



Your Care and Support

Adult Services and Wellbeing

Introduction

Our Vision:

*“People are supported to **live their largest life**. We will always be **kind and compassionate, creative and bold** in helping people achieve their hopes and dreams. **People are at the heart** of all we do and they will **feel valued** and have an **equal voice** in their care and support. We will always **respect people’s strengths** and support them to **be connected to their communities**.”*

At the heart of this approach is a commitment to cultural competence, anti-racism and having **equality, diversity** and **inclusion** as the golden thread of Adult Social Care practice.

This document is also available on request in Braille, large print, audio, easy read and can be translated into different languages.

Calderdale council aims to support people to make well informed choices about their care and support by giving them information and advice.

Having access to **good quality information and advice** is important in enabling people, carers and families to take control of, and **make choices about their care** and support and how they will fund it.

Calderdale adult social care is committed to making sure residents can access information at the right time and in a way they understand.

Calderdale council has an information and advice service relating to care and support that is accessible and relevant to people's needs, not just those who are in receipt of care and support funded by the council.

The main way of providing information and advice about care and support is through **CalderConnect**, **Calderdale Council website** or via **Gateway to Care**.

The council can also support you to get information and advice from a range of other services.

This is a good place to start but if you would like to talk to us about your care needs, why not visit your nearest Better Lives Hub where someone will be on hand to talk to you.

The **Better Lives Hubs** provide face to face social care support within communities in Calderdale including Halifax, Elland, Brighouse, Mixenden and Illingworth.

The hubs are a **first point of contact**, providing information and advice.

Anyone over 18 can drop into the hub for face-to-face advice on care and support. Support is available from social care advisors, care coordinators, social workers, nurses and occupational therapists. **No appointment is needed.**

The hubs can help people:

Find the services
that they need

Arrange the care
they need

Get advice and
support

What is a Care and Support Assessment?

An assessment is a discussion between you (or the person you look after if you are a carer) and a trained person either from Calderdale council or another organisation that the council works with.

You will talk about your **care and support needs** and the **goals** you want to achieve to maintain your wellbeing.



It includes finding out:

- What your goals are
- What you enjoy doing
- What would help you achieve your goals
- Who helps you now
- What you can do for yourself
- What you can't manage now, but with some support may be able to do in the future
- Your cultural, religious or spiritual beliefs
- If you are eligible for financial support from us

Sometimes, with your permission, we may ask other professionals, such as an occupational therapist, physiotherapist or district nurse, to talk to you as well. This will give a full picture of your needs and will help you make the most informed choices. If you would like us to, we will also take into account the views of your family and carers.

If you have communication needs (for example if you are an autistic person, have a learning disability, or sensory needs) the council will ensure that information and advice is in a suitable accessible format or that support is available to enable you to engage in the assessment process. This may involve an interpreter or translator if appropriate.

If you do not have needs that are eligible, we will give you information and advice about what help is available locally.



A new service for any adults over 18 providing the support you need to stay healthy, independent and in control of your life for as long as possible

No appointment needed; just call in and talk to us or telephone 01422 393000



BETTER LIVES

LV PCN

WARNING

Cars not parked in the 4 spaces directly in front of this building are in the private land of our neighbours and liable to be towed.



If your assessment identifies your needs as eligible, we will work with you to create a support plan. Together, we will look at the kinds of activities and other support that may be already available to you and what changes could be made to help you live more independently. Here are some examples of what you can expect from a support plan:

Information about organisations available locally that could help you. You can then make choices and arrange the support you need.

- **Equipment, aid and adaptations that may help you**
- **Short-term help to enable you to regain your independence**
- **Approximately how much we think it will cost to meet any longer-term care and support needs. This is called an indicative budget.**

For services that we agree to support you with we will work out your **personal budget**. A personal budget is money that the council gives you to pay for any care and support that you need. You can then choose how to spend your personal budget to achieve the goals we've agreed in your support plan. This may be through a direct payment. **Direct payments** give you lots of control over your care and support. You can decide how your needs are met and buy the support that suits you best.

Once a decision has been made that you have eligible needs which the council is required to meet, we must carry out a **financial assessment**. This will identify if you need to pay a charge towards the cost of any funded support provided and whether we can offer you any help in paying for your care and support. If you have more than £23,250 in savings we won't be able to help you financially, but can still offer you information and advice.



KINDNESS

The council can also help carers find the right support. A 'carer' is someone providing care for a friend, relative or neighbour who would not be able to manage without this help. Carers can have a carers assessment to determine if they may be eligible for support in their own right, such as a personal budget to spend on making caring easier or practical support. All carers are entitled to information and advice whether they are eligible for services or not. **Carers Count Calderdale** supports all adults who are carers in Calderdale and promotes their wellbeing.



For more information about
Carers Count:

Suite 6b, Rimani House,
14 - 16 Hall Street,
Halifax.

HX1 5BD.

calderdale@carerscount.org.uk

01422 369101

What if I Don't Agree with My Assessment?

If you don't agree with your assessment, please let us know by talking or writing to the person who carried it out. You should contact them within 20 days of the date of your assessment. You should tell them why you think the assessment is wrong and what you would like us to do. The person who assessed you will look at their decision again with your involvement. They will let you know the outcome of their reviewed decision.

If you are still not satisfied with the decision, you can ask a team leader or team manager to look at it. This should be done within 10 working days and may involve meeting with you or your representative. The team leader or team manager will let you know the outcome of the reviewed decision.



If you remain dissatisfied with the decision, you can ask a senior manager to look at it. This should be done within 10 working days and may involving meeting with you or your representative. The senior manager will let you know the outcome of the reviewed decision.

If you still disagree with the decision you can make a [complaint](#). If you need help to do this, you can:

Phone: (01422) 288005

Visit a [Customer First](#) in person

Post to: Calderdale Council, Complaints and
Compliments,
FREEPOST RTGL-EXHR-SRLH,
19 Horton Street, Halifax,
HX1 1QE

If you or your representative is not satisfied with the outcome of the complaint, the complaints team will provide you with contact details of the Health and Social Care Ombudsman.

Advocacy

An advocate is a person who works with you to make sure your ideas and wishes are heard and that you get the right care and support for you. If you find it difficult to speak to professionals and organisations there are local groups who may be able to support you.

Advocates can support people in a number of ways, like:

- Understanding the care and support process
- Talking about your wishes, views and feelings
- Making decisions
- Challenging council decisions about your care and support if you don't agree with them
- Understanding your rights
- Support you in the safeguarding process, if necessary.

Calderdale Advocacy Service (Cloverleaf) is a free and confidential service. Referrals to the Calderdale Advocacy Service may be made by the person themselves, their representative or professionals. For more information about this or to make a referral:

- Calderdale Advocacy Service (Cloverleaf)
- Telephone: 01422 849589.
- Email: calderdaleadvocacy@cloverleaf-advocacy.co.uk