

What you need to know...

A quick guide to Adult Social Care



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What is care and support?

‘Care and support’ is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have including help with things like:

- getting out of bed
- washing
- dressing
- getting to work
- cooking meals or eating
- seeing friends
- caring for families
- being part of the community

‘Help’ might also include emotional support at a time of difficulty and stress, helping people who are caring for an adult family member or friend, or even giving others a lift to a social event.

Care and support includes the help given by family and friends, as well as any provided by us and other organisations.

Who can get care and support through the council?

To get adult social care and support from us you must:

- be aged 18 or over
- be living within our area
- have needs which are eligible for support based on the national Care Act eligibility criteria

Assessments

Before we can offer you care and support services we will need to find out more about your circumstances. To help us do this we'll complete an assessment to look at your needs.

If your assessment identifies that you're eligible we'll help to arrange your social care services. If your needs are less severe we will offer you advice about other services and organisations which may help you in your daily life, including:

- benefits advice
- local services, care providers and groups, such as www.connecttosupport.org/york

Choosing your care and support

You can choose the services which suit your needs, so that you're in control of your care and support.

First tell us about your needs; we'll discuss how any disability, illness or impairment affects your life during an assessment and work out the cost of helping you.

We'll also let you know if we can help with paying for your support and, if appropriate, agree an amount of money we'll pay, known as your 'personal budget'.

Your support plan

We'll ask you to tell us about:

- the things you want to change in your life
- the things you want to stay the same
- how you'll use your personal budget to make these things happen

This information will then be recorded in your 'support plan'. You can ask a friend or family member to help you, if you choose to write the plan yourself. We'll need to agree your support plan before you can receive any personal budget payments.

Direct payments

You can make your own care and support arrangements if you receive your personal budget as a 'direct payment', or:

- we can help you find high quality and good value services, or
- someone else can manage your support arrangements and direct payment, but this will need to be agreed with us

You will have control over how the money is used to help you, but your direct payment can only be spent on the things agreed in your support plan.

Ongoing support

We will check with you regularly to make sure that everything is working for you. We can also talk about any problems that you might have or any changes you need to make.

Paying for care

We use a 'financial assessment' to work out:

- how much, if any, of your care costs we can help with
- how much of your care costs you need to pay

We'll follow Government guidelines to work out your contribution; depending on your income, savings and any assets you have, you may have to pay for some or all of your care.

We will also check whether you are getting the right amount of welfare benefits and help you to claim what's due to you, to make sure you don't miss out.

Calculating your contribution

There is a limit to the amount of 'capital' you can have and get help paying for your care. Your capital includes savings, investments and property.

If you are in a care home you may be eligible for a 'deferred payment', to cover some or all of your care costs; we can help to explain this further if needed.

The Government says you must keep at least £24.90 of your income per week to cover any expenses such as toiletries, newspapers or hairdressing. This is known as your 'personal expenditure allowance'.

Minimum income guarantee

If you are not in a care home and have a weekly income (including income calculated from your savings) of less than the 'minimum income guarantee' the Government says you need to live on, you will not need to contribute towards the cost of your care. The levels depend on your age and can vary if you receive some disability premiums.

Any income you have above the minimum income guarantee will be treated as being available for you to contribute towards the cost of your care. However, further allowances will be made for any reasonable disability related expenditure you may have.

You will not be asked to contribute more than the actual cost of your care services.

Free services

The following care and support services are provided free of charge:

- small items of equipment and minor adaptations to assist with daily living at home
- intermediate care, including reablement support services, for up to six weeks
- care and support for people with Creutzfeldt-Jacob Disease
- services which the NHS have a duty to provide
- assessment of need
- care planning including provision of information and advice
- help in completing the financial assessment

For more information visit **www.york.gov.uk**

Further information

More information on paying for care and support is available at:

- Money Advice Service, tel: **0300 500 5000**
- Citizens Advice Bureau, tel: **08444 111 444** or **01904 623648**
- Age UK, tel: **0800 1696565**
- Care aware, tel: **0808 252 9887** or **www.careaware.co.uk**
- Macmillan, tel: **0808 808 0000**
- Mencap, tel: **0808 808 1111**

Safeguarding Adults

'Safeguarding' means protecting an adult's right to live in safety, free from abuse and neglect.

It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect. It is essential that we make sure the person's views, wishes, feelings and beliefs are a key part of deciding on any action.

'Abuse' is when someone does something to you that you do not like and you want to stop.

'Neglect' is when you are not being given the care and support that you need to live your life

How to raise a safeguarding concern

If you think you or someone you know is being abused or neglected, you should tell someone you trust. Ask them to help you stop it, report it or make a complaint and remember that you understand abuse or neglect is never your fault.

Supporting people when concerns are raised about abuse or neglect can be very difficult and distressing for everyone involved. Deciding what is the right thing to do can be stressful, particularly if the person you are concerned about is reluctant to accept support. If you are not sure what to do you can always seek advice.

To report a crime:

- in an emergency, contact the police, tel: **999**
- if the person is not in immediate danger, contact the police, tel: **101**

To report a safeguarding concern:

- contact adult social care, tel: **01904 555111** (office hours) or fax **01904 554055**
- hearing impaired customers can use the text facility **07534 437804** and generic fax number **01904 554017**
- out of hours, tel: **01609 534527**
- or find out how to report child abuse

If you're not sure what to do our adult social care team or Safeguarding Adults Board can give you advice.

If you are a paid worker or volunteer you will need to refer to the Safeguarding Adults 'concern form' to tell us about your concerns.

What will happen when I have raised a safeguarding concern?

We will always take it seriously when someone tells us that they believe an adult with care and support needs has experienced abuse or neglect, or they tell us about a situation that could lead to abuse or neglect.

Everyone is different and will need different information, advice and support depending on their situation.

We will always make sure that the adult with care and support needs receives the help and support they need to take action and make choices that help them to retain choice over their own life.

More information about adult social care and support in York

For more information about adult social care and support services is available in York visit **www.york.gov.uk** or contact:

City of York Council's Adult Social Care Team
West Offices, Station Rise, York, YO1 6GA

Telephone: **01904 555111**

Email: **adult.socialsupport@york.gov.uk**