

# Your care and support assessment

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Information sheet A4

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## Information and advice

If you want good information, advice and access to services that can help you in your home, or if you want information about care and support or health there is lots of information on the Somerset Choices website [www.somersetchoices.org.uk](http://www.somersetchoices.org.uk) and on the County Council website [www.somerset.gov.uk](http://www.somerset.gov.uk). They will also tell you if you are likely to be eligible for financial help from us.

This is a good place to start, but if you would like to talk to us about your care needs, why not visit your nearest Community Connect drop-in where someone will be on hand. Please see <https://www.somersetchoices.org.uk/adult/information-and-advice/information-about-social-care/drop-in-for-advice/>

## What is a care and support assessment?

If you have a care need that significantly affects your wellbeing, for example, with your personal care, staying independent and keeping safe, someone from Social Care can talk with you, and the people who matter to you, and then explore different ways to help you.

This is called an assessment. It includes finding out:

- What difficulties you have
- What you think you need or would like to achieve
- The best ways of achieving these things
- Who helps you now
- What you can do for yourself
- What things you can't manage now, but with some support may be able to do in the future
- What things you can't manage at all
- If you are eligible for financial support from us

Sometimes, with your permission, we may ask other professionals, such as an occupational therapist, physiotherapist or district nurse, to talk to you as well. This will give a full picture of your needs and will help you make the most informed choices. If you would like us to, we will also take into account the views of your family, carers and family doctor.

At the end of your assessment, if you meet the national eligibility criteria, we:

- Can help you to write your care and support plan. This will list the things you want to achieve and who will help you achieve them.
- Can provide information about organisations available locally that could help you. You can then make choices and arrange the support you need.
- Can consider what equipment could help you. Some we may lend you or we can tell you how to find equipment that is available for you to buy. Please see our information sheet **B4: How to get good advice about equipment and adaptations**
- May be able to provide some short-term help to enable you to regain your independence.
- Will tell you approximately how much we think it will cost to meet any longer-term care and support needs. This is called an indicative budget.

If you are asking for us to help you pay for any longer-term care and support that would help you, we will be able to tell you if your level of care needs meet the national eligibility criteria. Please see our information sheet **C5: Help with paying for care and support**.

If your care needs are eligible, we will also need to talk to you about your finances. If you have more than £23,250 in savings we won't be able to help you financially. If you have less than this we will usually be able to help you pay. Using national rules, we will work out what you can afford to pay; we will then make up the difference. Please see our information sheet **C6: Working out your contribution towards your personal budget**

Sometimes you may need help for things that we don't provide; we will give you information about how you can arrange these services for yourself.

For things that we agree to support you with we will work out your Personal Budget, you can then choose how to spend your Personal Budget to achieve the things we've agreed in your support plan.

### **What if I don't agree with my assessment?**

If you don't agree with your assessment, please let us know by talking or writing to the person who carried it out. You should contact them within two weeks of the date of your assessment. You should tell them why you think the assessment is wrong and what you would like us to do. They will discuss it with a team manager who will then contact you to speak to you about it. After talking with you they may ask someone else to carry out a new assessment.

If you are still not satisfied after a discussion with a team manager, or if you do not agree with the result of the second assessment, you can ask for it to be reviewed by the Social Care Panel which meets every week. If you would like this to happen you should let us know within two weeks of when your second assessment, or the discussion with the manager, took place. The person who chairs the panel, a senior manager, will write to you within three working days after the panel meeting, to explain its decision.

If you are not satisfied with the service we provide you can make a complaint at any time. Please see the Somerset County Council complaints procedure information sheet **A11: Compliments, Comments and Complaints about Adult Social Care**

### **Independent advice - advocacy**

If you would like someone to support you at your care assessment and have no one else, we can recommend an independent advocate. They can help you understand the social care system

and also speak for you if you would like them to. Please see our information sheet **A2: Getting independent advice and support**

## Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, [www.somerset.gov.uk](http://www.somerset.gov.uk), or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer  
Floor B2 East  
County Hall  
Taunton  
TA1 4DY  
Email: [customerexperience@somerset.gov.uk](mailto:customerexperience@somerset.gov.uk)

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.

Where can I go to choose my own care and support?

**Go to** [www.somersetchoices.org.uk](http://www.somersetchoices.org.uk)



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