



A Guide to Adult Social Care and Support

This booklet contains practical information and advice about the support we can provide to you, a family member, or friend to help you live as independently as possible.

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About this booklet

This booklet provides you with practical information and advice about the support we can provide to help you or a family member or friend to live as independently as possible. It explains:

- What we mean by care and support and what help is available.
- The different types of care and support to choose from.
- How we determine if you are eligible for support from the council.
- Where to get further information and advice to understand your options.
- What you can do to look after yourself.

What is adult care and support?

There may come a time when you can't do things for yourself anymore. This may happen suddenly because you become ill or have an accident, or it may happen slowly as you get older. There are many different options available if you need some support and help, but you may not be sure about which kind of support is right for you.

Care and support can include a piece of useful equipment, practical help with daily tasks, adaptations to your home or help with getting out and about in the community. When you first contact us, we will have a conversation with you to better understand your circumstances, or those of the person you are concerned about.

Our vision is to deliver the best for residents who use our services and support them to be as independent and well as possible. We want to support people to live the best life they can and only access the necessary support from the council. We will do this by looking at our residents as individuals, identifying what strengths, gifts and talents you have. We will have positive conversations about what you can do for yourself and your ambitions, rather than focussing on what is not going so well in your life. We will work in partnership with residents, their families and communities to find solutions that are right for them.

Staying healthy and independent

We will always aim to support you to stay in your own home, living independently, for as long as possible. Supporting you to do more for yourself, can help to improve your quality of life and may help reduce the cost of your care and support.

There are a range of services available to all residents whether or not you qualify for support from the council such as:

- **Simple equipment and small adaptations** to your home up to the value of £1,000 free of charge that can help you with daily living, such as getting dressed or using the toilet.
- **Emergency alarms, or Telecare,** are 24-hour monitoring systems that can help you stay safe in your own home. You can wear a pendant with a button that you press to call for help.
- With the right advice and support, using **technology and the internet** can greatly enhance your life in many ways and keep you more connected with family and friends.
- **Benefits checks and financial advice** can help you make the most of your money and plan for the future.
- **Local community groups** can offer further information and advice and run a range of activities for all ages and interests.
- **Voluntary sector including neighbourhood groups** may be able to offer practical help around the home or help you with shopping or gardening.
- **Local libraries** offer something for everyone, whether you just want to access the internet or want to join a reading group.
- **Parks and sports and leisure centres** are a great place to keep active and socialise.



Keeping safe

Everyone should be able to live freely without fear, to make the choices they wish and to be treated with respect. If you think you or someone you know is at risk, it is important to get help. People can often feel too scared or anxious to come forward, but help is available. You can report your concerns by contacting Adult Social Care. They can offer advice and support to victims of abuse, and provide information on any future action they may wish to take against their abusers. They will also support the victim if they are not able to make decisions on their own and put measures in place to protect them.

**If someone is in immediate danger, always make sure they are safe first.
If emergency help is needed, dial 999.**

Spotting scams

Fraud is when a person lies to you or tricks you to gain an advantage, such as taking your money or learning private information about you. This is often referred to as a 'scam' and can be done using technology such as over the phone or email, or in person either on the street or your own doorstep.

Fraudsters will often target those who seem vulnerable so to avoid being scammed make sure you never send money to, share your banking details with, or open website links from somebody you do not trust or know. Remember not to open the door to a stranger if you are not expecting an unknown visitor.

If you are scammed, or have been, don't feel embarrassed.

Report any scams you spot, including ones you have not fallen for, to **Action Fraud**.

Telephone: 0300 123 2040

Website: www.actionfraud.police.uk



Someone to help you decide and to speak on your behalf

Sometimes it helps to have someone else who can speak on your behalf and represent your views and interests. You may feel that you need support to help you to speak for yourself, especially in formal situations, or when you don't feel very confident about something.

Someone who speaks on your behalf or who supports you to speak for yourself in this way is often called an 'advocate'. Advocacy doesn't always have to be provided by paid professionals. Often people take a friend or family member with them to important meetings to give moral support, and to speak up on their behalf if required.

If you don't have someone to support you in this way, we can arrange for an independent advocate to ensure that you are involved in all decisions about your care and support.

Support for people with hearing or/and sight impairment

If you have sight loss or hearing problems getting out and about or managing simple daily tasks at home can be challenging. There is a range of equipment specifically designed for sensory impairment which can enable you to enjoy a book or a film for example, and help you to stay independent.

Our Sensory team may be able to help with:

- An assessment to identify your needs and specialist services that may be able to help.
- Help with mobility training and daily living skills.
- Information on local services and organisations that can help people with sensory impairments.
- Registration for sensory impairment.
- Specialist equipment for an assessed need or an opportunity to try the equipment.

Helping you after a loss of independence

If your needs change in a way that means you're suddenly unable to cope, or you need help for the first time after a period of being unwell or an accident, you may be able to get some support to get you back on your feet.

Short-term enablement support may last a few days up to a few weeks and can help if you:

- Have been in hospital or a care home and are now returning home.
- Need support to remain in your own home.
- Would like to regain the confidence and skills to live an independent life.

If you are eligible for short-term support, the Keeping Independent through Enablement (KITE) team will visit you at home to discuss your situation; what help you need and what you want to be able to get back to doing. If you have been in hospital, they will work with you and your family to plan for your discharge back home.

As you become more independent, the support you receive will be adjusted over a period of time. Usually, this means that your support will reduce gradually until you are back to being as independent as possible. However, if you still need ongoing care and support after the short-term enablement support, you will most likely have to contribute towards the cost.

Looking after someone

If you look after someone who needs support because of an illness or disability and cannot manage without help, you could be considered a Carer. Many people are or have been a carer at some point in their lives even though they may have other responsibilities or need support themselves.

Being a carer can be emotionally and physically challenging. It is important that you look after yourself to make sure you stay healthy and well. There are a range of services and support available for carers. Wandsworth Carers Centre can provide advice and information about the options available.

If you would like to talk to us about how caring responsibilities affect your life and find out what additional support, you are entitled to you can ask for a carer's assessment. As part of your carer's assessment, we will consider whether or not you meet the conditions set out in the Care Act, all of which must be met for a carer's needs to be eligible for support from the council.

Understanding your needs

Assessing your needs

Anyone has the right to ask us for an assessment regardless of their financial situation. An assessment is simply a conversation that will help us understand what help and support you might need to cope with life on a day to day basis and live independently in your own home. It is also an opportunity to get information and advice about local services and to consider how to prevent your needs from getting worse.

The assessment usually involves a chat over the phone, followed by a face-to-face meeting and we're very happy for you to have a friend, relative or carer with you. If you are in hospital, we will try to talk to you before you are discharged to discuss what help you might need in the home whilst you are recovering.

At the end of the assessment process we will tell you if you are eligible for care and support. If you are eligible for help from the council, we will use the information you have given us during the assessment to work out roughly how much it will cost to support your needs. We will also let you know if we can help to pay for this support. If we can help to pay, we will agree an amount of money that is sufficient to meet your assessed care and support needs. We call this a **Personal Budget**.

We will then work with you to find out what things you want to change in your life and the things you want to stay the same. You will also need to tell us how you will spend your personal budget to help make these things happen. We call this a **Care and Support Plan** and we will always ensure it recognises your strengths and helps increase or maintain your independence where possible. Your plan can help you think through what services may be available to meet your needs and how to make these services best work for you and your circumstances.



How we decide if you're eligible

All councils across England must apply the national minimum threshold for eligibility for care and support as set out in the Care Act 2014. As part of your assessment, we will consider whether or not you meet the three conditions set out in the Act, all of which must be met for a person's needs to be eligible for care and support from the council:

Condition 1: Your needs are due to a physical or mental impairment or illness, including physical, mental, sensory, learning or cognitive disabilities or illnesses, brain injuries or substance misuse.

Condition 2: As a result, you are unable to achieve two or more of the outcomes specified in the Care Act, such as being able to prepare your own meals, getting around your home safely, washing yourself or maintain good relationships with family and friends.

Condition 3: As a consequence of being unable to achieve these outcomes, there is, or there is likely to be, a significant impact on your wellbeing.

We always recommend you approach the council for an assessment, no matter what your circumstances or financial situation. Having an assessment is free of charge and it can help you and others understand your needs better and will help you think through the options.

Even if you're not eligible for support from the council, we will always give you information and advice tailored to your circumstances and let you know if there are any other services which may be able to help you.



Deciding how much choice and control you want

If you are eligible for help from the council, you will then be able to decide how you want to spend your personal budget and how much control you want to take over your care and support. It's important that you feel comfortable with how your support is managed.

There are a number of different options to choose from:

- You can ask the council to manage your personal budget and organise your support for you.
- You can ask the council to give your personal budget to you in the form of a direct payment.
- You can ask the council to give your personal budget to someone you trust or an organisation such as a direct payment support service.
- You can ask for a mixture of the above.

Whichever method you choose, we will work with you to develop a care and support plan which shows how your personal budget will be used to meet your needs. You can create the plan yourself, with family and friends, or with help from the council or another organisation.

What is a direct payment?

A direct payment is a monetary payment to help you live independently in your own home. You can use the money to buy and arrange the care and support you need. Receiving a direct payment does not affect any other benefits you may already get.

A direct payment can give you greater flexibility over the kind of support you choose and who you pay to provide this support. What you use your direct payment for will depend on your individual circumstances and the needs identified during your assessment. The money should help you look after yourself and manage everyday tasks to stay independent for longer and make sure you can continue getting out and about and accessing work or learning opportunities.

If you choose to have a direct payment you will need to sign a **Direct Payment Agreement**. This is a contract between the council and you, it outlines your responsibilities for spending the money you are given.

Choosing the right care and support for you

Things to consider

Before you start looking for a solution, it's a good idea to think about what is important to you and the things you most enjoy in your life. You may have particular interests or activities that you want to keep up, or you may simply want to spend time with your family or friends.

Thinking through what you need help with, and choosing your care and support can be very difficult. It's a good idea to have someone to help you make these decisions, like a family member or friend. If you don't have someone to support you, you may be able to get help from a local voluntary organisation. If you are having trouble understanding all the options, you may need someone who is trained in supporting people in this way and who can speak on your behalf. If there is no one appropriate to support you, we will put you in touch with an organisation that can provide you with an independent advocate.

Staying in your own home

Most people want to stay living in their own homes for as long as possible. Your own home is often the best place because you may have family and friends who live with you or nearby and you will be in a familiar environment. If it starts to become too difficult for you to move around your home, there are a range of services available to help make your home safer for you live in.

You may want to consider finding someone to come and help you with daily tasks. Having someone to help you at home will mean you can stay living independently for longer.

The help you get at home can come in many forms. There are benefits to each of these, but the best option for you will depend on your individual circumstances and the particular things you want from the service.

You could get help from a:

- Family member or friend,
- Care and support worker employed by a care provider; this is also called home care or home support,
- Personal assistant,
- Local voluntary organisation.



Equipment, simple aids and adaptations

If it starts to become too difficult for you to move around your own home, there are a range of options available to help make your home safer for you to live in. We will always aim to support you to stay in your own home and live independently for as long as possible. Supporting you to do more for yourself, can help to improve your quality of life and may help reduce the cost of your care and support.

If you have problems bathing, washing, dressing, or getting around your home, there's a range of specially designed equipment to help you stay living independently. This could be a bath board and grab handles around the bath area to help you get in and out of the bath safely, or a chair raiser that can take the strain out of sitting down or getting up from your chair.

Changes to your home

Sometimes it may be necessary to make changes to your home to make it easier to move around in and continue to live there safely and independently. Changes to the structure of your home, such as fitting a stair lift, installing a bed hoist or fitting an access ramp may help. These are called major adaptations and can make a big difference to your quality of life and help you maintain your independence.

We can provide further advice and information and arrange most small pieces of equipment. If you are likely to need an adaptation to your home, one of our Occupational Therapists will carry out an assessment.

What if I can't stay in my own home?

Sometimes it may not be possible to adapt your house in such a way that you can continue using it freely and you may decide that it's better to move house. For example, you may want to move to a smaller house like a bungalow or a retirement flat, or you may consider moving to a care home.

If you are thinking about moving, it's worth considering whether it is best to stay in the area you are in now, or if it would be easier for you to be nearer to shops or closer to family or friends.

If you are thinking of moving to another area outside of the borough, you or someone on your behalf, like a family member or carer, should contact the local council in the area you are moving to and tell them about your plans. They will be able to give you more information and advice about local services to help you make a decision about your move.

They will then get in touch with the council where you are currently living to make sure that you're genuinely looking to move. The sooner you let the council know about your plans; the sooner we can start looking into your situation and make arrangements.

If you are finding it difficult to live at home but wish to remain independent, supported housing, such as **extra care housing** or **supported living accommodation**, may be able to support you in doing so. Supported housing options provide the additional support you may need to continue living independently such as help with meal preparation, personal care or other essential daily tasks. The support you receive will depend on your individual needs.

Depending on your care and support needs, an alternative option is a **shared lives scheme**. This scheme is primarily for adults with dementia, learning disabilities, or mental health issues. You are matched with an approved Carer and placed in their home with them.

If you require less support but would benefit from an easier-to-manage home, moving into **sheltered accommodation** is another housing option.

If you feel you are no longer able to live in your own home other alternatives can be considered such as moving into a **care home**. A care home employs staff to provide the care and support you need. If you have more serious health needs, a **nursing home** may be more suitable for you, where you can get more specialist nursing support.

Once you have decided on the best option for you, you can use our **CarePlace directory** to search for care providers who can help you at home or find a care home which suits you. Care providers have to be registered with the **Care Quality Commission (CQC)**. CQC monitors, inspects and regulates these services to make sure they meet fundamental standards of quality and safety.

CarePlace website: www.careplace.org.uk



Reviewing your care and support

We will arrange to review your care and support plan from time to time to find out how everything is working and to make sure it still meets your needs. When this happens will depend on your individual circumstances, but we will always review your needs once a year.

If we identify during your review that your needs or circumstances have changed, we will reassess your needs and agree whether we need to make any changes to the services you receive. This may result in your personal budget going up or down depending on the outcome of your reassessment. We will also try and find ways to help you be more independent wherever possible. This may include helping you to regain your confidence if you have become less independent or making new connections in the community.

If anything changes in the meantime, for example if your condition worsens or you have a fall, it's a good idea to contact the council as soon as possible so that we can make any adjustments to your plan and see if we can help you to regain your independence.

How much will it cost

Most people have to pay something towards the cost of their care and support. What you pay will depend on your individual circumstances and the kind of care and support you need, who provides it and how often you need help. If you are making your own arrangements, you should always ask your care provider to tell you the costs upfront.

Before we arrange your care and support for you, we will look at your income and savings. This is called a **Financial Assessment**. This will help us decide if we can help you pay for your care and work out how much, if anything, you will have to pay towards the costs. If you have savings over £23,250 you will have to pay for the cost of your care in full.

You can choose not to share your financial details with us. This will mean that you have to pay the full cost of your care and support. We can still help arrange your care and support for you but if you have been assessed as being able to pay the full cost of your care, then there is a fee to cover the council's costs for making these arrangements.

How we work out how much you pay

If you don't have savings over £23,250, we will add up your income and savings to work out how much you can afford to pay towards the cost of your care. We will ignore some types of income, such as wages and the mobility component of Disability Living Allowance.

We will then take off a set allowance for your home expenses such as heat and light. We will also allow for some expenses you have told us about such as Council Tax, rent and Telecare.

Whatever your financial circumstances, you won't have to pay for:

- Annual review of needs, where services have been arranged.
- Assessment or reassessment of needs.
- Care and support plan, where the person has been assessed as eligible.
- Deprivation of Liberty Assessments.
- Financial assessment.
- Information, advice and signposting to other services.
- Keeping Safe / Safeguarding.
- Preventative and universal services, such as minor equipment up to £1000.
- Up to six weeks short-term support to help you regain your skills and independence.



What if I'm unhappy with the outcome of my assessment?

If you're unhappy with the process, your assessment, care and support plan or personal budget we want to hear about it as soon as possible. We recommend that you speak to your social worker in the first instance. If you can't come to an agreement, you can let us know in writing what you are unhappy about and why you think the process has been unfair or inaccurate.

Once we have heard from you, we will look at your concerns and may contact you to discuss the issue. We will always respond to you in writing. If you are still not satisfied, you can use our complaints procedure.

What if I'm unhappy with the service I receive?

If you are unhappy about a home support agency, care home service, term rehabilitation or respite service that you are receiving, and it is causing you worry or distress, you can contact our Quality Assurance and Contract Monitoring Team to discuss your concerns. The team will register your concern and help you to resolve your problem.

Telephone: 020 8831 6446

Email: qualityassurance@wandsworth.gov.uk



Where can I get more information and advice?

Wandsworth Council Adult Social Care

We can provide information, support and guidance to adults with care and support needs, and those who look after them. Contact us Monday to Friday from 9am to 5pm.

Telephone: 020 8871 7707

Minicom: 020 8871 8485

Email: accessteam@wandsworth.gov.uk

Website: www.wandsworth.gov.uk/adultsocialcare

Emergencies outside of office hours

An emergency duty team is available between 5pm and 9am during weekdays and at all times over weekends and bank holidays. To contact them call **020 8871 6000** and ask for the emergency social worker.

Wandsworth Council Financial Assessments Team

If you have any queries or would like more specific advice about paying for care and support and the financial assessment process, the Financial Assessments Team can help:

Telephone: 020 8871 6218

Email: financeAT@wandsworth.gov.uk

Independent Financial Advice

It is important to get independent financial advice when planning how you are going to pay for long-term care and support, whether it be for yourself, a family member, or a friend.

SOLLA is a not-for-profit organisation that aims to help people seeking advice in later life. Advisers that are full members of SOLLA must be fully accredited financial advisers and adhere to a code of practice.

For more information visit www.societyoflaterlifeadvisers.co.uk

Voluntary organisations

Age UK Wandsworth

Age UK Wandsworth is an independent local charity which offers practical support, advice and information to older people and their Carers. They offer handyperson, befriending and trained advice services.

Telephone: 020 8877 8940

Email: info@ageukwandsworth.org.uk

Website: www.ageuk.org.uk/wandsworth

Alzheimer's Society

Alzheimer's Society provides information, advice and support to anyone in the Wandsworth borough with a diagnosis of dementia, their families, and those who look after them.

Telephone: 020 8687 0922

Email: wandsworth@alzheimers.org.uk

Website: www.alzheimers.org.uk

Care Home Selection

Care Home Selection provides free independent support to enable people to stay in their own home by arranging and managing all types of care packages. They can also help to find you a care home.

Telephone: 0800 0087193

Email: enquiries@carehomeselection.co.uk

Website: www.carehomeselection.co.uk

The Furzedown Project

The Furzedown Project is an activity centre for older people which provides different social activities and support. They run fun activity sessions and have an accessible minibuss transport service to assist some members with poor mobility in attending them. The Furzedown project also offers a befriending service for those who are housebound.

Telephone: 020 8677 4283

Website: www.furzedownproject.org

Generate

Generate supports people in Wandsworth with learning disabilities to live fulfilling and independent lives through offering different activities, support options and social opportunities.

Telephone: 020 8879 6333

Email: enquires@generate-uk.org

Website: www.generate-uk.org

Hestia Age Activity Centre

Hestia's Age Activity Centre is a space for older members of the community to meet new people and enjoy fun activities. Activities include keep fit classes, art classes, lunch club and more. The centre is located in Tooting and you do not need to book for classes.

Telephone: 020 8767 8426

Website: www.hestia.org/older-people

Healthwatch Wandsworth

Healthwatch Wandsworth is the consumer champion for health and social care in Wandsworth. It gives residents a strong voice to influence how local health and social care services are designed and run, and has the power to hold providers of these services to account.

Telephone: 020 8516 7767

Email:
information@healthwatchwandsworth.co.uk

Website:
www.healthwatchwandsworth.co.uk

Mind

Mind offer a number of services and activities to support those affected by mental health issues in Wandsworth and neighbouring boroughs to live fulfilling and productive lives within their community. Their website has useful resources and information.

Telephone: 020 7259 8128

Email: admin@bwwmind.org.uk

Website: www.bwwmind.org.uk

Regenerate RISE

Regenerate RISE provide a combination of services for older people in the community which include social activities, home visiting and both pastoral and practical support. RISE works in partnership with St Michael's church in Battersea to provide a day centre for older people during the week.

Telephone: 020 8780 9330

Website: www.regenerate-rise.co.uk

Vibrance - Direct Payment Support Service

Vibrance provide a range of information and advice about direct payments. They can also manage your direct payment for you and support you with recruitment and payroll if you decide to employ a personal assistant.

Telephone: 020 3960 9493

Email: wandsworthsds@vibrance.org.uk

Website: www.vibrance.org.uk

VoiceAbility

VoiceAbility is a charity which supports people in having a voice through providing professional and independent advocacy support. They offer independent mental capacity advocacy, care and support advocacy, and community advocacy.

Telephone: 0300 222 5948

Email: wandsworth@voiceability.org

Website:
www.voiceability.org/services/london-borough-of-wandsworth

Wandsworth Carers' Centre

Wandsworth Carers' Centre is a local charity which supports Carers in their caring role. They offer free and confidential counselling service and run a range of events which include social events, peer-support groups, training and workshops.

Telephone: 020 8877 1200

Email: info@wandsworthcarers.org.uk

Website: www.carerswandsworth.org.uk

Our contact details

Monday to Friday from 9am to 5pm.

Telephone: (020) 8871 7707

SMS Phone: 07940 775107

Email: accessteam@wandsworth.gov.uk

Website: www.wandsworth.gov.uk/adultsocialcare

Write to us at:

Wandsworth Council
Adult Social Care
Wandsworth High Street
London, SW18 2PU

For information on local services please visit CarePlace
www.careplace.org.uk

If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call:
(020) 8871 7707

For information on our Privacy Notice please visit
www.wandsworth.gov.uk/privacy

