Planning your care

Five steps to being in control of the care and support you need to live the life you want.
Step 1: Referral

If you have not already been referred by a professional from another service, you can contact Customer Services. The phone number and email address are on the front cover and details of other ways to contact us are given at the end of this fact sheet.

You can also look at our website www.cambridgeshire.gov.uk/careandsupport for information and advice on staying independent, safe and well.

If it seems likely that you will need support, we will have a conversation with you to find out about your circumstances. We can then provide you with relevant information or refer you for an assessment.

Step 2: Your assessment

The assessor will either complete your assessment with you, or you can be supported to complete it yourself.

The assessment will focus on:

- What’s working well
- What's not working so well
- If you need any help

The assessment considers a number of areas known as domains which include your current situation and what has lead to your assessment:

- Your health
- Your safety
- Your physical abilities
- Your mental health
- How you look after yourself on a daily basis
- Your involvement in your community
- Who supports you, if anyone
- What your needs are

It will bring together a summary of your needs and the outcomes you want to achieve.

The assessor will look at whether there are any risks to you and your wellbeing and agree with you how they can be best managed. They will also look at how to help you prevent and delay the need for care and support. They will give you their professional opinion and following the assessment, your assessor will determine whether you are eligible for support from Cambridgeshire County Council.

Can my family and friends be involved in my assessment?

Yes, if you would like them to be. We will work with any carers, family members or friends you want to be involved in your assessment.
What happens if I can't express my views or need help communicating what I want?
If you have significant difficulty expressing your views and there is no one who can do this for you, we can arrange for an independent advocate to represent and support you.

www.cambridgeshire.gov.uk/advocacy

What happens after the assessment?
We will write to you with the outcome of your assessment. If you have eligible needs, we will prepare an initial care and support plan. The plan will show the outcomes you want to achieve, how these will be met and the indicative budget available.

✔ We will write your initial care and support plan, setting out how the Council will meet your eligible needs and the costs associated with this.
✔ You have choice and control about how your eligible needs will be met and this plan will be used to inform how we work with you.
✔ Any changes may lead to an agreement by the Council that your eligible needs are met in a different way. If the revised care and support plan is not agreed by the Council, we will go back to the initial care and support plan.

Whatever the decision, you will be offered advice and information to meet your individual requirements to prevent or delay your need for care and support in the future.

To find out more about who can qualify for support, please read our fact sheet ‘Do I qualify for social care support?’

www.cambridgeshire.gov.uk/planningyourcare

Step 3:
Planning your support

The information you provide in your care and support plan is all about you and what you want to achieve so that you can live as independently as possible.

We will look at the support available from your family, friends or carers; in your local community, as well as more formal support.

Who can help you to complete your care and support plan?
You can do your care and support plan yourself or someone else can help you with it, like your family or friends, a service provider, your Key Worker, or someone can do it for you.

If someone else completes your care and support plan for you, we will need to be satisfied that they have acted in your best interests.

Support planning can be assisted by someone independent of the Council. An independent support planner can help you decide how to meet your needs and how to spend your personal budget. Your Key Worker can give you more information.

What we are responsible for
Before getting your care and support plan agreed, your Key Worker will check that it is affordable (within budget), lawful (using money sensibly and within the law), and effective (helps you to achieve the outcomes identified in your assessment).

Agreeing your care and support plan
When your initial care and support plan is completed so that it meets your outcomes, takes any risks into account and is considered reasonable in terms of available budget, it can be agreed by us. You will receive a copy of the agreed plan which sets out exactly how your personal budget will be spent.
If your care and support plan isn't agreed
If we do not think your care and support plan will help you achieve your outcomes, we will ask you to make changes before it can be agreed. If you have been working with an independent support planner, they will be able to help you with revising your care and support plan.

If your care and support plan hasn't been agreed because we’re concerned it is not clear, your Key Worker may want to review your assessment.

What to do if you don't agree with something
If you don't agree with something, or you're not happy with the decision made about your care and support plan, please discuss this with your Key Worker. If you are still not satisfied you can contact the Customer Care Team to make a complaint.

0345 045 5202

careinfo@cambridgeshire.gov.uk

How is your support set up?
Your support can be set up:

✓ through Direct Payment if you want to manage things yourself (see our Direct Payment fact sheet)
✓ if we’re managing things for you, we will arrange your support
✓ or it can be a combination of both.

If you worked with an independent support planner to help you put together your support plan they can help you set up your support if you would like them to.

Once your support is in place, your Key Worker will contact you to check how you are doing and if any changes need to be made to your support. We will make sure you have someone to contact in case you have any questions or need any help.

Step 4: Working out the cost of your care
When we have assessed that you are eligible for support, we will ask you to complete a financial assessment questionnaire. So this will help us to work out if you can afford to pay towards the cost of your care.

We can arrange a personal budget for you, which is the total amount of money needed to provide the activities recorded in your care and support plan, including the amount the Council will pay and the amount you will need to pay.

Your personal budget can be paid either directly to you as a Direct Payment or can be managed by us, or other specialist organisations on your behalf.

How do you estimate my personal budget?
If we can contribute to your care, we will estimate how much you might receive so that we can start to create your care and support plan with you.

To find out more, please read our fact sheet ‘Your support costs’

If you are paying for all of your own support, we can still give you advice. Please note: If you have to pay for the full cost of your care and ask us to arrange your home and community care for you, we will charge a one-off arrangement fee of £75 to organise this on your behalf.

Your Key Worker will explain this to you and discuss your options
Your Key Worker is the focal point for you to plan and shape the care and support you need.

They are the central point of contact for you and can help co-ordinate the work of other professionals involved in your assessment and support planning.
Step 5: Reviewing your support

Once your care and support plan is set up we will set a date to carry out an initial review with you. This is to check how things are going and to see if the support you have put in place is meeting your needs. The review is also your opportunity to tell us what is working and what may need to change.

Initial review
The initial review will normally be held 6 to 12 weeks after the start of your care and support plan.

If your needs are expected to reduce or increase over the coming weeks, for example, if you have recently left hospital, we may need to arrange this more often.

Annual planned review
We will review your plan each year.

Unplanned review
You, your carers, the council and service providers have the right to ask for a review outside of the scheduled dates.

This may be requested because:
✓ your needs have changed
✓ the support you have in place no longer meets your needs
✓ you may want to make a major change to your care and support plan
✓ there are unmanageable risks in your care and support plan
✓ the council requests it.

Who should be involved in your review
You, your carers, service providers, formal and informal support networks and other agencies or people involved in your care that know you well.

You can invite anyone you think is important, but you should let your Key Worker know in advance.

If you need an independent advocate, your Key Worker can make a referral for you, or you can make a referral yourself. Please speak to Customer Services or your Key Worker for more details.

Staying safe
You should feel completely safe while setting up and receiving your support. If you have any concerns about your safety, or you feel someone is making you do something that you do not want to or making you feel uncomfortable, please tell us.

0345 045 5202
careinfo@cambridgeshire.gov.uk

The outcome of your review
Once you and your Key Worker have completed the review and you both agree with any changes (if needed) and the timescale for the changes to start, you will both need to sign it to say that you agree. If you disagree with the outcome of your review please contact your Key Worker to discuss the reason why.
Carers

Carers have the right to an assessment of their own needs and to have these reviewed.

Carers can also have a review jointly with the cared for person if both parties are in agreement.

If the needs of the carer change or the carer wants to make a lot of changes to the support being received before or after a review we can help you, so please contact us.

Support and advice

If you need any further information about any stage you can contact your Key Worker at any time.

Alternatively, you can ask for an independent advocate to support you, for example, if you want some advice or support to challenge a decision made at any point, we can put you in touch with someone who can speak up for you. This is called an independent advocate. You can speak to Customer Services or your Key Worker about a referral.

Contact us

Customer Services

Cambridgeshire County Council
PO Box 144
St Ives
PE27 9AU

0345 045 5202

careinfo@cambridgeshire.gov.uk