

Adult Social Services

What happens when you request a social care service?



delivering choice
and independence

March 2010

How to contact Adult Social Services

Please contact **Social Care Direct** on:

Tel **020 8359 5000**

Textphone **020 8359 6011**

SMS **07506 693707 (text from mobile phones)**

Fax **020 8359 2570**

Email **socialcaredirect@barnet.gov.uk**

Website **www.barnet.gov.uk/health-social-care**

If you need to contact Adult Social Services in an emergency outside office hours, please contact **020 8359 2000**.

You can also find information including social care services and activities by visiting our website at **www.socialcareconnect.barnet.gov.uk**

Introduction

Barnet Adult Social Services have changed the way they offer social care services to:

- People who are currently receiving services, and
- People who are requesting social care services for the first time.

We hope that the changes will help people who need services to lead more independent lives and have more control over the services they receive.

This booklet provides information about what will happen when you ask for a social care service for the first time and when your current social care package is reviewed.

Who do we support?

Adult Social Services provide information and support for people over 16 with the most complex needs and people over 18:

- With learning disabilities
- With mental health problems
- With physical and sensory impairment
- Who have difficulties related to illness or old age
- With chronic or severe health problems including HIV/AIDS
- With drug and alcohol problems.

We also provide information and support to carers. A carer is someone who looks after a friend or relative who is disabled, has mental health issues, is ill or is an older person.

Our commitment to you

We are committed to providing a personal and responsive service that offers choice and independence.

We aim to help adults who need support, enabling them to live safely in their own homes where possible, and to encourage their participation in the community.

We will provide a range of specific services that help meet these aims. We will also assess carers needs and provide advice and equipment for them, where required.

We promise that:

- You will be treated with courtesy and respect
- Your views will be taken into account when deciding on the services that you need
- You will be given full information about services
- Your privacy, dignity and individuality will be respected
- Your individual cultural and religious needs will be respected
- Your personal information will be treated confidentially and only shared, with your consent, with those professionals that need to know in order to provide good quality care.

How to contact Adult Social Services

If you think you need a social care services or have a general enquiry, please contact Social Care Direct on:

Tel	020 8359 5000
Textphone	020 8359 6011
SMS	07506 693707 (text from mobile phones)
Fax	020 8359 2570
Email	socialcaredirect@barnet.gov.uk
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What happens when you contact us?

We will gather initial information from you, or your carer(s) about the support you need. This information may be gathered either over the phone or by completing a form which can be sent out to you.

If it is the first time you have contacted us, we will ask you for the name and address of your doctor. We will also ask you general questions about your ethnicity, first language, sexuality and religion. We ask these questions to make sure that people are not prevented from accessing goods and services because of their disability, faith, belief or sexual orientation. The council believes it is important to understand the different types of communities who use our services and it is only by asking you these questions that we can be sure we are meeting your needs.

The information you give us will remain strictly confidential, as stated in the Data Protection Act 1998.

We may arrange to visit you to carry out an **assessment**. You are welcome to have a friend, relative or carer with you when the visit takes place. You can also ask an advocate (representative) to help you.

For more information on advocacy, please contact **Advocacy in Barnet** on **020 8201 3415** or email **admin@advocacyinbarnet.org.uk** or **Mind in Barnet** on **020 8343 5700** or email **admin@mindinbarnet.org.uk**.

If you find it easier to talk to us in another language you can ask us to bring an interpreter when we see you.

Please let us know if you would like us to provide information in your preferred format, for example large print or Braille.



Carer's assessment

If you care for family or a friend on a regular basis in need of help because they are ill, frail, disabled, has learning disabilities, mental health or drug or alcohol problems, then you are a carer.

As a carer you are legally entitled to a carer's assessment. The **carer's assessment** looks at your needs to find out if there are any areas in your life that you would like help with. A carer's assessment may lead to social care services being provided, to help you in your caring role.

What happens at your assessment?

A carer's assessment is your opportunity to tell Adult Social Services about the things that could make life easier for you. During the assessment Adult Social Services will discuss:

- The needs of the person you care for
- The help and support you are giving and its impact on you and your life
- What you feel will make a difference to you
- How to plan for a carer's emergency.

Together, we will work out what you need and whether you qualify for a service under our criteria (where the carer is providing 'substantial and regular' care and the person you care for meets our guidelines - see page 7).

If you qualify for a service, Adult Social Services may be able to help in many ways. For example, we could provide you with:

- Help in the home
- A break from caring
- Information and advice
- Equipment and financial assistance.

Qualifying for a service

We use guidelines set by the Government known as 'eligibility criteria', to determine if you qualify for help from Adult Social Services, based on your individual needs.

These guidelines are used because we want to ensure:

- People in greatest need and most at risk receive help
- Everyone who asks for a service is dealt with fairly using the same guidelines
- Everyone understands what decisions we make and why.

Once you have been assessed your eligible needs will be determined using the criteria in the four following bandings:

Critical

Your needs will be assessed as meeting the **Critical** band if your circumstances mean that you are at immediate risk in your daily life. **For example:**

- You are unable to carry out any of your personal care routines. You are at significant risk of harm or neglect.
- You are unable to continue in employment or education because of your disability.

Substantial

Your needs will be assessed as meeting the **Substantial** band if your circumstances mean that there is a risk of breakdown of the present situation. **For example:**

- You need support to carry out most of your personal care.
- You are experiencing significant difficulties in carrying out your family care, for example as a parent.

Moderate

Your needs will be assessed as meeting the **Moderate** band if your circumstances identify moderate risk in your daily life. **For example:**

- You have some difficulties with your personal care but this does not put you at risk.

Low

Your needs will be assessed as meeting the **Low** band if your circumstances identify minimal risk in your daily life.

For example:

- You are able to carry out your personal care routine but with some difficulty
- You have some difficulty in accessing activities in the community but this does not affect your life.

Needs in the **Moderate** and **Low** band will not qualify for help from Barnet Council. However, you will be given information and assistance to help you select the right support for you or may be offered services from other agencies, for example voluntary or private agencies.

You can also find information on services available in Barnet by visiting our website Social Care Connect at www.socialcareconnect.barnet.gov.uk

Will I be charged for services?

You may be required to pay for some of the services you receive. How much you pay will depend on your income and the amount of help you need. We will ask you to complete a financial assessment form. You may be entitled to benefits, and if so we will help you to claim them.

The leaflet called '**Adult Social Services for people living at home - fairer charging policy**' tells you more how the charges are worked out.

If you are considering moving into a care home, the leaflet '**Choosing and paying for a care home**' gives you information about choosing and paying for care in a residential or nursing home, how you can apply for a reduction to the full charge, and how we work out your charge.

Copies of the leaflets are available to download on the Barnet Council website at

www.barnet.gov.uk/adult-social-services-publications

You can also pick up a copy at your local library, Adult Social Services offices or by contacting the Communications Officer for Adult Social Services on:

Tel **020 8359 4579**

Email **adultsocialservices@barnet.gov.uk**

If you would like more details on how charges are calculated, please contact the Financial Assessment Team on:

Tel **020 8359 2238**

Email **financial.assessments@barnet.gov.uk**

What happens after the assessment?

If you qualify for a social care service we will work with you to provide a short-term package of support. This is called an Enablement package. This support will be focused on:

- Maximising your skills to help you to live without assistance (such as getting up and dressed) or
- Resolving problems that were caused by a crisis (such as the extra support you might need when leaving hospital).



Enablement package

Enablement means working with you to ensure you have the skills to live as independently as possible. At your assessment we will ask you:

- What your immediate needs are
- What difference you would want help to make.

We will also talk to you about how else we could help.

This could include:

- **Occupational Therapy**, including equipment or adaptations to your home
- **Telecare** - equipment that makes it possible for people to call for help and assistance when needed. Examples of Telecare include Lifeline pendant alarm and wandering sensors. For more information about Telecare visit www.barnet.gov.uk/telecare

We will let you know:

- What services we will provide
- Who will provide services, and
- When they should start.

This will always be done with the intention to promote and maintain independence in the community, or to prevent admission to hospital, residential or nursing care.

The support you receive will be for a limited time and during this time we will talk to you about how you are managing. If this initial help does not resolve all of your needs we will plan longer-term support with you.

Homecare Enablement

One of the short-term services we can offer is Homecare Enablement.

If you are referred to this service then a care worker will arrange to visit you.

Again, you are welcome to have a friend, relative or carer with you when the visit takes place.

It may also be possible to have an Occupational Therapist join the care worker when they visit you.

When the care worker visits you they will talk to you about the following:

- How the homecare staff will work with you
- If there are risks worth taking to help you regain independence
- When the homecare staff will start to visit you
- That homecare staff will need to use your landline to let their office know that they have arrived and when they leave. The number they dial is FREE and will not cost you any money.
- When Adult Social Services and the care worker will review how you are getting on
- How long it is expected that you will need help for
- A estimation of the total hours of help you will be provided with (this is a flexible amount and will not be a set amount of hours each day.)

This information will given to you in writing.

Other enablement options:

- **Barnet Independent Living Service** offers a range of support for Barnet residents with a physical or sensory impairment. This includes **Rehabilitation and Enablement** advice and information on specific health conditions, access to Occupational Therapy and physiotherapy assessment treatment programmes, NHS Expert patients programme for condition management and access to Telecare equipment for the home.
- **The Network** offers different opportunities to people who have experienced mental illness. The Network offers a six to eight weeks **Enablement** programme within a group setting. The programme looks at enabling you to think about what you want from your life, identify what some of the barriers are and how you can overcome them.

What happens after enablement?

Adult Social Services will meet with you at an agreed time to talk to you about:

- What difference the help has made
- Any further help you may need from Adult Social Services when the enablement service ends.

We will then talk to you about what happens next.

This will either be to complete:

- A Move-On Plan or
- The Personal Budget Questionnaire and Support Plan.

Move-On planning

If you do not need any more help from Adult Social Services we will give you information on the range of local organisations you may want to contact. You can also find information on our Social Care Connect website at www.socialcareconnect.barnet.gov.uk

Personal Budget Questionnaire and Support Plan

If you need long-term support you will be offered a **Personal Budget Questionnaire and Support Plan.**

The Personal Budget Questionnaire and Support Plan is designed for two purposes:

- For you to think about what you need and the type of help you would like
- To ensure you control the planning process as you best understand your own circumstances
- For Adult Social Services to work out whether you qualify for a service under our criteria (see page 7-8) and to estimate a guide a mount of money that will be available to pay for your social care.

Completing the Personal Budget Questionnaire and Support Plan

You may want to fill in the Personal Budget Questionnaire and Support Plan yourself or ask for help from:

- A member of your family
- A friend
- A care or support worker
- A social care professional
- Anyone else who you think could help you.

What is a Personal Budget?

The Personal Budget Questionnaire and Support Plan includes multiple-choice questions. A social care professional will discuss your answers with you and possibly with others that know you well. This will help Adult Social Services to make sure that we are realistic about what your social care budget could be.

Your answers are used by Adult Social Services to calculate an estimated guide amount of money to help plan your care and support. This is called an **Indicative Budget**.

The amount of money you spend on your social care needs is called your **Personal Budget**.

Personal Budgets will:

- Provide clear, up-front information about how much money there is for your support
- Let you use the money in a way that best suits your own needs and situation
- Provide support to help you plan what you want and be able to organise it.

What is a Support Plan?

The Personal Budget Questionnaire and Support Plan helps you think about all areas of your life. For example:

- Looking after your health
- Caring for yourself
- Mealtimes, eating and drinking
- Everyday tasks
- Budgeting and paying bills
- Family, friendships and community life
- Work or learning
- Getting to places
- Keeping safe during the day and night
- Moving around
- Communicating with and understanding others
- Choice and control
- Dignity and respect.

To think about how to use your personal budget, we will ask you what help you currently have, whether this is working well for you and those helping you, and whether you need extra help.



How can I use my Personal Budget?

Personal Budgets allow people the option of:

- Receiving a Personal Budget as a cash payment known as a **Direct Payment**, to enable you to choose and purchase your own support and services, or
- Allowing the council to organise the support and services on your behalf, while still choosing how your support needs are met, or
- Choose to do a bit of both and request the council to organise some support or services on your behalf and take the remaining money as a Direct Payment.

The **Direct Payments Advisory Service** comprises a team of advisers who can help you to decide if Direct Payments are right for you.

You can contact the Direct Payments Advisory Team on:

Tel **020 8359 3760**

Email **directpayments@barnet.gov.uk**

You may decide that you want Adult Social Services to manage all of or some of your Personal Budget for you.

The **Procurement Brokerage team** will be able to offer you advice and information when you are support planning or signpost you to other organisations. They will also contact providers to arrange support or services on your behalf.

Organising your support or services

If you would like to find out more information about different care and support options in Barnet you can visit our Social Care Connect website at

www.socialcareconnect.barnet.gov.uk

This website can help you decide how to use your Personal Budget.

There is also an online discussion area and you can see the reviews and comments that people have made about the services they have received.

You will have the opportunity to discuss your support plan with a social care professional. You will need to agree how your support and services will be organised and managed.

What happens when the Support Plan is completed?

The Support Plan will be presented to an **Adult Social Services Agreement Panel**. The social care professional working with you will let you know when this will happen.

When the Support Plan is agreed your Personal Budget amount will be finalised and you will be informed of what are the next steps and when the Support Plan will be reviewed.

If the Support Plan is not agreed you will be informed of the reasons why and what action can be taken.

Reviewing your Support Plan

We will continue to support you by regularly reviewing your plan, supporting you with any changes that need to be made.

Every year we will review your Support Plan. We will talk to you about:

- What is working well
- What is not working well
- Things that might need to change
- The value of your personal budget.

If at any point your needs increase or decrease please talk to the social care professional whose details you will have been given.

What happens if you are already receiving a service?

If you are already receiving a service, you can still receive a Personal Budget. At the time of a review you can fill out a Personal Budget Questionnaire and Support Plan.

Useful contact details

Barnet Social Care Direct:

Tel 020 8359 5000

Textphone 020 8359 6011

SMS 07506 693707 (text from mobile phones)

Fax 020 8359 2570

Email socialcaredirect@barnet.gov.uk

Website www.socialcareconnect.barnet.gov.uk

Or write to: POST ROOM, Adult Social Services,
London Borough of Barnet, North London Business Park,
Oakleigh Road South, London N11 1NP

If you need to contact Adult Social Services in an emergency outside office hours, please contact **020 8359 2000**.

Barnet Learning Disabilities Service

Tel 020 8492 5460

Fax 020 8492 5468

Primary Care Mental Health Team

Edgware Community Hospital, Dennis Scott Unit,
Burnt Oak Broadway, Edgware HA8 OAD

Tel 0845 389 2989

Fax 020 8951 2149

NHS Barnet

Tel 020 8952 2381

Fax 020 8937 7727

Website www.barnet.nhs.uk

NHS Direct

Tel 0845 4647

Website www.nhsdirect.nhs.uk

Useful Local Voluntary Organisations

Advocacy in Barnet

The One Stop Shop, 4-5 The Concourse, Grahame Park
London NW9 5XB

Tel 020 8201 3415

Email admin@advocacyinbarnet.org.uk

Age Concern Barnet

Meritage Centre, Church End, Hendon NW4 4JT

Tel 020 8203 5040

Email ageconcernbarnet@btconnect.com

Barnet Carers Centre

Global House, 303 Ballards Lane, North Finchley N12 8NP

Tel 020 8343 9698

Email admin@barnetcarers.org

Disability Action in the Borough of Barnet (DabB)

954 High Road, North Finchley N12 9RX

Tel 020 8446 6935

Email info@dabb.org.uk

CommUNITY Barnet

52 Moxon Street, High Barnet EN5 5TS

Tel 020 8364 8400

Website www.communitybarnet.org.uk

Mind in Barnet

Mind in Barnet, 2 School Way, North Finchley,
London N12 0RY

Tel 020 8343 5700

Email admin@mindinbarnet.org.uk

Or visit www.socialcareconnect.barnet.gov.uk

Tell us what you think

It is important for us to know what we are doing well and what we need to improve. If you would like to give us your views about the service you have received, please phone **020 8359 4299** or fax **0870 889 5476**.

Alternatively please write to:
Complaints and Representations Manager
London Borough of Barnet
FREEPOST NAT 8011
London N11 1BR

Abuse or ill-treatment

To make a complaint about abuse or ill treatment, please call Adult Social Services on **020 8359 5000** or email **socialcaredirect@barnet.gov.uk**

If the person is in immediate danger, please contact the police or call an ambulance (999).

More information about protection from abuse, please visit **www.barnet.gov.uk/safeguarding-adults**

Access to records

Under the Data Protection Act 1998 you are entitled to know what personal information Adult Social Services holds about you, what the information is used for, and with whom this information is shared.

Barnet Council has produced a policy to help social workers and other social care staff to record information in the best possible way.

This booklet is available on audio tape, CD, large print, Braille or alternative language.

To request your preferred format, please contact the Communications Officer for Adult Social Services on 020 8359 4579 or email adultsocialservices@barnet.gov.uk

Information about adult social care also be found on the Barnet Council website - www.barnet.gov.uk/health-social-care

Or visit our Social Care Connect website - www.socialcareconnect.barnet.gov.uk