



Your Care Journey

An overview of Derbyshire Adult Care services
and how our processes work





We want you to stay independent for as long as possible. We can give you information and advice about things that you can do to maintain your wellbeing and improve control over your life. This includes:

- Your income and benefits
- Keeping your home warm, in good repair and suitable for your needs
- Preventing loneliness and isolation
- Managing your daily activities and routines
- Undertaking any caring roles you might have.

We will always work with you to help you identify your strengths, make use of your resources and community networks in a way that ensures you remain in control.

You can find out more on our website at:

www.derbyshire.gov.uk/adultcare

If you feel you have needs that may require more intensive care and support, you can phone:

Call Derbyshire on 01629 533190.

Staff will talk through your concerns and help you to identify your needs and priorities and look at the different ways in which these might be met.

If the call centre staff think your needs are more complex, your details may be passed on to your local Social Work team who will contact you to arrange for a worker to visit. At the visit the worker will ask you about your needs and concerns and, if required, complete a detailed assessment.



The Assessment

Our workers will generally only discuss with you the things that you or your carer have already identified as concerns, or that you raise with them during the visit. We feel it's important that we don't unnecessarily intrude on people's lives, or involve them in long winded processes when we don't need to.

When you have an assessment it is important to tell the worker how you manage your day to day routines and activities such as washing, dressing, keeping active and managing your home.

To help you decide what is important to you, we have produced a guide to the things you or your carer may want to think about before a visit from an adult care worker. This will be sent to you before they visit. It is also available on our website at:

www.derbyshire.gov.uk/yourassessment





You are welcome to have your carer, a family member or friend with you during the assessment process. If you feel you would have significant difficulty being involved and have no-one appropriate to help you we can arrange for an independent advocate to support you.

We use the government's national eligibility criteria detailed in the Care Act 2014 to decide if you qualify for funded care and support from us. Further details of this can be found on our website:

www.derbyshire.gov.uk/eligibility

Reablement

This short term service can last up to six weeks while we work with you, to help you learn, or regain skills to live your everyday life. There is no charge for this service.



Care and Support Planning

If you have eligible needs we will work with you to create a care and support plan.

The plan will contain:

- Your eligible needs, and any ineligible needs you want to include
- Advice on delaying and minimising needs
- Who will meet your needs and how. This includes whether your eligible needs can be met in different ways including through informal support, or whether they require a funding contribution from Adult Care.

In all cases the care and support plan will need to reflect what is important to you and your carers, and will include details of contingency plans and future decision making processes.

Your plan will be reviewed regularly to ensure that it continues to meet your needs. You can request a review if your circumstances change.

Our Brokerage service can help you find different types of care and support services that are available to you in your local area. You can find out more information about our Brokerage service at: www.derbyshire.gov.uk/brokerage or call them on: **01629 537763.**



Personal budgets

If you have needs that meet the eligibility criteria, which cannot be met any other way, you may be given a personal budget to help pay for the support you need.

A personal budget can be spent in a variety of ways as long as it enables you to meet your eligible needs. Your personal budget could be taken as a direct payment for you to purchase support services directly or employ your own staff.

Alternately you may wish to have the budget managed on your behalf by Adult Care.

Paying for care

Depending on your financial circumstances you are likely to be asked to make a contribution toward your care costs. We will complete a financial assessment with you to find out if you need to do this.

We will help you to claim any benefits that you are entitled to.

We can also give information and advice about accessing independent financial advice. Find out more at: www.derbyshire.gov.uk/payingforcare

Accommodation

We would like to support you to continue living independently in your own home for as long as possible, and can help you access information on a range of housing and support options. However, we know that sometimes people with the most complex needs require more specialist accommodation and support.



Carers support

You are a carer if you provide unpaid support to a family member or a friend who could not manage without your help.

If you are a carer, you are entitled to a carer's assessment. This can be offered separately or as part of the social care assessment of the person you care for.

Your carer's assessment will include information about:

- support groups
- training
- getting a balance between work and caring
- practical help that will support your assessed needs
- support to enable you to have a break from your caring role.

Find out more at: www.carersinderbyshire.org.uk





Safeguarding

Adult Care has a duty to ensure that vulnerable adults are protected from abuse and neglect. If you have concerns about someone and feel they are or may be at risk, please ring Call Derbyshire to discuss them on **01629 533190**. Further information about keeping vulnerable adults safe is available on the Safer Derbyshire website at:

www.saferderbyshire.gov.uk

Further information

If you have any further questions about support from Adult Care you can contact Call Derbyshire or visit our website at: www.derbyshire.gov.uk

Further information

Call Derbyshire on **01629 533190**

Minicom: **01629 585240**

Text: **86555**

Website: www.derbyshire.gov.uk

Email: contactcentre@derbyshire.gov.uk

The Adult Care Information Promise, a **FACT** you can rely on. **We promise to provide you with:**



Free information

Accurate information

Clear information

Trustworthy information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.