

Your Assessment



You have received this leaflet because you have requested an assessment.

We will contact you shortly to arrange the assessment, but you may find the information in this leaflet helpful in the meantime.

Your assessment

Your assessment is your opportunity to tell us how you're currently managing, and what you need help with.

A member of our team will visit you at home and discuss your options for care and support with you.

We will ask questions to find out how your needs affect your life, and to see whether you are eligible for support from social care.

All councils use the same criteria, which are set out in the Care Act 2014. We will look at how your disability or health condition affects you day to day, including your ability to:

- Manage and maintain nutrition
- Maintain personal hygiene
- Manage toilet needs
- Be appropriately clothed
- Make use of your home safely
- Maintain a habitable home environment
- Develop or maintain family and other personal relationships
- Access or engage in work, training, education or volunteering
- Make use of community services
- Carry out caring responsibilities for a child

Eligibility determination: adult with care and support needs

Do the needs arise from a physical or mental impairment or illness?

Do these needs mean that the adult is unable to achieve two or more of the listed outcomes*?

Is there consequently a significant impact on the adult's wellbeing?

*see list on page 2

Your support plan

If we find you are eligible for social care support, we will work with you to create a support plan.

Your support plan will set out the goals you are working towards in your life, and what will be done to help you achieve them.

We will discuss your options with you, so you can choose how you would like your care and support provided.

Your care and support

Once your support plan is agreed, you can choose to arrange the care and support yourself, or we can do this for you.

If you are eligible for funding (see *paying for your care* opposite), you can choose to receive Direct Payments so you can arrange care and support yourself.

We will visit you again to see how things are going, and to make sure that your care and support is working for you.

What if I am unhappy with my assessment?

We will send you a copy of your assessment and support plan. If you aren't happy with the plan, you can tell us.

If you wish to make a complaint, contact our complaints manager on 023 9284 1172.

Paying for your care

You will have a financial assessment to find out whether you are eligible for funding, and what you need to pay towards your care.

One of our financial assessment and benefits team will visit you to talk about your options and help you claim any benefits you might be entitled to, such as attendance allowance or personal independence payments. All councils use the same eligibility criteria for funding, including looking at your income, your savings, and your investments to work out how much you can afford.

What if I own my own home?

The value of your home is not taken into account as long as you continue to live there.

If you need to move into residential care, the value of your home may be taken into account. If you find yourself in this situation, we will tell you about our deferred payment scheme, so you don't have to sell your home in your lifetime.

What we mean when we say...

Although we try to make all our information as straightforward as possible, sometimes we need to use terms that you may not have come across before; especially when we are talking about making sure you are safe.

Abuse is any harm caused to you by any other person, whether that's a stranger, a care worker or your friends or family.

- Physical abuse is when someone causes you pain or discomfort in some way, including giving you the wrong medicine or the wrong amount of your medicine.
- Neglect is when someone who is responsible for helping you doesn't do the things that keep you safe and healthy.
- Financial abuse is when someone takes your things or your money, including when someone controls how your money is spent when you haven't asked them to.
- Emotional abuse is being made to feel scared, upset or isolated.
- Sexual abuse is being made to do, watch, or be any part of sexual things that you don't want to.
- Discrimination is being treated unfairly because of your age, disability, faith, gender, sexuality or ethnicity.

It's important you understand what abuse is, so you can tell us if it happens to you and we can help. If you are being abused, or are concerned about someone else, call us in confidence on 023 9268 0810.

Other things we say...

An **advocate** helps you to talk to us, and makes sure we listen to you and understand you. If you want an advocate to help you during your assessment, let us know when we call you to arrange the visit.

When we say **carer**, we mean someone in your family, or a friend or neighbour who helps you when you need it and isn't paid for what they do. We don't mean paid care workers like staff from agencies or in care homes. If you have someone who looks after you, they can have a carers assessment to make sure they're getting the support they need too.

Tell your friends and family about the Carers Centre. Call 023 9285 1864 or search for "carers" on www.portsmouth.gov.uk for more information.

During your assessment we might talk about **outcomes**. Outcomes are about the ways care and support can help you get what you want out of life. Instead of looking at what you can't do, we look at what you want to do and what you can do with the right support.

Other helpful information



Healthwatch: 023 9397 7079

Healthwatch can provide details of local health and social care services, activities, social groups and support. Find a directory of services at www.healthwatchportsmouth.co.uk

Homecheck: 023 9283 4460

Homecheck is a free council service to help those over 60 or with physical disabilities to stay safe and secure at home. They offer free minor repairs such as fixing loose carpets, changing plugs or fitting door bolts and extra locks.

Advice Portsmouth: 023 9279 4340

Advice Portsmouth provides information and advice about managing debt, claiming welfare benefits, housing and employment.

Money Advice Service: 0300 500 5000

The Money Advice Service, set up by government, provides free impartial financial advice, including information about paying for care. www.moneyadviceservice.org.uk



You can get this information in large print, Braille, audio or in another language by calling 023 9268 8317