

Your Care Journey Script 5.

This short video will give you 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 support and services in your local community that will help to improve your quality of life. You can find out more on our website at www.derbyshire.gov.uk/

There are also preventative services in the community including

- Welfare benefits checks
- Handy Van Service
- Befriending services

If you feel you may need more intensive care support from us, you can Call Derbyshire on 01629 533190. Staff will help identify your needs and can offer information and support on how to meet them.

If the call centre staff think your needs are more complex, your details may be passed on to an adult care assessment worker local to you. The worker will complete a detailed assessment and see what other support might be available to you.

The Assessment

An adult care worker will meet you to look at the things you can do and the things you may need help with. This could include washing, dressing, cooking and cleaning and if your home is safe and warm. They will ask about how you keep in touch with family and friends, or how you care for a child. They will ask whether you are able to, or want to, engage in work, training, education or volunteering.

You are welcome to have your carer, a family member or friend with you during the assessment process. If you would have significant difficulty being involved and have non-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 at www.derbyshire.gov.uk/eligibility

Personal budgets

If you meet the eligibility criteria, your worker will discuss how you can be helped to live your life independently, and whether you will need funded services to do this. You may be given a personal budget to help pay for the services you need.

Your budget can be spent in a variety of ways that meet your eligible needs, such as support with your personal care or practical tasks in your home, getting out and about, to access social activities or education and training

Your personal budget could be taken as a direct payment for you to employ your own staff. (on screen link to direct payments page)

Co-funding

You may be asked to contribute money towards paying for your services. We will complete a financial assessment with you to find out if you need to do this. We call this process Co-funding.

We can offer you an income maximisation check to support with claiming any benefits you are entitled to. We can also give information and advice about accessing independent Financial Advice.

Care and Support Planning

If you are eligible, you will need a care and support plan.

The plan must contain

- eligible needs, and any ineligible needs you want to include
- Who will meet your needs and how
- Advice on delaying and minimising needs

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.

Our Brokerage service can help you find different types of care services which can support you in your local area. (on screen link to brokerage page)

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

Re-ablement

This service lasts for approximately six weeks and we will work with you, to help you learn, or regain skills to live your everyday life. You will need to be assessed for this service, and there is no charge.

Accommodation

We would like to support you to continue living independently in your own home for as long as possible. However, we know in some circumstances different accommodation needs to be considered. There are accommodation and care home options available for people with more complex support needs.

More information can be found on our website www.derbyshire.gov.uk/accomodation

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 carers 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
- services to give you a break from your caring role

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

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