

Getting Care and Support Easy Read



This is an easy read leaflet. You can also read the other leaflet which has lots more detail in it. It is on our website www.sheffield.gov.uk/factsheets. Or contact us if you want a leaflet to be sent to you (see page 6)



This leaflet tells you about how to get **care and support** for people over the age of 18 to stay safe and well.

If you see any words in **bold and underlined** you can read a bit more about what the words mean at the end of the leaflet.

Care and support



If you think you need our help contact us. Our contact details are at the end of this leaflet (see page 6).

When you contact us we will talk to you about the problems you are having. We will also talk to you about how you can get care and support.



We can help you if you need support for a short time. We can help you learn new ways to do things, or get better at doing things on your own. You can find out more about this on our website (see page 6).

If you have very high or long term needs (you need support for more than a few weeks) we will visit you. When we visit we will do a **care and support needs assessment**.

Assessing your needs

This [needs assessment](#) is about you. Take some time before we visit you to think about



- what you think is important.
- what you can do on your own.
- how your family and local community support you.
- what is difficult for you, and how you make the difficult things easier.

You may be worried about your health, medicines, personal care, managing your home, social activities or getting about.



You may find it helpful to write down what you think before your assessment. This will help you remember questions to ask or any worries you want to talk about.



We want you to work with us on your Care and Support Plan. If this is too hard for you to do on your own, we will see if a family member or friend can help you. If there is no family member or friend to help, we will get someone to help you. They are called an [independent advocate](#).



At the assessment you can talk about your care and support needs in confidence, with your social care worker. They can talk to you on your own. Or with you and your partner, a family member or a friend. They will ask you how you do things each day. And what help you need to stay independent. They will listen to what you say, and what your family and friends say. They will also listen to other people who help you, like your doctor.



They will talk to you about how you can use your benefits, or your **Motability** vehicle, to get about. They will tell you how equipment may help you around the home and keep you safe and independent.



Your social care worker will ask about any support you get from your family. They will ask your family if they would like an assessment of their needs as a carer. We do this so we can make sure we support them too.

Your social care worker will make notes of your needs on a form called the Assessment Questionnaire.

The form has personal information about you and your health. We need to keep this information safe. We may need to share your information with other people. We will always ask you first, unless we need to do something quickly to keep you safe.

Prioritising needs



We will then work out if you can get support from us (this is called **eligibility**). We use government advice to work out if you have care and support needs that we can help with (called your eligible needs). You can find more information on this on our website (see page 6).



We first find out what you can do to be more independent. We also look at what support you get from family, friends and your community. If you still have eligible care and support needs, and there is no one else who can help you, we will provide support.



If you do not have any care and support needs we can help with, we will tell you about local community services that can help you stay independent and stop things getting worse.



If you are not happy with this talk to your social care worker. They will tell you about 'Look Again', where we check your assessment is right. If you are still not happy you can ask your social care worker how to complain.

Planning your care and support



If your assessment shows you have eligible care and support needs we will help you work out how to meet them.



Your social care worker will make a note of the things you want to do and the support you choose. They will use a form called the Care and Support Plan. You can get a copy of this form from our website (see page 6).

Your social care worker will work with you as much as possible. You can do as much as you want and are able to do.



We will talk to you about how you want to get your support. We can sort out your care and support (this is called Council arranged support). Or you can have money paid to you or to family or a friend. This is so you can sort out and pay for your care and support yourself (this is called a Direct Payment). Your Care and Support Plan can have Council arranged support and a Direct Payment.



Your care costs

We will also work out if you can pay towards the cost of your care and support. There is more information about how we work this out on our website (see page 6).



Organising your care and support

When your Care and Support Plan is finished we will send you a copy. It will also have the notes of your assessment. We will then help you to get your care and support, and let you know if you need to pay towards the cost of your care and support.

We will then check with you that your care and support is working and meeting your needs. This will give you a chance to tell us how your care and support and services are working.



Reviewing your care and support

We look at your Care and Support Plan regularly to make sure you still need care and support. -And that your care and support is meeting your needs. This is called a review. You can also contact us if you think you do not need care and support any more, or your life changes. There is more information about this on our website (see page 6).

Tell us what you think

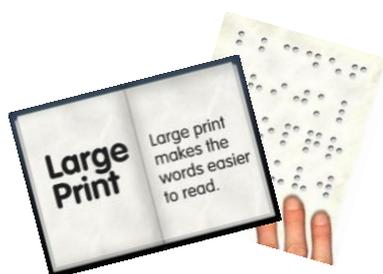
If you have a comment or complaint about any council service you can tell us what you think:

- Telephone: (0114) 273 4567.
- Website: www.sheffield.gov.uk/tellus
- Write to: Customer Services,
Sheffield City Council, Town Hall, Pinstone Street,
Sheffield S1 2HH.



Where can I get more information?

There is a longer version of this leaflet available on our website www.sheffield.gov.uk/factsheets.



If you have a question about this, want a printed copy or want to speak to someone you can contact us. Tell us if you want this information in other formats and languages.

This is one of a few leaflets that give information about care and support in Sheffield. The other leaflets talk about things like:

- Help for carers
- Independent Advocacy
- Being independent
- Support planning and organising your support
- Help with travel
- How to look after your money
- Reviewing your care and support
- Moving from children to adult care and support services



Contact us

If you have a question or want to speak to someone about your problems you can contact us.



- **Adults/Older People:** Email the Adult Access Team adultaccess@sheffield.gov.uk, or write to the team at Howden House, Sheffield S1 2SH. Or call 0114 273 4567.
- **Learning Disabilities:** Email the Community Learning Disabilities Team CLDTeam@sheffield.gov.uk, or write to the team at 33 Love Street, Sheffield, S3 8NW. Or call on 0114 226 2900.
- **Mental Health:** Contact your GP for referral to a Community Mental Health Team.



What do these words mean?

Care and support	Care and support is the help some adults need to live as well as possible with any illness, disability or impairment they may have. It could be help with things like washing and dressing yourself or making and eating meals. It could also be help with going out and about and seeing family and friends.
Needs Assessment	This is when a social care worker will come and talk to you to find out what your care and support needs are.
Eligibility/ Eligible	When we look at your care and support needs we work out which of your needs we must support you with. We use national rules (called the Eligibility Regulations) to decide if you have any care and support needs we must support you with.
Motability	This is help for disabled people and their families and carers to hire a new car, scooter or powered wheelchair. They can use a benefit they get called the Mobility Allowance to pay for this.

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