

# Need the support of adult social care?

*What you can expect from us*



[www.lancashire.gov.uk](http://www.lancashire.gov.uk)



# First contact

We realise that there are many options available for people who are thinking about getting help with adult social care, and that it can be very confusing. We have worked with previous users of our service to help us understand what you want to know and expect from us, so that we can make it as simple and straightforward as possible for you. As there are so many options available you might prefer to get in touch with us to have some of them explained in more detail. If this is the case please don't hesitate to ask us for help.

*"I can get information about support in the community when I need it and in a way that suits me. I know how to get care and support services."*

If you think adult social care can help support you, a family member or friend please get in touch. You can telephone us on 0300 123 6720 or visit [www.lancashire.gov.uk](http://www.lancashire.gov.uk)

When you first contact us, we will ask some questions about your circumstances and what you need to know about. We can do this in a way that makes most sense to you, either via email, leaflets in the post or a conversation over the telephone. If you need more than just information and advice, you may need to have an assessment, and this can be arranged on the above phone number.



# Assessing your needs

*“I understand how my needs will be assessed and my budget calculated. The process is straightforward and I only give information once.”*

If you would benefit from a more detailed discussion about the help you may need, an appointment might be made for a member of our team to visit you at home to carry out an assessment. They will spend time with you and look into the best way of making sure you are supported. They will discuss with you what you are able to do for yourself, what support is already available to you, and what support could be provided by us, if you need it. To make sure that you are able to look after yourself as fully as possible, you may be offered ‘reablement’ or ‘rehabilitation’ services. These are free services and could last for up to six weeks. After this, you may not need any more help from us. However, if you do need help, then a number of options will be available to you, and we will discuss these with you without the need for you to repeat your story.

If the assessment shows that you are eligible for support from us, we will give you an initial estimate of how much it may cost to provide your support. We will explain to you how this money could be spent. You can use this money to buy equipment, support or services, and more information to explain your options will be provided to you during your assessment.

We will offer to look at your financial situation to check you are getting all the benefits you are entitled to. This will also show whether we will need to ask you to contribute towards the cost of your support.

This may take a bit more time, but the person who assesses you will get this information to you as soon as possible. While the financial assessment is being completed, we will ask you to pay a small provisional contribution per week from the time your longer term support begins.

Once your financial assessment has been completed, you will be told how much you need to pay each week. The provisional weekly contribution that you will have already paid will be included in the calculations to make sure that you are not under or overcharged.

If you do not want to have a financial assessment, or you have more than a certain amount in savings then you will have to pay the full cost of your services.

Every year we will review your support and how much you are paying as we know that your situation may change.

If you want to check the current provisional contributions and savings limits, you can telephone us on 0300 123 6720 or visit [www.lancashire.gov.uk](http://www.lancashire.gov.uk)

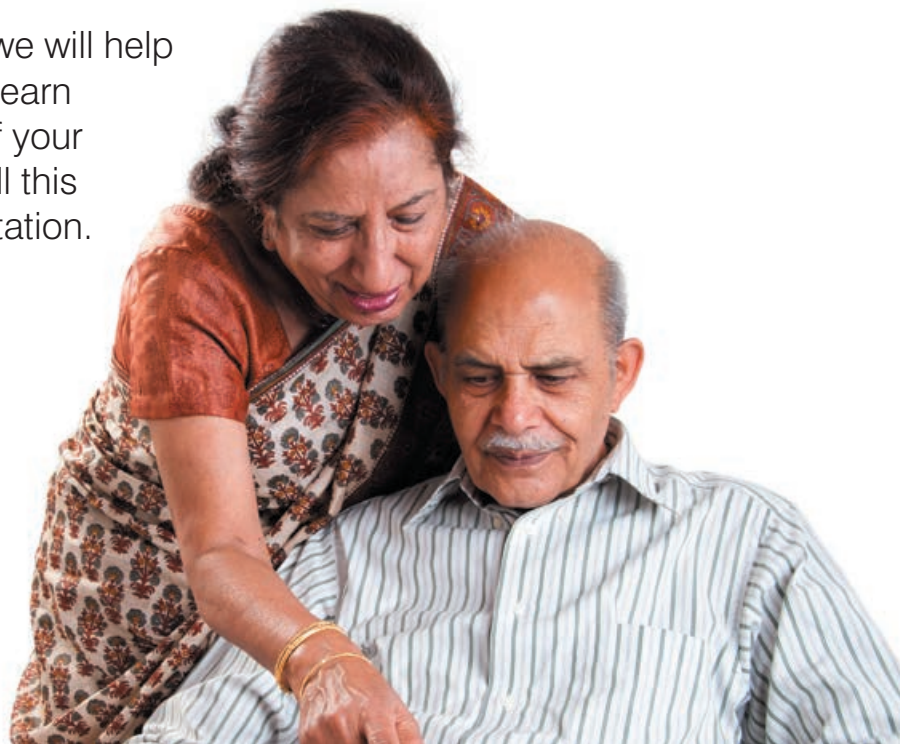
## Time to think

*“I don't have to decide how I want my support to be provided straight away. I can be offered some support while I think about how I want to be supported in the longer term”.*

If you are eligible for our support, we know that there can be lots of choices and options you could take. You may need time to think about what you want and who you want to help you.

During this time, we can arrange support for up to three months, for you to get back on your feet and think about how you would like to be supported in the longer term.

Also during this time, we will help you to redevelop and learn skills to retain some of your independence. We call this reablement or rehabilitation.



# Your support plan

*“I understand how I can use my money and I have all the support I need to develop my plan. I can call on skilled assistance from community advisers and providers if I need it.”*

Following your assessment, you will be given an estimate of how much money could be available to you to purchase your support. To make sure you have the right support in place you will need to write a support plan. You can ask someone to help you or you can do this yourself. We will give you guidance and information about what can be included in your support plan and who can help you with it.

Remember you are not on your own.

# Signing off your support plan

*“I understand what is required to get my plan approved. Decisions are made and communicated quickly and I know how to express any views or concerns.”*

Once you are happy with your support plan it will be checked to see if it is safe, legal and meets your needs. Not all support plans are agreed immediately. If we are concerned about something in the plan we will offer feedback so changes can be made. If you are unhappy with a decision, you can speak to us or we can also arrange for one or two people to review the decision. You may be asked for some more information about the aspect of your plan that wasn't agreed. You will always be given reasons for any decision made about your support plan.

Once your support plan is agreed you will also know how much money you will receive towards your support.

# Making your support plan happen

*“I have all the information I need to make good decisions about my money and arranging services or direct payments.”*

There are various ways to arrange your services, for example you can arrange services directly with an individual, through an agency or through our team. We will explain how these will help you to organise your support.

We will usually pay you the money directly so you can employ your own personal assistants or an agency to support you. We call this type of payment to you a Direct Payment. Some people are not able to have direct payments and we will discuss options with you at this time. We can provide you with more information about this, to help you make the decision that is right for you.

You will always be offered a choice about who supports you.



# Help along the way

*“I have the support I need to live my life and to stay healthy, safe and well. I can easily make changes when I need to and I know where to turn for further advice and support.”*

Once you have started receiving your support, you will be able to make small changes to the way your needs are met without having to be reassessed. You can even save some of your budget as a backup plan, for support when unexpected things happen such as an illness or your unpaid carer being unavailable. You might want to save some of your budget for support while you are on holiday or for special occasions. We want to help you be as flexible as possible, so that you are able to make the decisions and changes you need in order for you to stay in control and keep healthy, safe and well.

If you do have any queries or questions, please do contact us for further information and advice.

# Review

*“I know when my plan will be reviewed and how I can feedback what’s working, what’s not working and what’s important to me for the future.”*

We will check with you how things are going after three months and then every 12 months. Your review will check that what you want to happen is happening and you will be offered a reassessment if your needs or circumstances change.

# Contact us

*Getting it right for you is all about discussing and finding the best options. Now you know what you can expect from us and when but please do get in touch if you need more help or advice at this stage.*

Telephone **0300 123 6720**

Email **[enquiries@lancashire.gov.uk](mailto:enquiries@lancashire.gov.uk)**

Write to **Adult Social Care  
Lancashire County Council  
PO Box 100  
County Hall  
PRESTON  
PR1 0LD  
[www.lancashire.gov.uk](http://www.lancashire.gov.uk)**

Send us your compliment or comment to  
**[yourcomments@lancashire.gov.uk](mailto:yourcomments@lancashire.gov.uk)**

Send us your complaint to  
**[asc.complaints@lancashire.gov.uk](mailto:asc.complaints@lancashire.gov.uk)**

Please ensure that your email contains:

Your full name

Your postal address

The date (where possible) and details of the compliment, comment or complaint

The service or directorate concerned where possible.