



BEDFORD
BOROUGH COUNCIL

Assessing Your Needs



Adults and Community Services

When should I contact the Department of Adults and Community Services?

If you live in Bedford Borough and think you, or someone you know may need our support you should contact us. You can telephone, call in person or ask a relative, neighbour, friend or advocate to do this for you.

Your GP, District Nurse or other health or housing staff may refer you. We will work with you to identify what your needs are and the best way to meet them.

If you are in Bedford hospital, there is a hospital based social work team. The nursing staff may contact them before you are discharged. You can request to speak to a Hospital Social Worker if there are any problems you would like to discuss before you return home.

What happens next?

A First Point of Contact Worker will explain what help may be available. They will ask for your name and address, the address of your family, your date of birth and ethnic origin. We will need your permission to speak to other people, for example your GP, family, friends, neighbours or carers.

They will ask you about the problems or issues you are experiencing and whether you have contacted us before. The information you provide us with is important because it will help us decide if you are eligible for support. It will also help us agree with you the kind of support you would like. We can give help and advice over the phone or by letter.

The initial assessment

The first step to make sure you receive the right support is arranging for us to properly assess your needs and circumstances. The worker will make an initial assessment to decide the urgency of your situation.

At this stage we may ask you, your family or your GP for more information to help us decide how quickly you need a more in-depth assessment.

If the worker feels you need a more detailed assessment which will require a visit, they will pass your details on to one of the Social Work Teams.

- A worker will contact you to arrange an assessment of your needs.
- You will be given a choice about: the time and place of your appointments;
- Having a family member, friend or advocate present and the language in which discussions take place.

We have a new way of looking at and meeting your needs. This Process is called a Personal Budget. This includes an assessment of your needs and a care support plan which will look at how and what is needed to meet your needs.

We will support you during the assessment and will ask you for your views. The assessment is divided into a number of sections which all look at different areas where you may need help. You may also need other assessments for example from a nurse who may need to assess your health needs. Once the assessment part is completed there is another section which looks at what kind of help and support you need and this is called the Care Support Plan.

How soon will I get an assessment?

The time it takes to carry out your assessment will depend on the urgency of your situation. We work this out from the information you provide us when you first contact us.

- We will keep you informed of any delays.
- We aim to complete the assessment section within 28 days.

How is the assessment done?

Workers who support you have been trained to ask questions thoughtfully. They will be aware that some areas that need to be discussed may cover delicate issues, and that this may well be a stressful time for those questions to be asked.

Please be assured that the answers you give will be treated in the strictest confidence.

What is included in the assessment?

We may ask you about things that you may have difficulty with and what impact this has on your life, these include:

- **Making decisions and organising your Life** – what support you need to help you make decisions in your life such as where you live and support with your finances.
- **Communication** – the support you need to communicate with others.
Personal Care – such as washing, bathing, dressing and taking medication.
- **Eating and Drinking** – what help you need to prepare and eat meals.
- **Keeping yourself and others safe** – things which affect your safety and may pose a risk to others.
- **Running and maintaining your home** – difficulties you have with household tasks such as washing, shopping and managing money and paying your bills.
- **Maintaining Relationships with family and friends** – support you need to do things as part of a family or friendship group.
- **Work and learning opportunities** – help you need to do paid or voluntary work as well as accessing college or other training opportunities.
- **Getting out and about** – The support you need to get out and about on your own, like using the bus or other public transport.

- **Family responsibilities** – The support you need to fulfil your family responsibilities.
- **Overnight support** – The support you need during the night.
- **Help from family and friends** – do you receive informal unpaid support from family and friends? What kind of help do you get?

Do I get to see and comment on the results of my assessment?

Yes, the assessment is a supported process and your views and opinions will be taken into account throughout the assessment. We aim to make sure your needs are met in a way which is best for you and works towards achieving your goals.

It will be written in whatever language or provided in whatever format you need.

How do we decide who receives our support?

As we have limited resources, not everyone who seeks support from us will be able to get the exact help or service(s) that they have asked for. We must make the people who need our help the most our priority.

The national guidelines from the Department of Health that make sure our services are provided fairly and to the people that need them the most are called Fair Access to Care Services (FACS).

The criteria cover six areas;

- health problems;
- ability to control your environment;
- abuse or neglect;
- personal or domestic care;
- social and employment and
- dangers including any threat to life.

For each of these areas your level of need will be identified as either:

- Critical.
- Substantial.
- Moderate.
- Low.

For more information about our eligibility criteria please read our leaflet 'A Guide to who qualifies for Adults Services – Our eligibility criteria leaflet' (AS140_13)

Who will provide my services?

The help and support you need can be met in a number of different ways; the Council are able to provide some services. Alternatively you may choose to have your needs met independently which we can help you to organise.

We will agree your care support plan with you and give you a copy.

Contributing to the cost of your care

Any financial contribution you may need to make will be worked out provisionally with your worker and finalised with our Business Support Unit. We will inform you of how we have calculated the costs and if you have any concerns or worries relating to this please discuss with your worker.

Your Care Support Plan Review

Once your care support plan has been agreed and approved we will carry out an initial review to make sure your care support plan is meeting your needs. After the initial review your care support plan will be carried out on an annual basis.

If you require any change to your care support plan prior to your annual review please contact the team who helped you with your care support plan.

In Hospital

Our Hospital social work team will carry out your assessment jointly with members of the hospital health team. This may include any health professional involved in your hospital discharge planning such as a nurse, occupational therapist.

Access to your records

We only collect, record and share the information we need in order to provide you with a service. Your record may be a paper file, a computer record or a combination of both. At all times you have a legal right to ask to see the information we hold about you. In certain circumstances, the law may require us to share information, for example if a criminal offence has been committed or might be committed.

For more information on how to see your records see our leaflet 'Your Right to see your Record' (AS045_13)

What if I am unhappy about the way my assessment has been carried out?

We welcome comments about the services we provide. Please speak to your named worker if you are unhappy about the way your assessment has been carried out. We can often sort the problem out quickly and informally.

If you are still unhappy or you feel your complaint has not been resolved you can use our formal complaints procedure. For more information see our leaflet on 'Comment, Compliment Complaint' (AS060_13)

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

معلومات کے لئی

للمعلومات

ਜਾਣਕਾਰੀ ਲਈ

برای اطلاع

Informacija

Za Informacije

Per Informazione

তথ্যের জন্য

If you require any further information and/or advice please contact



01234 267422



Adults and Community Services

Bedford Borough Council

Borough Hall

Cauldwell Street

Bedford

MK42 9AP



care@bedford.gov.uk

**Ask for leaflet
AS165_13**