

Where do you start – being in control of what is important to you?

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.

Need help to manage

If you need help to manage your current situation please telephone our Adult First Response Team on 01983 814980. Staff will talk to you, evaluate your situation and provide you with support to help you. Other support networks include your local General Practitioner (GP), Hospice (Tel: 01983 529511) or Isle Help (Tel: 01983 823898).

Safeguarding

If you suspect someone is in immediate risk, harm or danger, please telephone the Police on 999.

If you are concerned that an adult is, or is at risk of, abuse or neglect, please call the safeguarding team on 01983 814980 (outside office hours call 01983 821105) or email safeguardingconcerns@iow.gov.uk

Making Safeguarding Personal (MSP) is about responding in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them enabling them to resolve their circumstances and support their recovery. MSP has a positive impact on people's lives.

How can the Isle of Wight Council help you?

In partnership with you, we will assess your circumstances and may signpost you to services or organisations that can help resolve your situation or help you.

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

We will carry out an assessment of your needs involving those people you want to be involved. We call this a Wellbeing Assessment. The assessment will make recommendations about your needs and what best meets those needs. We will work out a budget to ensure you get what care you need. We call this a Personal Budget.

For some services we will carry out a financial assessment that will help us work out how much you will pay towards your care.

If you have any questions and **have never** contacted Adult Social Services before please ring 01983 814980.

If you **already know** a social care worker please contact 01983 823340.

What is Wightcare and how can they help you?

Wightcare is a council department that is a dedicated island response centre that offers high quality 24 hour emergency support to island residents. Wightcare can help with assisted technology and Telecare (equipment that can detect falls, inactivity, smoke or gas) to enable you to live independently in your own home.

Wightcare are the only island based service that install and maintain equipment, monitors calls 24/7 and provides a mobile responder service. Wightcare can tailor services to meet your individual needs and requirements and they work closely with emergency services, care providers and social work colleagues to provide support.

More details on Wightcare can be found by clicking [here](#) or <https://www.iwight.com/council/OtherServices/Wightcare-Services/About-U8>

You can contact Wightcare on 01983 821105.

Arranging care

Depending on your savings or investments, most people pay something towards their care and support. The amount you pay depends on your individual financial circumstances.

We will carry out a financial assessment to work out how much you should pay. The assessment will determine an indicative budget to deliver your outcomes. We call this a Personal Budget.

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

- Arrange it yourself.
- Ask family or friends to help you.
- If you feel you lack the skills or confidence to arrange your own care, or you are not sure what to do next, you may decide that you would benefit from our help in arranging this care on your behalf. If this is the case, we are happy to help. If you **have never** contacted Adult Social Services before please ring 01983 814980. If you **already know** a social care worker please contact 01983 823340.

- **Care at Home (Non-Residential Care)**

This includes things like cleaning, shopping and personal care. If you need this kind of care you can:

- make the arrangements and payments yourself
- ask family or friends to do it for you or
- you can ask us to set up a contract with the registered care provider and pay them direct on your behalf.

If you are identified as having means to pay for your care and support you will be charged the full cost of any services provided. If you ask us to make non-residential care arrangements on your behalf and would like us to manage the ongoing arrangements, you would be charged the full cost of any service provided as well as £10 weekly administration charge. You will be sent a monthly invoice. Any additional support for which you have not been assessed will not be funded by the council.

If you decide you want us to make the non-residential care arrangements on your behalf, you will be required to sign a full cost declaration form and an Agreement to Pay for Services form. You will then make the necessary arrangements to set up and provide this care and our Payments team will send you an invoice for these services on a monthly basis. You will be required to sign a form to agree to make regular and prompt payments to the council for the services you receive.

If you need financial help to pay for home care, day care and day opportunity activities etc, the council operates under the Charging Policy for Non-Residential Services that can be accessed by clicking [here](#) or:

<https://www.iwight.com/documentlibrary/view/charging-policy-for-non-residential-asc-services>

- **Residential or Nursing Care**

If you need support to find an appropriate care home or nursing home, you can ask us to help you find one and arrange and negotiate the contract with them on your behalf. We call this a broker service.

Once a suitable care home has been found and the arrangements have been agreed, you must finalise the payment arrangements directly with the home.

If you have any questions regarding the above and **have never** contacted Adult Social Services before please ring 01983 814980.

If you **already know** a social care worker please contact 01983 823340.

Finding Home Support, Residential or Nursing Care Home

If you or your loved one needs to go into residential care or a nursing home, we can discuss with you the most suitable type of care and help you to choose a place in a home. If you need financial help to pay for the care home fees, the council operates under the Charging Policy for Residential and Nursing Care Adult Social Care Services that can be accessed by [clicking here](#) or:

<https://www.iow.gov.uk/documentlibrary/view/charging-policy-for-residential-and-nursing-care>

Finding the right care home for you or your loved one can be daunting and a difficult thing to do. You could start by asking family and friends for personal recommendations as they may be able to suggest somewhere suitable. Apart from asking family and friends and searching online there are other options available to you.

The Care Quality Commission (CQC) provides advice on looking and finding services suitable for your needs. You can search their website by clicking [here](#) or <http://www.cqc.org.uk/help-advice/help-choosing-care-services/choosing-social-care>

Independent Age have produced a guide called 'How to find the right care home' that helps you choose a care home for yourself or a relative. The guide helps you look at what to consider and essential questions like location and cost, what you want from a home and whether a care home is actually the best option. To access the guide please visit the website: www.independentage.org/

We may also signpost you to various other organisations, including the voluntary sector, who may be able to help or provide you with advice and information.

Can I get help to express my views?

An advocate is a person who supports you and helps you to explain and say what you want. Advocates help you to ensure that your views are heard, so that your problems can be sorted out. More information on advocates can be obtained by clicking [here](#) or

<https://www.iwight.com/Residents/Care-Support-and-Housing/Adults-Services/Adult-Social-Care-Advocacy/Advocacy-and-Advocates>

Can I get help with managing my finances?

If you feel you need help in the management of your finances a social care worker can assess your needs and capacity in making any finance related decisions. You can also ask a family member or friend to assist you. If you feel you would like someone to do this on a more legal footing then it is advised for you to obtain independent legal advice or speak to a social care worker about what your options are.

Charging and paying for Adult Social Care services

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 financial circumstances. It will also depend on the care required depending on the type, intensity, specialisation, location and duration.

More information on charging for adult social care services can be obtained by clicking [here](#) or visiting:

<https://www.iwight.com/documentlibrary/view/charging-for-adult-social-care-services>

Funding your own care

If you are self-funding your social care because you are not eligible for council funding there are other forms of financial assistance you may be entitled to.

Deferring the sale of your home

Deferred Payments allow people to defer the sale of their home where it is needed to fund care fees. We offer deferred payments to people meeting certain eligibility criteria and the agreement can be retained until the property is sold.

If you wish to defer the sale of your home, the council operates under the Deferred Payment Policy that can be accessed by clicking [here](#) or visiting:

<https://www.iwight.com/documentlibrary/view/deferred-payment-agreement-policy>

More information on deferring the sale of your home can be obtained in the council's Deferred Payment Scheme Factsheet by clicking [here](#) or visiting:

<https://www.iwight.com/documentlibrary/view/deferred-payment-scheme-factsheet-adult-social-care->

Independent Financial Advice

The Isle of Wight Council does not endorse or recommend any financial services. We highly recommend that you seek independent financial advice and it is your responsibility to ensure any financial adviser you instruct is appropriately experienced and qualified. Further information in relation to independent financial advice about your own particular circumstances (including paying for your care, deferred payment scheme, court of protection procedure, lasting power of attorney procedure) can be found at:

The **Money Advice Service** can be accessed by clicking [here](#) or:

<https://www.moneyadviceservice.org.uk/en>

offer information on paying for care or the option to speak to an online adviser. Their telephone number is 0300 500 5000.

The **Society of Later Life Advisers** can be accessed by clicking [here](#) or:

<https://societyoflaterlifeadvisers.co.uk/>

can help you find advice on how to make financial plans for care in retirement years.

Other sources of good information and advice:

The **Isle of Wight Age UK** can be accessed by clicking [here](#) or:

<http://www.ageuk.org.uk/isleofwight/>

has great advice for older people and those planning for later years.

Carers Isle of Wight can be accessed by clicking [here](#) or:

<http://carersiw.org.uk/>

has an excellent resource of advice for carers who need to help someone else.

Isle Help can be accessed by clicking [here](#) or:

<http://www.islehelp.org.uk/>

offers free, impartial, independent, confidential advice to anyone requiring help and support.

NHS Choices can be accessed by clicking [here](#) or:

<http://www.nhs.uk/conditions/social-care-and-support-guide/pages/what-is-social-care.aspx>

is a comprehensive guide to choosing and arranging care and support.

Which? Elderly Care can be accessed by clicking [here](#) or:

<http://www.which.co.uk/elderly-care/financing-care>

provides information on the funding options you can explore for care homes and home care.

Court of Protection can be accessed by clicking [here](#) or:

<https://courtribunalfinder.service.gov.uk/courts/court-of-protection>

Offers advice on people who have capacity issues. The Court of Protection can be contacted on 0300 456 4600 or email courtofprotectionenquiries@hmcts.gsi.gov.uk.

Department of Work and Pensions can be accessed by clicking [here](#) or:

<https://www.gov.uk/government/organisations/department-for-work-pensions>

Provides advice on Appointeeship (the authority needed to manage the benefits of someone who is mentally incapable of doing so themselves).