- Share the information about your needs with other social care or NHS providers as part of any referral or handover process
- Meet your needs by making sure you get the information you need in a format that you can understand, and that you receive any communication support you need

Areas we are not directly responsible for

We are committed to helping people find the support that best meets their needs, and our staff will offer advice and help to everyone living in West Sussex. However, there are some things we do not do. If this is the case, there are other organisations that can help you.

- **State benefits**
The Department for Work and Pensions deals with state benefits. Please see section 11 for their contact details. However, we do have staff who are benefits advisers and can help make sure that you are receiving all the benefits you are entitled to.

- **Housing**

Housing includes services such as organising council or housing-association homes or supporting people who are homeless. Your local district or borough council in West Sussex usually deals with this.

- **Health services**

Health services are generally provided directly by GP practices, community health services, and hospitals. You can find information about counselling services by visiting counselling-directory.org.uk

- **Legal advice**

Free legal advice is available through your local branch of Citizens Advice, who can also tell you how to get legal aid from solicitors, and from the community legal advice website at communitylegaladvice.org.uk

Staying healthy and independent

All our services aim to help you stay healthy and be as independent as possible. We have a range of services designed to meet lower-level social care needs, and these are available to everyone.

Prevention Assessment Team

The Prevention Assessment Team (PAT) provides information and advice, and directs people to appropriate services, to help them to stay safe and healthy and to continue living independently at home for as long as possible. The team is made up of our community prevention officers, nurses from Sussex Community Foundation NHS Trust and community support workers from Age UK West Sussex, Brighton and Hove.

The PAT works with people aged 18 and over who do not receive other specialist health or social care services and are able to act on the information and advice provided (or have someone who can do this on their behalf). PAT nurses also help deliver the NHS Health Check programme. The PAT can:

- help you live safely and independently at home;
- advise on equipment or technology that could make daily life easier;
- help you access financial support or help you to make the most of your finances;
- connect you with help for everyday tasks like shopping, cleaning, and gardening;
- offer advice on staying well, avoiding falls, managing medication, and using health services;
- help you find local groups and activities so you can stay connected and avoid feeling isolated.

West Sussex Wellbeing

West Sussex Wellbeing provides impartial advice and support to help you improve your health and wellbeing, including support to manage your weight, be more active, stop smoking and drink less alcohol. Some support is provided one-to-one and some through group activities.

You can talk to the wellbeing advisers by phone or in person. You don't need a referral from your GP or any other health professional to receive support from West Sussex Wellbeing.

For more information about the types of support available visit westsussexwellbeing.org.uk.

Community Hub

The hub provides information and advice to support vulnerable people in the community and connects them with the most appropriate support for their situation. It is available 365 days a year. Please see section 12 for the contact details for the hub.

Preventative support service for people with lifelong conditions

The aim of the service is to help people aged 16 and over with a lifelong condition (such as a learning disability or autism) to live as independently as possible within their local communities.

The service provides information, advice and guidance and can direct people to appropriate services.

The service also supports people who have their own housing tenancy and do not receive social care funding from us and provides information and advice to family and friend carers who have a lifelong condition.

Pathfinder West Sussex

Pathfinder West Sussex is a group of organisations that work together to support people with mental-health needs, and their carers, to improve their mental wellbeing. The organisations also help people to improve their physical health and wellbeing.

Carers Support West Sussex

We have a contract with this specialist organisation to provide a wide range of services for family and friend carers. These services include a carer's helpline which provides information and advice, carer's assessments, a carer benefits advice service and carer support groups. They also produce a newsletter to help keep registered carers informed.

The organisation helps thousands of carers every year to access a whole range of support to meet their needs. For example, they provide support and advice relating to equipment to help people stay independent, an emergency contact scheme in case a carer suddenly becomes unwell and cannot carry out their normal caring role, and respite care and short breaks for carers.

Please see section 11 for the contact details of each of the services listed above.

Equipment

There is a wide range of equipment to support you to manage everyday tasks and stay independent. We can provide you with information and advice on where to get equipment to help you if you would like to buy this yourself. Our Community Equipment Service can lend you equipment free of charge to help with activities such as:

- getting in and out of bed;
- going to the toilet;
- bathing; and
- getting about at home.

The service is available to anyone who lives permanently in West Sussex, or who is registered with a West Sussex GP surgery. One of our staff will talk to you to identify what equipment you may need and will tell you what we have available.

For more information, please contact our Adults' CarePoint. See our contact details on the back page of this booklet.

Occupational therapy

Occupational therapy supports you to maintain and improve your independence, helping you make the most of your abilities and overcome any difficulties you may experience with daily activities. Staff from our Occupational Therapy Service can support you to learn or relearn everyday skills, by showing you new ways of doing things, providing equipment or making arrangements to adapt your home.

You can ask for support by contacting our Adults' CarePoint. Please see our contact details at the end of this booklet.

Regaining Independence Service

To help you regain your independence, occupational therapy staff in the service work alongside ECL (our reablement provider) to provide you with a short-term reablement programme in your own home. You may need this service after a stay in hospital or just because you have been finding things more difficult at home.

This service supports you to improve your confidence, strength and ability to carry out day-to-day activities such as:

- getting up from a chair, a bed or the toilet;
- getting washed and dressed;
- making hot drinks and meals;
- walking around your home; and
- walking out and about in your local community.

The service is free for the period of time identified by the reablement team. We will regularly review your progress and tell you when your reablement programme will end.

If you still need support after the reablement programme ends, we will look into longer-term care and support arrangements to help you stay at home.

Technology-enabled care to help people live safely and independently

We want to make sure that technology-enabled care is easy to access and is the first choice to help people keep their independence and lead full and healthy lives, whether at home, at work or in their communities.

Devices range from units where you press a button to connect to a monitoring centre if you need help, to systems that remind you to take your medication. Technology-enabled care systems can also detect dangers (such as smoke and gas leaks) and personal risk (for example, if you fall).

We work with our technology-enabled care provider to offer two levels of service.

- **Short-term service**

If you are identified as having an urgent need, we will provide the equipment, free of charge, for up to six weeks

- **Long-term service**

If an assessment of your social care needs shows that you have eligible needs, we will provide the equipment, free of charge, for as long as you need it.

For both services, you will need to be referred by a social care or health professional.

At the end of the free short-term service, you can choose to become a private customer and pay for the products yourself, or you can have the equipment removed. Your social care worker can give you details.

You can find out more by visiting the West Sussex Connect to Support website at westsussexconnecttosupport.org or by contacting Adults' CarePoint. Please see our contact details at the end of this booklet.

Technology to support people's health and social care needs is also provided by district and borough councils in West Sussex, and by a wide range of national organisations.

West Sussex Connect to Support

West Sussex Connect to Support is a website that provides information and advice about a range of ways to help adults live independently and directs people to local community activities and care services. Please visit westsussexconnecttosupport.org

2. Support when you need it in a way that works for you

We believe that you should be at the centre of the assessment and planning process, because you understand your own needs and how to meet them.

Self-assessment

Self-assessment is designed to help you think about your personal circumstances, what is working well in your life and what needs to change. It can be useful to fill in a self-assessment form if you are thinking about asking us to assess your needs and provide social care support.

You can send the filled-in form to us and ask us to assess your needs. You do not have to fill in a self-assessment form before contacting us. If you do not want to contact us for an assessment of your needs, you can use the self-assessment to help you plan and pay for your own support.

Visit our website westsussex.gov.uk under 'Adult social care assessment – assessment for people with social care needs', or you can contact our Adults' CarePoint to ask for a paper copy. See our contact details on the back page of this booklet.

You may also find it helpful to use our online tools. The care needs checklist asks about your day-to-day life and can help you understand whether you may be eligible for support from us. It will also help you to find support in the community which may meet your needs. Visit westsussex.gov.uk and search under 'Eligibility for adult social care support', where you will find a link to the care needs checklist.

The financial checklist can help you think about your finances and give you an indication of whether we could pay for any of your support. You can find the link to the financial checklist at [westsussex.gov.uk](https://www.westsussex.gov.uk) under 'Financial assessment'.

Assessment

If you think you need social care support, you have the right to ask us to assess your needs. This does not mean we will provide any services or funding at the end of the assessment process as you may not be eligible for this, or there may be other ways to meet your needs.

When you first contact us, a member of our staff will talk with you about your circumstances or those of the person you are concerned about. They will ask you about your situation and will discuss what is working well for you and what needs to change. Where ongoing care and support may be needed, we will work with you to complete a more detailed Care Act needs assessment.

We make sure that we treat everyone fairly and that people who are most in need receive the highest level of support.

To do this we use national guidelines to help us understand whether or not people have eligible needs. This applies to people who need social care and to their family and friend carers. The guidelines are called 'eligibility criteria' and they are set out in the Care and Support (Eligibility Criteria) Regulations 2015.

We will focus on the things that are important to you in your circumstances. We may ask you about:

- your wellbeing – what is important to you in your daily life;
- any physical illness or mental-health issues;
- food and drink – your diet and preparing meals;
- personal care – keeping clean and being appropriately dressed;
- looking after your home;
- getting around your home safely;

- developing and maintaining family or other personal relationships;
- finding and being involved in work, training, education or volunteering;
- getting out and about – using community services, including public transport and recreational facilities; and
- carrying out any caring responsibilities.

If you have filled in a self-assessment form, the social care worker will look at what you have told us as part of your assessment.

We will work with you to identify your strengths and capabilities. We will look at what you want to achieve and identify any support that may be available in your local community, before working out how much money may be available for your support. We will only provide funding for eligible needs that cannot be met in any other way.

In some circumstances, if it has been decided that your needs are not eligible, we may provide reablement or support which prevents them from getting worse (for example, after you are discharged from hospital and before your longer-term needs have been identified).

There may be other assessments we take into account or ones we might suggest so you can get other services.

We may want to share information about you with other agencies we work closely with. We will ask for your agreement if we need to contact other agencies to gather information about you. However, we will not ask for your agreement if we believe that this could put you or someone else at risk of abuse or neglect. This is because we have a legal responsibility to protect people who are unable to keep themselves safe.

We also explain to you that you may need to make a financial contribution towards the support you need. You will not be eligible to receive a service paid for by us if you have savings or investments

of more than £23,250. A financial assessment officer will contact you to arrange to assess how much you should pay towards your support – we call this your contribution. The amount we ask you to pay is based on how much we assess you can reasonably afford to pay. You will have to pay any assessed financial contribution from the time your support begins. If you do not want to give us details of your finances, we will ask you to pay the full cost of your support. For more information on this, please see our booklet 'Do I need to pay for social care in my home or local community?', which is available at westsussex.gov.uk under 'Adults' social care publications'. Or, you can contact our Adults' CarePoint and ask for a copy. See our contact details on the back page of this booklet.

Our financial assessment officer will also check that you are receiving all the benefits you are entitled to. They will give you advice on benefits, and help you to fill in claim forms.

We have a priority system for assessments to make sure that people with the most urgent need receive help first.

If urgent action is needed to protect your safety and reduce serious risk, we can provide support before carrying out a full assessment of your needs.

If you do not have eligible needs or you have savings or investments above the national limit

We will provide you with information and advice to help you plan the support you need, for example, information about other care providers, prevention and wellbeing services, equipment, community activities and advice on how to pay for your care.

For information about all of these services and more, visit the West Sussex Connect to Support website at westsussexconnecttosupport.org or contact our Adults' CarePoint. See our contact details on the back page of this booklet.

If our assessment shows you have eligible social care needs, but you have savings or investments over the national limit of £23,250 (not including the value of your main or only home), we can help you arrange and buy the services you want. We call this a brokerage service and the people who provide the service are known as care and support brokers. The brokerage service only covers services in the community, which we have a legal duty to provide in order to meet your eligible social care needs.

There is a charge for this service, but it is only to cover our costs of making and reviewing the care arrangements.

We charge an initial fee of £228. If you want us to change your support later on, we will charge another fee of £228.

If you want us to buy services for you and then reclaim the cost from you, we will charge you an ongoing fee of £7.30 a week.

If you have savings or investments over £23,250 but you are not able to make decisions about arranging your own support and you have no one to help you, we will do this for you free of charge. Once you have a financial representative, usually appointed by the Court of Protection, you will have to pay an ongoing fee of £7.30 a week if we continue to arrange and pay for services on your behalf. If you want us to change your support later on, we will charge you a fee of £228.

Someone to help you have your say – an advocate

You may need some help to say what you want. An advocate can help you do this. They can also help protect your rights, represent your interests, find things out for you and help you get the support you need.

There are a number of advocacy services in West Sussex. For more information about this support, please ask a social care worker, visit the West Sussex Connect to Support website at westsussexconnecttosupport.org or contact our Adults' CarePoint.

See our contact details on the back page of this booklet.

If you do not have an available or appropriate person to represent you or to support your involvement in assessments, support planning or care reviews, we must provide you with an independent advocate to speak on your behalf. If you can have this support, it will help you to be fully involved in your social care assessment and in planning and reviewing your care. It will also help you if we are supporting you because you are at risk of abuse or neglect. We provide this service free of charge.

What happens if I move out of West Sussex?

You may decide to move out of West Sussex to live in a different local authority area. If our assessment has shown that you have social care needs which are eligible for council-funded care and support, we will work with you to make sure that moving home causes as little disruption to your care as possible. Before you move, we will work with your new local authority to make sure that there is no interruption to the care and support you receive after the move.

3. Choice and control

Working out how much money you need

We use the information from your assessment to estimate an amount of money to meet your social care needs. The actual amount you receive is called your 'personal budget', and we will confirm how much this will be once your support plan is developed (see the next section). We have to spend public money carefully, so your personal budget will be based on the best-value way of meeting your social care needs. Your final personal budget may be higher or lower than our initial estimate.

A 'resource allocation system' is a fair way to allocate money to anyone who needs support, and we use it for everyone.

If you want details of how we have worked out your estimated personal budget, please speak to your social care worker.

What's in your care and support plan?

Once you have agreed with the social care worker what you want to achieve, you will need to develop a care and support plan with one of our staff, which describes how you will use your personal budget to achieve the results you want (your outcomes).

One of our staff will help you to:

- understand your options;
- get the best support with the money available to you;
- think about different ways that you can get support; and
- find the services you need and work out the costs.

Your care and support plan must set out what you want to achieve and how the support will be arranged and delivered. You should think about getting the best value for money when choosing services and developing your plan. You will need to agree your care and support plan with a care and support broker or your social care worker. If you are not able to create your own care and support plan with one of our staff because you cannot make decisions for yourself, we will need to be satisfied that the person who is involved in developing it for you has acted in your best interests.

We will take account of other sources of funding or support when developing your care and support plan. This is because social care funding cannot pay for things such as NHS-funded care, regular household bills or services to meet needs that are already being, or can be met in other ways, such as through family and friends.

When your care and support plan is finished, we will work out how much your personal budget will be. You can then use your personal budget to start paying for the support described in your plan. A care and support broker or your social care worker will then agree with you how we will pay your personal budget.

How we can pay your personal budget

- **Direct payments** – We pay the money direct to you, or to a 'suitable' or 'authorised' person who can act on your behalf if you are not able to agree to receiving direct payments.

Having direct payments means you can arrange your own support instead of using the services we provide. You will have more choice over your care and support with direct payments. If you choose to have a direct payment, we will refer you to Independent Lives, an independent charity who work with us to provide support with all aspects of direct payments.

Their contact details can be found in section 11 of this booklet.

- **Council-managed budget** – We manage your personal budget. We arrange the support for you and pay for it out of your personal budget.

We can also pay your personal budget using a mixture of these options. A care and support broker or your social care worker will explain the details when you discuss your care and support plan with them.

Direct payments factsheets

We have created some factsheets about direct payments and how they work. You can read these on our website at westsussex.gov.uk (search under Adults' social care publications). To request printed copies, please contact our Adults' CarePoint. See our contact details on the back page of this booklet.

Council-managed budgets

A council-managed budget is where we manage your personal budget for you and arrange your support. You may need a council-managed budget rather than direct payments because you:

- want to use services we provide (you cannot buy services from us with a direct payment);
- do not want to manage the money yourself;
- cannot agree to receive direct payments because you are not able to make decisions for yourself and there isn't a suitable or authorised person who can manage the personal budget for you; or
- you are not eligible for direct payments, for example, if you are a prisoner.

For information about how to get support if you are in prison and you have social care needs, please visit prisonreformtrust.org.uk/adviceguide/social-care-in-prison. Or you can contact our Adults' CarePoint for information. See our contact details on the back page of this booklet.

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

- care from an independent provider in your home (domiciliary care);
- day care provided by us or an independent provider;
- respite (short-term) care in a residential or nursing home;
- transport to and from an activity identified in your care and support plan if there are no other transport options; or
- practical support in your home or in the local community.

This can include, for example, someone to help you to go to your bank, or to arrange for necessary repairs to your home, if you have no one else to do these things for you.

You will need to discuss what support you need with the care and support broker in your local Combined Placement and Sourcing Team, who will arrange the services you need. We will include this information in your care and support plan.

We have arrangements that mean we must give a provider at least four weeks' notice if we need to cancel a service. If you want to change your care provider, it is important that you tell us in good time.

If you want to change some of your support arrangements at any time, please discuss this with the care and support broker in your local Combined Placement and Sourcing Team.

If you would like more choice and flexibility in the way your support is provided, you can ask to receive direct payments for some of your personal budget.

Care in a residential or nursing home

Wherever possible, care and support will help you to continue living independently in your own home. We advise you to get information about the options that are available to you. You can find information and advice on our West Sussex Connect to Support website at westsussexconnecttosupport.org. You can also contact our Adults' CarePoint for information. See our contact details on the back page of this booklet.

If you have high-level needs and your condition is complex and perhaps changes regularly, you might want to consider supported living or extra care housing. You can go to a care home for a short stay when you leave hospital, for respite care (to give your carers a break from caring) or for long-term care.

If you need to move to a residential or nursing home, it is important to make sure this is the right choice for you and that you understand how much the care home may cost.

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

If we have assessed that your care needs are best met in a residential or nursing home, you may be entitled to receive financial help from us. The amount we will ask you to contribute towards the residential

or nursing home's fees is based on how much you can reasonably afford to pay. Even if you do not need financial support from us, and would like to arrange and pay for your own care in a residential or nursing home, you can still ask a social care worker for advice.

For more information about how we work out how much you will have to pay towards the cost of your care, and when we would take the value of your home into account when working this out, please see our leaflet 'Choosing and paying towards care in a residential or nursing home'. Please visit our website at westsussex.gov.uk and search under 'Adults' social care publications', or contact our Adults' CarePoint and ask for a copy. See our contact details on the back page of this booklet.

If you are paying a care home's fees yourself

If you are paying the care home's fees from your own savings and investments, we strongly advise you to get advice from an independent financial adviser who specialises in long-term care.

We want you to choose the best solutions to meet your needs. The Carewise care funding scheme can help you do this.

Carewise provides information and advice about the care and support options that are available to you, and the most cost-effective ways of paying for care. Carewise is a partnership between us, Age UK West Sussex, Brighton and Hove, The Society of Later Life Advisers, West Sussex Partners in Care and a panel of local independent financial advisers.

The independent financial advisers specialise in providing later-life financial advice to help people afford the best-quality care at home or in the care home of their choice. They are independent of the county council and they offer advice from across the whole financial market.

Age UK West Sussex, Brighton and Hove provides information and advice about a wide range of issues which affect people in later life, including a free money advice service.

Carewise aims to help you make the right choice about your care and support. Please see section 11 for Carewise's contact details.

You can of course get advice from other financial advisers if you prefer.

The West Sussex Care Guide provides useful information and advice about choosing and paying for care. It also lists all the registered care homes and care providers in your area. Please visit [westsussex.gov.uk/careguide](https://www.westsussex.gov.uk/careguide) or contact our Adults' CarePoint and ask for a copy. See our contact details on the back page of this booklet.

We would also recommend reading our leaflet, 'Choosing and paying towards care in a residential or nursing home' and talking to us before making any final decisions. You can find the leaflet by visiting our website at [westsussex.gov.uk](https://www.westsussex.gov.uk) and searching under 'Adults' social care publications', or you can contact our Adults' CarePoint and ask for a copy. See our contact details on the back page of this booklet.

Reviewing your support

We regularly review your support with you, wherever it is provided. This is to make sure it still meets your social care needs, is what you (and your family) want and to consider if there are any new options.

A review is an opportunity for us to discuss with you the support you are receiving. It is important that, together, we make sure things are going well and that the outcomes you identified are being met. If your support is not working or if there are different options available, we will carry out a new assessment and create a new care and support plan.

A first review will be considered within six to 12 weeks of starting to receive your support. After this, you should have a review at least once a year. If your needs or circumstances change before your yearly review date, you can ask us for a review.

We may not always need to meet with you for you to tell us how things are going. For example, if your needs have not changed and you are happy that your support is working well, you can tell us this by emailing, phoning or writing to us. We will check back with you to make sure that we have understood what you have told us.

If you have a care and support plan but you are not receiving long-term services or funded support from us, we will review your plan with you within the first three months. If everything is working well for you, we will tell you how to contact us if anything changes.

There will be a written record of your review that will show what we have agreed.

Each year, we will also look again at the amount you have to pay as your contribution towards the cost of your care – we call this a reassessment.

For more information, please see our leaflet 'Is your support working for you? A guide to reviewing adult social care' and our information booklets on financial assessments. Please visit our website at westsussex.gov.uk and search under 'Adults' social care publications', or contact our Adults' CarePoint and ask for a copy. See our contact details on the back page of this booklet.

Family and friend carers

4. Support when you need it in a way that works for you

A carer is a person who provides unpaid support to a partner, family

member, friend or neighbour who is ill or disabled and could not manage without that help. A carer does not need to live in West Sussex for us to assess their needs, but the person they care for must.

Carer's self-assessment

The carer's self-assessment is designed to help people who are caring for someone to think about their personal circumstances (what is working well in their lives and what needs to change).

It can be useful to fill in a self-assessment form if you are thinking about contacting us to ask about support.

You can find the link to the carer's self-assessment form at [westsussex.gov.uk](https://www.westsussex.gov.uk) (search for 'caring for other people').

Or you can contact our Adults' CarePoint to ask for a paper copy. See our contact details on the back page of this booklet.

You do not have to fill in a self-assessment form before contacting us. It is simply there to help you think about your situation.

If you choose to send us a filled-in carer's self-assessment form, we will pass it to Carers Support West Sussex, a specialist carer organisation who carry out carer's assessments on our behalf.

Carer's assessment

We want to make sure that people who regularly provide unpaid care are supported and have their needs and wellbeing taken into account. If you are a carer you are entitled to have your needs assessed, even if the person you care for has not had their needs assessed or is not receiving any services from us. If you have filled in a carer's self-assessment, what you have told us on the form will be included in your assessment.

You can contact Carers Support West Sussex direct to ask for an assessment or you can contact our Adults' CarePoint. Please see section 11 for the contact details of Carers Support West Sussex and the back page of this booklet for our contact details.

Your assessment can cover the following things.

- Your caring role and how it affects your life and wellbeing
- Your health – physical, mental and emotional issues
- Your feelings and your choices about your caring role
- Work, study, training and leisure
- Your relationships and social activities
- What goals or outcomes you'd like to achieve
- The suitability of your home (for example, whether you are able to meet the support needs of the person you care for in your home)
- Planning for emergencies

If the person you care for agrees, we will invite you to take part in any discussions we have with them about their social care needs and how this affects you. The aim is to carry out your carer's assessment within 28 calendar days from the time you first contact us or Carers Support West Sussex.

Are you a young person under the age of 18 providing regular support to someone?

If yes, you can contact our Young Carer Service for information, advice and support. Please see section 11 for their contact details.

Meeting carers' needs

We use national guidelines called the 'carer's eligibility criteria' when deciding whether a carer has eligible needs (needs which mean the carer is eligible to receive support from us to meet them). These are set out in the Care and Support (Eligibility Criteria) Regulations 2015.

We will consider whether your needs are a result of you providing necessary care (for example, care that is needed because the health or emotional wellbeing of the person you care for is likely to deteriorate if you stopped providing the care and support), and this means:

- your physical or mental health is at risk of getting worse;
- you are unable to achieve specified outcomes (a member of staff can explain these to you); and
- there is, or is likely to be, a significant effect on your wellbeing.

Your needs are only eligible if you meet these conditions. We will look at what you have told us and consider what support is available to you through your own networks and through community services provided by carer organisations that we fund.

If your needs cannot be met in this way, we will work out how much money may be available to pay for support to meet your needs, or we may provide extra support to the person you care for if this would help reduce your needs.

If you are not eligible for council-funded social care support

Even if you are not eligible to receive funded support from us, you will still be entitled to a carer's assessment and information and advice about services that are available, including some support services which are free of charge.

For a wide range of information and advice for carers, visit the Carers Hub on the West Sussex Connect to Support website at westsussexconnecttosupport.org. Also, Carers Support West Sussex provide a variety of services to carers and can tell you about support that is available across all areas of the county. Please see section 11 for their contact details.

What happens if I move out of West Sussex?

You may decide to move out of West Sussex to live in a different area. If we have assessed your needs and found you are eligible for council-funded support, we will work with your new local authority to make sure that there is no interruption to your support when you move.

If you are a carer and you move out of West Sussex but the person you care for stays in the county, we will continue to provide support to you.

5. Choice and control

Working out how much money you need

We use the information from your assessment to work out how much money is available to meet your needs. The 'resource allocation system' is a fair way to allocate money to anyone who needs support and we use it for everyone. The money you receive is called your personal budget.

What's in your support plan?

The plan must include:

- your eligible social care needs;
- what outcomes you want to achieve for each of your needs;
- whether or not you need help to achieve these outcomes;
- This will include support that we have agreed to provide.

Carer's personal budget

If your needs are being met by council-funded social care support, you will have a personal budget. We will usually pay this as a one-off direct payment. Please see our direct payments factsheets for more information by going to westsussex.gov.uk and searching 'Adults' social care publications'. Or you can contact our Adults' CarePoint using the contact details on the back page of this booklet.

You might want to use a direct payment to pay for a community service that helps you take a break from caring, or perhaps gym membership or a piece of equipment that would make your life easier.

Reviewing your support

A review provides an opportunity to discuss your support to make sure that it is working well and helping you to carry out your role as a carer. A member of staff at Carers Support West Sussex will carry out your review.

If you have a carer's support plan, Carers Support West Sussex will contact you within the first six to eight weeks to check whether your needs have been met.

If everything is working well for you, Carers Support West Sussex will tell you who to contact if anything changes. If you feel your needs are not being met, your situation will be looked at again to see what other support you may need.

You will be offered another review after a year.

People with social care needs and family and friend carers

6. Keeping you safe from abuse and neglect

We believe everyone with social care needs has the right to be safe. Protecting people from abuse and neglect is an important and key part of our work.

There are many different types of abuse and neglect, including:

- neglect (failing to care for someone properly)
- self-neglect (failing to care for yourself properly)
- sexual abuse
- psychological abuse
- financial or material abuse
- organisational abuse
- hate crime

- modern slavery
- domestic abuse.

Abuse or neglect can take place at home, in a care home, in a hospital, in a day centre, at work, at college or outside in the community. The abuse may be caused by a partner, family or friend carer, relative, friend, care worker, stranger or someone else with care and support needs. It may be deliberate or unintentional. If you are concerned that you or someone you know may be being abused or neglected, it is important that you report your concerns.

Abuse and neglect can sometimes be prevented if concerns are identified and raised as early as possible.

If you would like to raise a 'safeguarding adult' concern you can fill in an online form which you can find on our website. If the person has capacity to make their own decisions, you should get their consent before before you raise the concern. Visit westsussex.gov.uk and search for 'raise a concern about an adult'. You can also contact our Adults' CarePoint. See our contact details on the back page of this booklet.

In an emergency, make sure you stay safe and call 999 or Sussex Police on 101. If you report a concern to us, our staff will:

- respond sensitively and take your concerns seriously;
- talk to the person who is at risk to find out what they want to happen;
- support the person to have an advocate (someone to represent them and help them say what they want) if they need one;
- talk to the police if a crime has been committed;
- talk to other agencies, such as the NHS or the Care Quality Commission; and
- agree the best way of helping the person.

7. Appealing against our decisions

An appeal is a way of asking us to look again at a decision we have made and will make sure you get a quick response. It is one way of dealing with concerns or complaints.

Who can appeal?

Any adult (including family and friend carers) who:

- has been assessed as eligible to receive council-funded social care support;
- has been assessed as not eligible to receive council-funded social care support; or
- has had a financial assessment for care services.

Can someone else appeal on my behalf?

Yes. As long as you meet the conditions in the list above, someone else can appeal on your behalf as long as they:

- are your recognised representative, for example, a relative, carer, an advocate or someone with power of attorney; or
- have your permission to appeal on your behalf.

If you are not happy with a decision we have made about the following issues, you can appeal against it.

- Whether you are eligible for council-funded social care
- Self-assessment
- Our assessment of your needs
- Financial assessment – the amount of disability-related spending we take into account when assessing your contribution towards your care
- Planning your support
- The amount of money you have been given to meet your social care needs

If you need help to make your appeal, please contact us and we will help you find an advocacy service (someone who will act on your behalf). Please see section 2 for more information about advocacy.

If you would like more information about the appeals process, you can ask your social care worker. You can also visit our website at westsussex.gov.uk and search under 'Adults' social care publications' for a copy of our leaflet 'Appeals relating to adult social care', or you can contact our Adults' CarePoint to ask for a copy. See our contact details on the back page of this booklet.

If you are not satisfied with the outcome of your appeal, you can complain to the Local Government and Social Care Ombudsman at any time. However, they will only usually investigate a complaint after you have given us a chance to deal with it first.

Please see section 11 for the Local Government and Social Care Ombudsman's contact details.

8. Give us your views

Comments, compliments and complaints

We try to make sure that we always provide a high-quality service, but we know that there may be times when you are not entirely satisfied.

If you are not happy with the service you have received from us, or you are worried about your situation, tell someone you feel might be able to help you. The person from our service you have been in contact with, or their manager, is often the best person to help you. Or you can contact our Complaints Team. Please see section 12 for their contact details.

Please let us know if you have found our services useful, or if you think someone has done a very good job.

Healthwatch West Sussex

You can also give feedback on our services through Healthwatch West Sussex. Healthwatch is a consumer champion for health and social care. It represents the interests of patients, customers and the public, locally and nationally. It is independent of local councils and the NHS. You can contact Healthwatch West Sussex by phoning 0300 012 0122 or visiting healthwatchwestsussex.co.uk.

9. Confidentiality and privacy

We will keep all the information you give us confidential. We will only share your information with other organisations if you give us your permission or if we are allowed to share it in line with the Data Protection Act 2018.

We are the data controller for the purposes of the Data Protection Act 2018. This means we are responsible for making decisions about how we use your personal information.

We have a security procedure to protect information we hold in paper files and on computer, and the only people who can have access to your information are staff who need to see it. If you have any questions about data protection, please contact our Adults' CarePoint. See our contact details on the back page of this booklet.

10. Contact us

For more information about anything you have read in this booklet or to find out how social care support can help you, please contact our Adults' CarePoint. See our contact details below and on the back page of this booklet.

To see other information leaflets about our services, please visit westsussex.gov.uk and search for 'Adults' social care publications', or you can contact our Adults' CarePoint.

11. Useful contacts

Adults' CarePoint

- County Hall
Chichester
West Sussex
PO190 1RQ
- Phone: 01243 642121
Call using BT Relay UK: 18001 01243 642121
(for deaf callers from a textphone or the BT Relay UK app
downloaded onto a computer, tablet or smartphone)
- Website: westsussex.gov.uk/social-care-and-health
- Online enquiry: visit westsussex.gov.uk/contact-help
Fill in the online 'Contact us' form.

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

- Log your comment, compliment or complaint
online at westsussex.gov.uk/complaints.
- Phone: 01243 777 100 (Please help us to keep this phone line for
people who cannot use the internet without help, or who want

general advice about the complaints process.) If you need an interpreter to help you make a complaint, please call the above number and ask to use the Telephone Interpreting Service.

- Call using BT Relay UK: 18001 01243 777100 (for deaf callers from a textphone or the BT Relay UK app downloaded onto a computer, tablet or smartphone)

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 – care funding advice

- Website: carewiseadvice.com
- Phone: 0330 222 7000
- Call using BT Relay UK: 18001 0330 222 7000
(for deaf callers from a textphone or the BT Relay UK app downloaded onto a computer, tablet or smartphone)
- 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 for Work and Pensions

- Pension Service: 0800 731 0469
- Textphone: 0800 731 0464
- Website: gov.uk/government/organisations/department-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 deaf callers from a textphone or the BT Relay UK app downloaded onto a computer, tablet or smartphone)
- 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 and Social Care Ombudsman

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

Meals on Wheels – West Sussex Health and Independent Living Support (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 shown above or at the end of this booklet.

Pathfinder West Sussex

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

- Website: pathfinderwestsussex.org.uk
- Phone: 0300 303 5652
- Email: helppoint@pathfinderwestsussex.org.uk

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 above and at the end of this booklet.

West Sussex Connect to Support

A website for providing information and advice about a range of ways to help people live independently.

- Website: westsussexconnecttosupport.org

Young Carers Service

- Phone: 01903 270300
- Call using BT Relay UK: 18001 01903 270300
(for deaf callers from a textphone or the BT Relay UK app downloaded onto a computer, tablet or smartphone)
- Email: youngcarers@westsussex.gov.uk
- Website: westsussex.gov.uk/youngcarers



Expert advice on paying for care

When you or someone close to you is beginning to need longer term support, besides choosing the right care, you'll also be thinking about how to pay for it.

Care in your own home or in a residential care home is expensive, but with expert advice from independent financial specialists, Carewise can help you to make informed decisions on choosing and paying for the long-term care.

The Carewise care fees specialists are regulated by the Financial Conduct Authority and members of the Society of Later Life Advisers. They are also trained in adult safeguarding and checked through the Disclosure and Barring Service, so you can have peace of mind when contacting Carewise.

Carewise could also help to protect your finances for the future. Before you make any decisions, contact Carewise to find out how you could benefit.

 carewiseadvice.com  carewise@westsussex.gov.uk  0330 222 7000


WEST SUSSEX | Care Funding Advice



Adults' CarePoint

Phone: **01243 642121**
Calls using BT Relay UK: **18001 01243 642121**
(for deaf callers from a textphone or the
BT Relay UK app downloaded onto a computer,
tablet or smartphone)

Website: **westsussex.gov.uk/contact-help**
Fill in the online 'Contact us' form.

Write to: **County Hall
Chichester
West Sussex
PO19 1RG**

Other formats

If you would like more copies of this booklet or need this information in another format, for example, in large print or Easy Read, on audio CD or in a different language, please contact us. Please see our contact details above.

Current versions of all our public information are available on our website westsussex.gov.uk under 'Adults' social care publications'.

westsussex.gov.uk