



Assessing your needs and planning your care

A guide for adults

Introduction

If you are over 18 and feel you are in need of social care, or if you are looking after someone with social care needs, then you can talk to us. Likewise, if you feel that someone you know or care for has social care needs, please tell us.

By 'social care' we mean:

- help with personal needs e.g. getting dressed, washing, bathing;
- help with mobility problems e.g. getting around the house, getting out and about;
- help if you have mental health problems;
- help if you have problems with your sight or hearing or both;
- help if you have a learning disability.

As explained later in this leaflet, we cannot offer services to everyone who has care needs because of limits on our funds. We do however encourage people to come forward and ask whether they might be able to get help.

We are committed to making sure we provide services of equal quality whatever the race, religion, culture, gender, age or abilities of the people who seek them.

Getting in touch

You can telephone any of our social care teams (details at the end of this leaflet). You will be able to speak to someone about your difficulties and they will give you an idea of whether we will be able to help.

If you prefer you can write to the team setting out your difficulties and someone will then get back to you. If you are already talking to someone else about your needs e.g. your GP or a Community Nurse, then you can ask them to contact us on your behalf.

Assessment

We carry out an 'Assessment' to find out more details about your social care needs. The law requires us to do this for anybody who has or appears to have such needs. Carers have a right to their own assessment and this will be done separately from the assessment of the person they are caring for.

Wherever possible your assessment will be carried out jointly by all the workers who need to be involved e.g. social worker, district nurse, housing officer. It may be however that just a member of the social care staff will come and see you.

The assessment will aim to find out:

- the problems you need help with;
- what you are capable of doing;
- the help you already have available;
- what help you now need;
- in some cases, your financial position.

You can have a relative, friend or other person present to support you if you wish.

If your first language is not English or you have a disability which affects your speech or hearing, we will provide the necessary extra help, e.g. supplying an interpreter.

We will normally aim to start your assessment within two weeks of you contacting us. Most assessments will be completed on the first visit but if your needs are complex or a range of workers has to be involved, then the process may take longer.

Following the assessment visit we will write down a statement of your needs and give you a copy. You can either sign your agreement to this or, if you disagree, ask for the assessment to be reconsidered.

What happens next?

Once we have together identified and agreed your needs, we have to decide whether those needs qualify you to receive care services. We cannot offer services to everyone who wants them because our funds are limited. We must therefore ensure that services are targeted at people with the greatest needs. The guidelines we use to compare people's needs with the services that might be available are called 'eligibility criteria'. Criteria is just another word for test. Because we apply the same test to everyone, services can be shared out fairly.

The assessment should show us exactly what your social care needs are.

These needs will fall into six groups.

Group 1 – physical safety, for example, you have regular falls or are a danger to other people.

Group 2 – physical disability, for example, you find it difficult to get around or have problems with your sight or hearing.

Group 3 – mental health, for example, severe depression leading to self-neglect.

Group 4 – loss of independent living skills, for example you are not able to cook, or wash, or dress yourself.

Group 5 – involvement in work, education or learning.

Group 6 – social roles and responsibilities, for example, you are very isolated and lonely.

We then decide your level of need in each one of those groups. There are four levels.

Level 1 – Low

Level 2 – Moderate

Level 3 – Substantial

Level 4 – Critical

We use a standard chart to help us make these judgements. You can ask your local social care team for a copy of this chart. At present to be eligible for services, you must have needs at level 3 (substantial) or above in at least one of the six groups. If all your assessed needs are at levels 1 or 2, we can only offer you advice or information, for example, details of voluntary groups who might be able to help you or private agencies you can buy services from.

If you are eligible to receive services then we will look with you at how your needs can best be addressed – this is called Care Planning.

Care Planning

At this stage, we will discuss with you the different services which might be used to help meet your needs.

These could, for instance, include:

- home care;
- advice and information on accessing daytime activities;
- equipment and adaptations within your home;
- provision of meals;
- respite (short break) residential care;
- permanent residential or nursing home care.

We will try to give you as many options as possible. Unfortunately not every service will always be available. Some might have a waiting list, others might be more expensive than you can afford. Some may be difficult to reach from your home.

If we cannot provide services to address some or all of your needs, this will be recorded as a 'service shortfall'. We will use this information when planning future services.

Having discussed the options with you, we will draw up a Care Plan which shows:

- what services you will receive and what they aim to achieve;
- who will provide them;
- when they will be provided;
- how much (if anything) they will cost you;
- names, addresses and phone numbers of all those involved with your care.

You will be given a copy of your Care Plan to keep.

Review

We will, from time to time, review your needs for services. These reviews will check that your needs are still being met and that you are happy with the services you are getting. You or your Carers can request a review at any time.

Complaints

If you are unhappy with any aspect of the services you are receiving, you should firstly speak to the staff member you know best and tell them what you think is wrong. In most cases, complaints can be quickly sorted out at this level.

If you want to make a formal complaint then ask for the leaflet How to Comment or Complain which explains the process. Alternatively, contact the Customer Care Manager at Shire Hall, Cambridge, telephone **01223 717958**.

You can also raise any problems with your County Councillor or your MP. If you do not know who this is, ring our general enquiries. Local rate telephone number: **0845 045 5200**.

Social Care Teams - Adult Services

Older peoples teams – now Primary Care Trust

Huntingdonshire – comprising:

Huntingdon Health and Social Care Team Oak Tree Medical Centre, 1 Oak Tree Drive, Huntingdon Cambs PE29 7HN	0845 045 5202
St Ives Health and Social Care Team Priory Annexe, Priory Road, St Ives, PE27 5BB	0845 045 5202
St Neot Health and Social Care Team Scott House, 5 George Street, Huntingdon PE29 3AD	0845 045 5202
Huntingdon Transitional Care Team (SS1018) Hinchingsbrooke Hospital, Hinchingsbrooke Park, Huntingdon PE28 8NT	01480 416087

East Cambridgeshire and Fenland – comprising:

March Health and Social Care (Older People) Team Hereward Hall, March PE15 8NE	0845 045 5202
Wisbech Health and Social Care (Older People) Team 27 St Augustines Road, Wisbech, Cambs, PE13 3AD	0845 045 5202
Soham Health and Social Care Team Soham Health & Social Care Centre, Pratt Street Soham Ely Cambs CB7 5BH (inc Doddington/North West Cambs and Princess of Wales Hospitals)	0845 045 5202
Ely Health and Social Care Team Princess of Wales Hospital, Lynn Road, Ely CB6 1DN (SS1024) (Soham Locality also responsible for discharges from West Suffolk and Newmarket hospitals)	0845 045 5202
Doddington Community Hospital Benwick Road, Doddington, March PE15 0UG	
Princess of Wales Hospital (SS1025) Lynn Road, Ely CB6 1DN	
North Cambs Hospital The Park, Wisbech, Cambs PE13 3AB	

Cambridge City and South Cambridgeshire – comprising:

North City Health and Social Care Team 110a Arbury Road, Cambridge CB4 2JF	0845 045 5202
City South Health and Social Care Team , Seymour House, Seymour Street, Cambridge CB1 3DQ	0845 045 5202
East Health and Social Care Team Sawston Medical Centre, London Road, Sawston, CB2 4HU	0845 045 5202
West Health and Social Care Team Comberton Road, Toft, CB23 2RY	0845 045 5202
North Health and Social Care Team Comberton Road, Toft CB23 2RY	0845 045 5202
Cambridge Discharge Planning Team (C3/24A) 28 Long Road, Cambridge CB2 2PS	01223 714400

Physical Disability Teams – comprising:

City and South (SS1043) Enterprise Centre, Haggis Gap, Fulbourn CB1 5HD	0845 045 5202
Huntingdonshire (SS1018) Scott House, 5 George Street, Huntingdon PE29 3AD	0845 045 5202
East & Fenland (SS3200) Hereward Hall, County Road, March PE15 8NE	01354 754365

Learning Disability Partnership Teams

South Cambridgeshire Block 11, Ida Darwin, Fulbourn CB1 5EE	0845 045 5202
Cambridge City Block 7, Ida Darwin, Fulbourn CB1 5EE	0845 045 5202
Huntingdon Scott House, 5 George Street, Huntingdon PE29 3AD	0845 045 5202
Fenland and South Peterborough Hereward Hall, County Road, March PE15 8ND	0845 045 5202
East Cambridgeshire Princess of Wales Hospital, Lynn Road, Ely CB6 1DN	0845 045 5202

Mental Health Teams

South Cambridgeshire Box 307, Fulbourn Hospital, Fulbourn, Cambridge CB1 5EF	
North Cambridgeshire Park House, Nursery Road, Huntingdon PE29 3RJ	
Fenland/East Cambs Agenoria House, North Cambs Hospital, The Park, Wisbech PE13 3AB	

Occupational Therapy

Please ring 0845 045 5205

Physical Disability and Sensory Services

Cambridge/South Cambridgeshire Enterprise Centre, Haggis Gap, Fulbourn CB1 5HD	0845 045 5202
Fenland/East Cambs Hereward Hall, County Road, March PE15 8ND	0845 045 5202
Huntingdon Dryden House, St Johns Street, Huntingdon PE29 3NU	0845 045 5202

If you would like a copy of this leaflet on audio cassette or in Braille, large print or other languages, please contact the Communications Administrator on 01223 717309.

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