

May 2019

Getting help and support from the council

You may be in a position where you need information, advice or guidance on how best to support yourself to live as independently as possible and/or continue in your caring role.

Whether this happens in your own home or you need support, we can help you identify the most suitable type of care to meet your needs.

If you need help to live independently in your own home we may be able to help you. We will discuss with you the most suitable type of aids, adaptations, telecare, care and support that is available.

Reablement

Reablement is an intervention that can range between 1-6 weeks. You will have a discussion with a social care worker and help create a Wellbeing Assessment with us to work out your outcomes that will maximise your independence and support you living in your local community.

At the end of the support a review or assessment will take place.

NHS Care Services:

You may be eligible for funding through a health fund called Continuing Health Care. This is care that is arranged and funded solely by the NHS for individuals who are not in hospital but have been assessed as having a 'primary health need'.

If you think this may apply to you, you should speak to your doctor or district nurse.

Should you feel that your needs are beyond the support available from your circle of support and the voluntary sector and you may be eligible for services from the Isle of Wight council please contact us on the following details:

- If you are new to our service call our Adult First Response Team on 01983 814980.
- If you already have involvement with Adult Social Care please call 01983 823340.

You will be listened to and treated with respect, and we ask that you do the same for our staff.

The Assessment Process

Under Section 9 of the [Care Act 2014](#) the Isle of Wight council (us) has a duty to assess the needs of any adult over the age of 18 years who appears to have a need for care and support. We will then determine whether those needs are eligible for support under the [National Care and Support \(Eligibility Criteria\) Regulations](#).

You can ask the council to carry out an assessment of your needs (Wellbeing Assessment) which is a discussion between you and a social care worker. The assessment is co-produced and will help us work out what your needs are and the outcomes you want to achieve. They will also look at the level of assistance you need, if any, to achieve them. If you are not able to achieve two or more of the specified outcomes (detailed below), the social care worker will look at the effect this has on your daily life and overall wellbeing.

The list of outcomes specified in the Care Act is:

- managing and maintaining nutrition
- maintaining personal hygiene
- managing toilet needs
- being appropriately clothed
- being able to make use of the adult's home safely
- maintaining a habitable home environment
- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- carrying out any caring responsibilities for a child

If you have needs in 2 or more outcomes, we will look at how this affects your wellbeing. Wellbeing is the way that a person feels about and experiences their life.

Wellbeing covers a lot of different areas, including:

- personal dignity
- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- personal control over your day-to-day life
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal relationships
- suitability of living accommodation
- your contribution to society

Indicative budget

Is the estimated amount of money that is needed to meet your eligible needs identified in your Wellbeing Assessment. The money will enable you to plan your support that best meets your outcomes.

If eligible needs are identified

We will help you identify what outcomes you want to achieve and the support you may need as a result. This will help create a Wellbeing Plan. This will include how your outcomes may be available from your family or friends or within your local community. It may include equipment or adaptations to your home. It will only include formal services such as a paid carer coming into your home or a place in a care home if we feel that this was the only way to deliver your outcomes.

Our advice and information is always free and you do not have to pay for an assessment. Depending on your savings or investments, most people pay something towards their care and support but occasionally the council will pay for all of the care needs. The amount you pay depends on your individual financial circumstances.

We will carry out a financial assessment to work out how much should be paid. Your assessment will determine an indicative budget to deliver their outcomes. We call this a Personal Budget.

Whichever payment option is applicable, you can arrange care various ways:

- Arranging it yourself.
- Asking family or friends to help you.
- If you feel you lack the skills or confidence to arrange your own care, or are not sure what to do next, you may decide you would benefit from our help and support in arranging this care on your behalf. If this is the case, we are happy to help.

Direct Payment Personal Budget:

It is the amount of money we have assessed is necessary to deliver the outcomes identified in your Wellbeing Plan. It can be delivered in a variety of ways. A direct payment gives you choice and control over how to deliver your outcomes, including purchasing and arranging assistance or services for things that are important in your life. It allows you to use the funds to achieve the outcomes identified in the agreed Wellbeing Plan.

Financial Management - Managing your direct payment funding will require you to understand your Wellbeing Plan and how the funding can be used. You must adhere to the terms of the Direct Payment Agreement. You are responsible for paying for your agreed support and keeping accurate records of the payments you have made. If you do not feel able to manage this yourself, there are services available which can manage the financial aspects of your direct payment on your behalf.

Prepaid Cards – are the way to receive and manage your direct payment funding.

A prepaid card account is just like a current account from your bank. You can use it to pay for services that meet your outcomes, as agreed in your independence plan. You will be issued with a card to manage your payments. Payments are made straight into the account by Adult Social Care and there will be a debit card attached to the account which you will hold. You can use the card to pay for services either in person (using chip and pin), by standing order, direct debit, by bank transfer via the internet or telephone for the services detailed in the agreed Wellbeing Plan. You can check account balances online, by text message or via the telephone. Paper statements are also available. The account will not have a cheque book.

The benefits of using a prepaid card account means you do not have to open a separate bank account. You do not have to send bank statements to us as part of the audit process. You **must** keep all receipts and invoices as they may be requested in the future. Prepaid cards are a secure and easy way to make payments for your care and you can nominate a trusted person to help run your account with you.

The cards can be used in a similar way to a normal bank debit card. If required, full assistance and support will be available online and via the telephone to make payments, check your balance and set up regular payments etc.

Direct Payment Support Service - a social care worker arranges the care and payments to be made on your behalf.