

Waiting Well Pack

for people with care and support needs

in partnership with



Why have I received this pack?

This pack is a guide on what to expect when you contact Nottinghamshire County Councils Customer Service Centre and prior to be allocated to a more local place-based team.

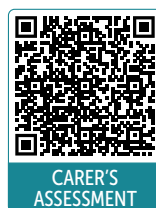
The pack also gives information on services that anyone can access. These services may meet all your current needs, or they may offer support whilst you are waiting for services. This could be if you are someone who needs to draw on care and support, or if you are caring for someone.



Who is this information for?

You will find this information useful if you:

- › are waiting for an assessment of your social care needs or a carer's assessment
- › are waiting for an Occupational Therapist conversation
- › are waiting for adult social care services to start after a needs or carer's assessment
- › are currently drawing on care and support and have a change in your needs
- › experience a change in your physical and/or mental health and want to understand what local support is available



This document makes use of QR Codes, which requires a mobile phone with a camera. QR Codes work through scanning technology. When using your smartphone camera or a specific application for reading QR Codes, you point the device at the code and scan it. The device decodes the information contained in the QR Code and performs the corresponding action, such as opening a web page or playing a video.

Contacting Adult Social Services and what to expect

How do I contact adult social care?

If you are contacting to discuss your social care needs **or a carers/young carers assessment**, please see below:

› Online

Send your enquiry to us and we'll get back to you with a response within two working days. Contact us online.



› Phone

If you prefer to speak to us, you can contact us on **0300 500 80 80**.

Calls cost no more than a standard geographic charge and are included in discount packages and inclusive minutes schemes.

Language translator

If English is not your preferred language you can ask us to use a translator with you while on the call.


› Text relay service

If you have hearing or speech difficulties and prefer to communicate via text, read about contacting us using the Relay UK service.



Our text relay number to call is: **18001 0115 977 4050**

› Sign relay service

If you are Deaf and use BSL, connect to SignVideo or download the SignVideo app.  **SignVideo**



Our Customer Services Centre will support you to access the local team who can assist you with your assessment conversation. They may also support you to access other services such as the Carers Hub who can support you to access carers/young carers support instead. It may be appropriate to redirect you to other agencies who can also support you in another way such as the Local Housing Authority or perhaps a local area co-ordinator.

What to expect when you contact adult social care

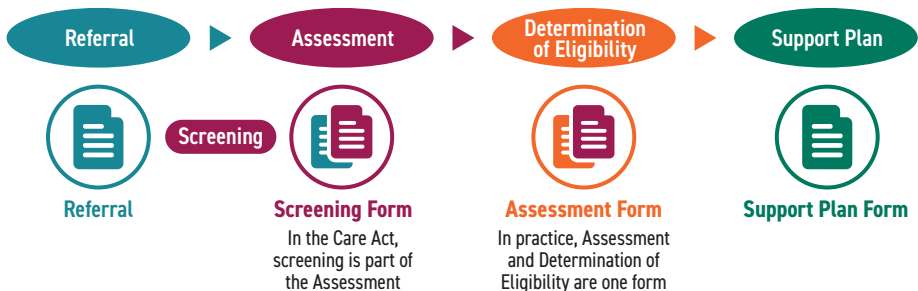
If you are over 18 and need help with your daily life or personal social circumstances, or if you are over 18 and provide regular unpaid care for someone, we will work with you to find out what help and support you need. This may include a social care needs assessment conversation and/or further discussion on how we best work with and support you.

For people who are over 18, a needs assessment under the Care Act 2014 can either be to assess:

- › Your needs for care and support
- › Your needs for support as a carer

Your needs may meet the eligibility criteria if there is likely to be a significant impact on your wellbeing because of your health or your caring role. If your needs can be met without a social care needs assessment, we will give you information and advice on alternative services.

The two charts below have been adapted from the Social Care Institute for Excellence (SCIE) website. They show the route through assessment and determination of eligibility under the Care Act 2014. The first chart shows the stages of completing an assessment:

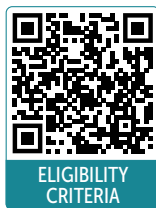


At the screening point, you may also be offered support that does not require an assessment and meets your needs. For example, you may be offered alternative help through voluntary / community organisations or our Maximising Independence Service who can support you to relearn skills you may have lost following a period of illness. This is shown in the chart below.



Section 13 of the Care Act 2014 and the Care and Support (Eligibility Criteria) Regulations 2015 sets out the national eligibility criteria which must be followed to decide if an individual has needs that are eligible for social care services and/or support.

If you are regularly helping to look after someone – for example, you're cleaning regularly, helping them move around indoors or outdoors, or supporting them with their personal needs and you are aged under 18 years old (a young carer) or aged between 16-25 years old (a young adult carer), you can find information on your rights and support available at Carers UK and Carers Trust. You may also be eligible for a Carers Assessment to determine your needs as a carer.



What information will adult social services want when I contact them?

When you contact us, we will listen carefully and ask questions to understand your current situation and what you think you need to be as well and as independent as possible. We will work with you to understand what is important for you, your hopes and goals, and what help you would need to achieve those.

If you feel able, you can complete a self-assessment online using www.nottinghamshire.gov.uk/care/adult-social-care/self-assessment, this will guide you through the assessment questions we would ask you in a conversation.



Preparing for your conversation

For a needs assessment, you can get ready by thinking about:

- › What health conditions do you have and how do they affect you?
- › What can you do for yourself?
- › Who gives you the support and friendship to help you do the things you want?
- › How often do you need support?
- › What would you like to be different or better?
- › What is stopping you from getting there?
- › What living arrangements would help you maximise your wellbeing and independence?

For a carer's assessment, you can get ready by thinking about:

- › What activities do you help the person you care for with?
- › How many hours a week do you provide care?
- › Do you have to provide care and support during the day or night, or both?
- › Does the person you care for have any health problems or other issues that you find hard to deal with?
- › How does your caring role impact on you and your family?
- › Do you have any health problems? If so, are they made worse by your caring role?
- › Do you work? If so, for how many hours a week?
- › What would make working/caring easier for you?
- › What would you most like to change about your situation?

Support for your assessment

During your social care needs or carer assessment, you have the right to have someone with you who knows you well like a carer or a family member. They can help you to share your thoughts and needs with the person completing your assessment. We may be able to arrange for you to have an independent advocate if you don't have anyone to support you and you have difficulty understanding the process and/or expressing yourself. Advocates are independent and do not work for the Council or the NHS.

The local advocacy services for Nottinghamshire are provided by Your Voice, Your Choice:

Telephone: **0300 020 0093**

Email: **pohwer@pohwer.net**



There are other sources of support for people who may need help:



The Patient
Advice Liaison
Services (PALS)



National Youth
Advocacy Service



Community
Legal Service
Direct



Nottinghamshire Help
Yourself also lists several
organisations who provide
advocacy services.

Do I have to pay for help?

It may be that you'll have to pay toward the cost of your care. More information on this can be found at [Paying for care and support | Nottinghamshire County Council](#)



If you are eligible for adult social care services, we will connect you with the team that will provide information in how you can complete your financial assessment.

If you are eligible for adaptations to your home following an Occupational Therapy conversation, you can find out if you will have to contribute towards the cost following this link [Disabled Facilities Grant | Nottinghamshire County Council](#)



What do I do if my needs change?

If there is a change in your social care needs or finances, get in touch with us and we can have another look at your assessment.

Alternative support whilst waiting for adult social care services

Advice on keeping well

Taking positive steps to look after your health and wellbeing while waiting can help to build on your strengths. General information and advice on keeping well is available at www.nhs.uk/live-well

Support for Carers, including Young Carers

Research tells us that being a carer can be rewarding but can also be stressful. Carers often feel lonely and may worry about the financial aspects of organising care.



Carers' information booklet



Find out more about services and support for young carers in Nottinghamshire

Here is a list of support services available that can help carers to manage the demands of their role:

Adult Carers

The **Carers Hub Service** provides a range of support and services for carers. If you contact the helpdesk on 0808 802 1777 you can speak to an experienced support worker who will provide a personalised service that meets your individual need. You can contact them by WhatsApp or text at 07814 678460 or email carershubinfo@carersfederation.co.uk



Nottinghamshire Help Yourself

You can find out about support available in your community by using Nottinghamshire Help Yourself, which gives information about local organisations that provide a range of services.



Dementia UK

If you are looking for advice, support or information about caring for someone with dementia.



Carers UK

Find out more about self-help and tips for reducing stress:

Read the Mind booklet How to cope as a carer [PDF].



MIND
BOOKLET

Useful links



MARIE
CURIE



ALZHEIMERS



NOPANIC



SUE RYDER



NHS CARERS
DIRECT



THE CHILDREN'S
SOCIETY



CARERS
TRUST

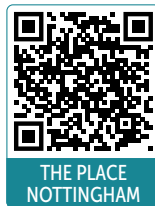


NHS
CHOICES

Young Carers

- ▶ Nottingham and Nottinghamshire Key Worker Service Supporting autistic and learning-disabled children and young people and their family/carers to get the right support at the right time and ensure local systems are responsive to meeting their needs in a holistic and joined up way helping them remain in the community wherever this is safely possible. To be eligible for Key working the child or young person must be on the Dynamic Support register and at risk of admission into Hospital. Up to age 25.

- › APTCOO in Bassetlaw | Aptcoo Provides therapeutic support, signposting and networking for CYP with Special Educational Needs and Disabilities and their families in Bassetlaw up to 25 years.
- › Be U Support | Free Mental Health Service for Children and Young People Similar support as above across all other areas of Nottinghamshire.
- › The Place Nottingham - 18- 25s | Change Grow Live and Support for 18-25 year olds - Nottingham Recovery Network support for young people with substance misuse.
- › LGBT+ Service Nottinghamshire provide a range of specialist services for children and young people aged 11-25 who identify as LGBT+ (lesbian, gay, bisexual, trans and any other sexual orientation or gender identity), or may be questioning this.
- › Transition - Nottingham Mencap Gener8 is for young people from 14 to 24 years old with a range of learning disabilities.
- › Mental Health Support Services For People In Nottinghamshire | NottAlone



Additional support available

Whilst you are waiting for a needs assessment, you may be thinking about other things such as money, work and relationships. Please click on the following link

www.nottinghamshire.gov.uk/care to find out about:

- › Financial support and advice (including benefits)
- › Reporting abuse or neglect
- › Community-led activities and other support groups
- › Legal support and advice
- › Applying for a blue badge

You can also access this information at

www.nottinghamshire.gov.uk



How was this pack created?

This pack was created by people who draw on care and support, carers, staff from your council and staff from partner agencies from across the East Midlands. It was created as part of a joint project between IMPACT (the UK centre for Improving Adult Care Together - impact.bham.ac.uk) and East Midlands Association of Directors of Adult Social Services (EMADASS).