

Your life, your choice

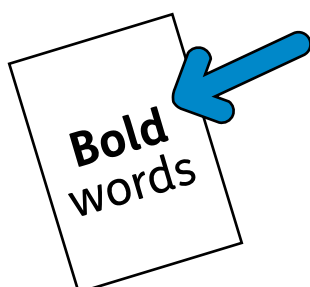
Information for people who
need social care support

April 2024



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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 want the people we support to
treat our staff with respect.

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 that adults who need care and support should live their life the way they feel is best for them.



This information will tell you how we can support you to live the life you want.



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



- Getting in touch with Adults' CarePoint - you can find out how to do this on page 67.

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 can't.



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.

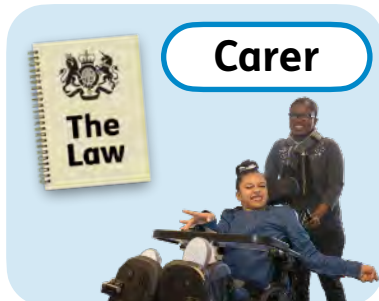
Are you caring for someone?



Carers look after family, partners or friends who need help because they are ill, frail or have a disability.



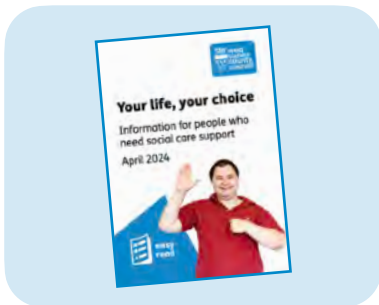
Carers do not get paid for the care they provide and they do not always live with the person they care for.



You have a legal right to be seen as a carer.



If you think you are caring for someone who could not manage without your help, please contact our Adults' CarePoint to see if we can help.



Please see our contact details on page 67.



We have an Easy Read leaflet called 'Your life, your choice' for family and friend carers.

You can ask your social care worker for a copy of the Easy Read leaflet or you can search for 'Adults' social care publications' on our website:

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

Or you can ask our Adults' CarePoint for a copy.

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 don't do.

Benefits



Department
for Work &
Pensions

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



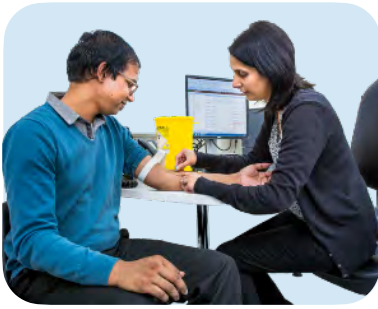
Housing

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



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

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 from your local Citizens Advice group.

You can also go to the community law advice website:

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 receive specialist 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.



The hub is open 365 days a year.

You can contact the community hub by:



- Phone: 0330 222 7980
- Website:
<https://www.westsussex.gov.uk/leisure-recreation-and-community/community-hub/>

Support for people with lifelong conditions



This service gives information, advice and support for 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.



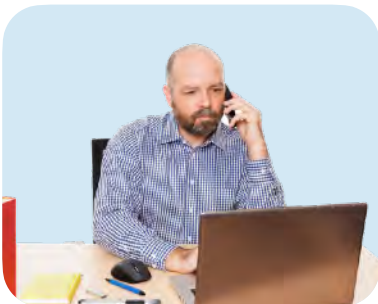
You can go to their website for more information:

www.pathfinderwestsussex.org.uk

Carers Support West Sussex



Carers Support West Sussex provides 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 more cheaply.



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 and the contact details are on page 67.



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 and the contact details are on page 67.

Regaining Independence Service



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



Sometimes this is needed after being in hospital or if you are not coping well.



The services 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.



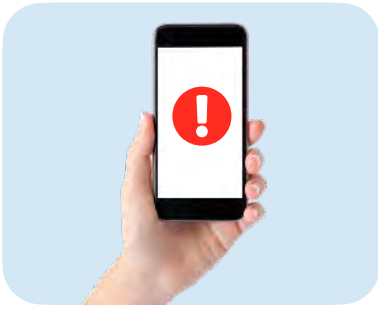
To find out more about support with leaving hospital, please read our leaflet 'Supporting you to leave hospital - Discharge to assess with reablement'.

You can find this on our website www.westsussex.org.uk under the Adults' social care publications page.



Or you can contact our Adults' CarePoint and ask for a copy. You can find out how to get in touch with them on page 67.

Using technology



Technology can help with living independently.

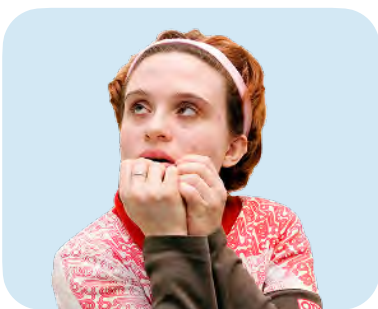
It can:



- Let you tell someone 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 an urgent need.



- Long term - this is for as long as you need it if you have had an assessment that shows that 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 using the contact details on page 67.

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

Your support needs



You know what your own support needs are.



We think that you should be at the centre of checking your needs and planning your care.

Checking your needs for yourself



Checking your needs for yourself is called **self-assessment**.

Self-assessment means thinking about what works well in your life and what needs to change.



It can be helpful to fill in a self-assessment form if you are thinking about asking us about getting support.



If you need to contact us for support, you do not have to fill in a self-assessment form first.



If you do not want to contact us to ask us about getting support, the self-assessment form can help you to:

- Plan your own support.
- Think about how to pay for it.



There is also a finance self-assessment form - this can help you think about your money and can help you plan.



You can find the financial self-assessment form at:

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

Look for the page called 'Financial assessment'.

Checking your needs



If you think you need social care support, you can ask us to check your needs which is called an assessment.



This does not mean that we will provide the services or pay for them, as you may not be eligible for them, or there may be other ways to meet your needs.

When you contact us a member of staff will ask:



- About your life.



- What is working well for you.



- What needs to change.



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

To decide how much care you need we might ask you:



- What is important to you in your everyday life.



- Any health issues you have including **mental health**.
Mental health is how you are feeling inside, or how you are emotionally.



- What you eat and drink.



- How you keep clean and dress yourself.



- How you get around your home.



- What your relationships with family and friends are like.



- What you do in the local area including what you do to relax.



- If you care for anyone else.

We will talk about:



- The things you are able to do for yourself.



- What you want to achieve - this is called your 'outcomes'.



- What support you need.



- What support there is in your local area that could help you.



- How much money you might be able to get to pay for your support.



We will only give you money for your needs that can't be met in any other way.



We may need to share information about you with other organisations that we work closely with. We will ask your agreement to do this.

We won't ask you if we think you or someone else would be at risk.

Paying towards your support



You might need to pay towards the cost of your support. We call this your contribution.



How much you need to pay depends on how much you can afford.



If you have more than £23,250 saved you will have to pay for your own care and support.



If you have to pay towards the cost of your support you will need to pay the money from the time your support begins.



We will check that you are getting all the benefits you can have.



We will give you advice and help you fill in any forms.



You can get more information about this from our Adults' CarePoint and the contact details are on page 67.

Getting support from us



We aim to contact you within 7 working days from when you first contact us.



We aim to do your assessment within 28 days from when you first contact us.

If we decide that you do not have needs that we can pay for



We will give you information and advice about other services you can use.



You can find out about the care and support services in West Sussex by going to this website:
www.westsussexconnecttosupport.org



Sometimes we may give people support which helps to stop their needs from getting worse.



Like when people come out of hospital before their long-term needs have been decided.

We call this reablement.

If you have to pay for your own care and support



If you have social care needs and have more than £23,250 saved, you will need to pay for your own care and support.



This money does not include the value of your main or only home.



We have a service to help you find the care that you need called a brokerage service.

This service costs £212.00 to use.



If you want us to change your support later on, we will charge another £212.00.



If you want us to buy services for you and then get the cost from you, we will charge you £6.50 a week.



If you get someone to help you and you want to carry on using this service, you will have to pay £6.50 a week.



If you are not able to make decisions about your care and support and there is no one to help you, we will do this for free.

Someone to help you have your say



Some people find it hard to take part in their assessment and plan their support on their own.



They might not have someone to help them with this or speak up for them.



This means we must provide them with an **advocate**.

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

If you think you need an advocate, you can:



- Ask a social care worker.

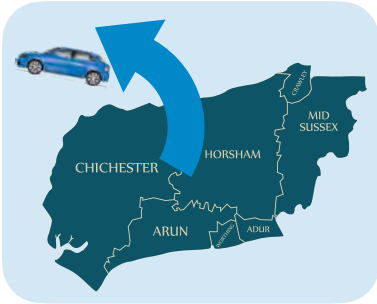


- Contact our Adults' CarePoint. You can find out how to do this on page 67.



- Go to this website:
www.westsussexconnecttosupport.org

What happens if I move out of West Sussex?



If you decide to move to somewhere outside of West Sussex and your care is paid for by the council, we will:



- Work with you to make sure your care carries on in your new area.



- Work with the council of your new area to make sure your care carries on.

Choice and control

Working out how much money you need



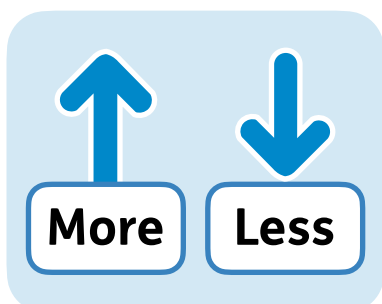
We use the information from your assessment to work out how much money we think you might need for support. This is called an **estimate**.



The actual amount you get is called your **personal budget**, and we will tell you how much this will be when your support plan is developed.



We have to spend the money we get carefully, so your personal budget will be based on the best way of meeting your social care needs for the least money.



Your personal budget might be more or less than what we thought at first.



We make decisions about how much money everyone who uses our services gets in the same fair way.

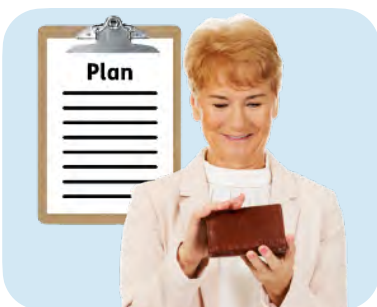


If you want to know more about how we have worked out your estimated personal budget, please speak to your social care worker.



We will look at ways of meeting your needs which may work well for you and do not need us to pay for them.

When we have decided how much care and support you need we will help you to:



- Plan how to spend your personal budget.



- Get the best support you can with your personal budget.

Your care and support plan



You will need to make a care and support plan with one of our staff.



Your care and support plan needs to show:

- What you want to achieve.
- What care you need.
- How you will get your care.



One of our staff will help you understand the different options and how to get the best support with your personal budget.



You will need to agree the plan with your social care worker.



When your care and support plan is finished we will know how much your personal budget needs to be.

How we pay your personal budget

There are 2 ways to pay for the care you need.

1. Direct payments

Direct payments mean:



- We will pay the money to you or someone who acts for you, like a family member.



- You can organise your own support.



- You will have more choice about your care and support with direct payments.

2. Council-managed budget

Council-managed budget means:



- We will manage your personal budget.



- We will arrange the support you need and pay for it from your personal budget.

About direct payments

We can give direct payments to someone who:



- Is over 16 years old and meets the rules for getting a community care service.



- Is in charge of a disabled child under 16 years old who meets the rules for getting a community care service.



- Is a carer over 16 years old if they meet the rules for carer's support.



- Has been chosen to get the payments for someone else, this is called being a suitable or authorised person.



The person getting the payments must:

- Want to get the direct payments.



- Be able to manage the money on their own or with someone's help.



Before you start getting direct payments you will need to sign the direct payments agreement, or the suitable or authorised person can sign it for you.

Your social worker must also sign the agreement.



The direct payments agreement explains the rules of having direct payments.



You must use your direct payment to pay for the things in your care and support plan.



You must not use your direct payment to pay for anything else.



Your social care worker will explain the things you cannot use the direct payments to buy.

Getting your direct payments



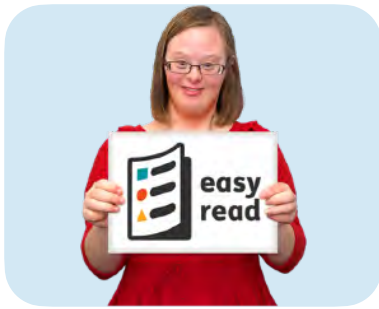
We put your money onto a pre-paid card. This works like a bank card and is easy to use.



You can use your pre-paid card to pay for the support you need.



If you don't think you can use a pre-paid card, speak to your social care worker. They will tell you about another way to get your direct payments.



There is an Easy Read leaflet that tells you about prepaid cards.



You can ask your social care worker for a copy of the Easy Read leaflet or you can search for 'Adults' social care publications' on our website:

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



Or you can ask our Adults' CarePoint for a copy. The contact details are on page 67.

Paying for services from other organisations



You can use some or all of your direct payments to pay for care and support from an independent organisation - this means they are not to do with us.



If you are buying a service such as personal care, you must use a provider that is registered with the **Care Quality Commission**.

Care Quality Commission (CQC) is a government organisation that checks the standard of health and social care services in England.



You can find information about care organisations in our Care Guide.

You can read our Care Guide on our website:

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



Or you can ask our Adult's CarePoint for a copy.

You can find out how to get in touch on page 67.



Local libraries also have copies of our Care Guide.

Getting a personal assistant



A personal assistant helps you with daily tasks.



You need to follow the laws about employing someone if you get a personal assistant.



We will help you contact Independent Lives who can help you to follow the laws.

What will happen if you do not spend all of your money



You can keep some of the money to pay for things you didn't expect.



You must agree this with your social care worker.



If you have more than 8 weeks of your personal budget left over we will look at the reasons why.



You may have to pay the money back if you haven't agreed this with your social care worker.

About council-managed budgets



A council-managed budget is when we manage your personal budget for you.



You will need a council-managed budget if you:

- Want to use the services we run.



- Do not want to manage the money yourself.



- Can't make decisions for yourself and you don't have anyone to manage the personal budget for you.



- Are in prison.

You can use a council-managed budget to pay for:



- Care in your home.



- Day care.



- Care in a care home for a short time, called respite care.



- Transport to get to an activity that is in your care and support plan.



- Support to do things like going to the bank or getting repairs to your home.



We will arrange the services that you need but you will need to tell the service what you want from them.



If you want more choice it might be possible to give you direct payments for some of your personal budget.

Getting care in a care home



We want the care and support you get to help you live independently in your own home.

If you need to go into a care home it is important to:



- Make sure it is the right choice for you.



- Check how much staying there will cost.



If we agree that you need to go into a care home you might be able to get help to pay for it.



You may need to pay towards the cost of your care. How much you pay depends on how much you can afford.



You can read our Easy Read leaflet called 'Choosing and paying towards care in a residential or nursing home'.



You can find this by searching for 'Adults' social care publications' on our website:

westsussex.gov.uk



Or you can contact our Adults' CarePoint to ask for a copy. You can find out how to get in touch on page 67.



If you are paying for a care home yourself we advise you to get advice from Carewise.



Carewise will give you information about the best way to pay for your care.



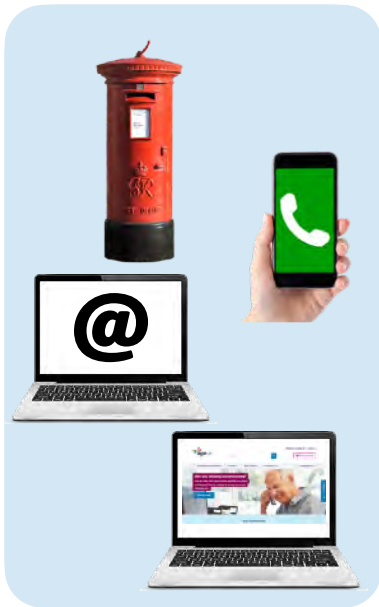
You can contact Carewise by:

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



You can also get advice from Age UK, West Sussex, Brighton and Hove about money and lots of other issues facing people in later life.

You can contact Age UK West Sussex, Brighton and Hove by:



- Post:
The Laburnam Centre
Lyon Street
Bognor Regis
West Sussex
PO21 1UX
- Phone: 0800 019 1310
- Email: info@ageukwsbh.org.uk
- Website:
[www.ageuk.org.uk/
westsussexbrightonhove](http://www.ageuk.org.uk/westsussexbrightonhove)

Checking your support is working



We will check that the support you get is working regularly.

This is called a review.



You will have a first review 6 to 8 weeks after you start getting care.



After that we will have a meeting once every year or when you want to have one.



If your needs are the same and you are happy with your care then we may not always need to meet with you for you to tell us how things are going.



You can tell us this by emailing, phoning or writing to us.



We will always check back with you to make sure that we have understood what you told us.



There will be a written record of the review that shows what we have agreed.



You can find out more in our leaflet 'Is your support working for you? A guide to reviewing adult social care'.



You can find it on our website under 'Adults' social care publications':
[westsussex.gov.uk](https://www.westsussex.gov.uk)



Or you can contact our Adults' CarePoint and ask for a copy. You can find out how to get in touch on page 67.

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.

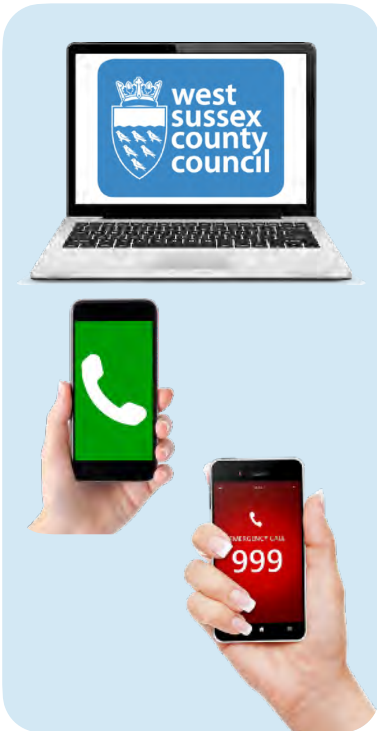


Abuse and neglect can be done by anyone, even people you know.



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.



- Go to this website:
westsussex.gov.uk/social-care-and-health/social-care-support/adults/raise-a-concern-about-an-adult
- Or you can contact our Adults' CarePoint. You can find out how to get in touch with them on page 67.

If it is an emergency you should always call 999.

If you report something to us, we will:

- 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 if they need one.



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



- Talk to other organisations like the NHS.



- Agree 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 make an **appeal**.

An **appeal** is when you don't agree with a decision and ask for it to be changed.

You can appeal if:



- We have said you can get council-funded social care support.



- We have said you can't get council-funded social care support.



- 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.



If you are not happy with a decision we have made, you can appeal about the decisions below.

These decisions are:



- If you should get council-funded social care support.



- If you think that we have not thought enough about what you said in your self-assessment.



- 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.



Or you can read our Easy Read leaflet about making an appeal 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. You can find out how to get in touch with them on page 67.



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

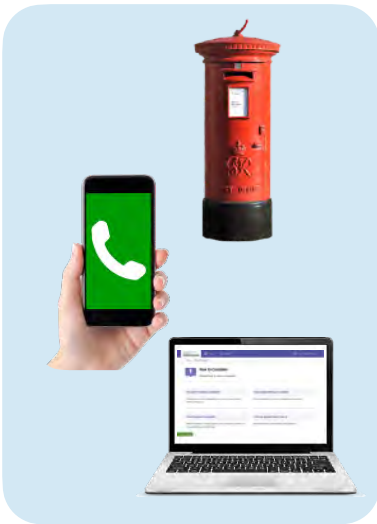


An **ombudsman** is someone who is independent and looks at complaints about companies and organisations.



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

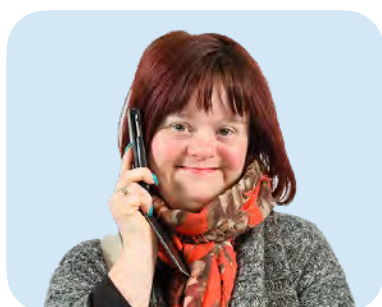


We always try to give the best service we can.

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 70.



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).



- Online enquiry:
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 Laburnam Centre
Lyon Street
Bognor Regis
West Sussex
PO21 1UX
- Phone: 0800 019 1310
- Email: info@ageukwsbh.org.uk
- Website:
[ageuk.org.uk/
westsussexbrightonhove](https://ageuk.org.uk/westsussexbrightonhove)



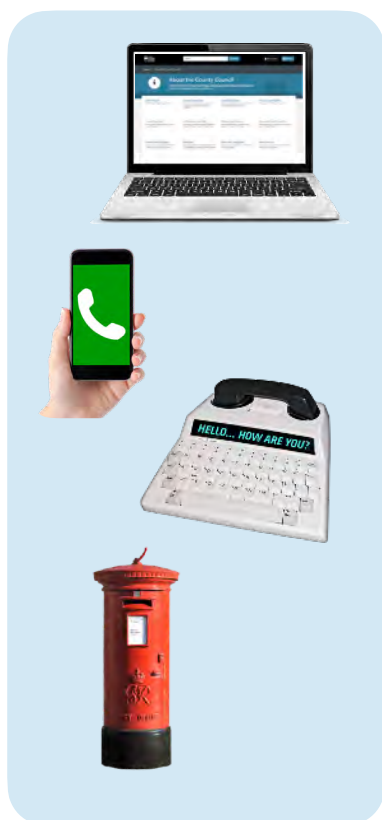
Carers Support West Sussex

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](https://www.cqc.org.uk)



Carewise

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

- Website:
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 under 'Community hub' at
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 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
- Textphone: 0800 169 0254
- 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
- Calling using Relay UK: 18001 01243 777653 (helps people with speech and language difficulties).
- Email:
blue.badges@westsussex.gov.uk
- Website: search under '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 &
Social Care
OMBUDSMAN

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/making-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 67.

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 organise the local NHS.
You can contact them by:

- Post:
Wicker House
High Street
Worthing, BN11 1DJ
- Phone: 0800 433 4545
- Email:
sxicb.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 67 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: [westsussex.gov.uk/youngcarers](https://www.westsussex.gov.uk/youngcarers)