

Adult Social Care Waiting Well Pack

for People and Carers awaiting support from Adult Social Care





● Why have I received this pack?

This pack is a guide on what to expect when you contact Coventry City Council Adult Social Care. The pack also gives information on services that anyone can access. These services may meet all your current needs, or they may offer support whilst you are waiting for services. This could be if you are someone who needs to access care and support, or if you are caring for someone.

● Who is this information for?

You will find this information useful if you:

- are waiting for an assessment of your social care needs or a carer's assessment
- are waiting for adult social care services to start after a needs or carer's assessment
- are currently receiving care and support and have a change in your needs
- experience a change in your physical and/or mental health and want to understand what local support is available

● Contacting Adult Social Social Care and what to expect

How do I contact adult social care?

If you are contacting to discuss a social care needs assessment, you can contact 'Adult Social Care Direct', our customer services team by ringing **024 7683 3003** or via email ascdirect@coventry.gov.uk

If you have a speech impairment, deaf or hard of hearing, you can call using Next Generation Text (also known as Text Relay and TypeTalk) on **18001 024 7683 3003**

You can also use these contact details if you wish to raise a safeguarding concern.

Further information is available on our Adult Social Care webpages

www.coventry.gov.uk/health-social-care

You will speak with a colleague in our Customer Services team, who will have a conversation with you about your concerns and what you want for the future. They will decide how we can best support you and whether you need a referral through to one of our Adult Social Care teams.

You can also complete a self-assessment if you think you need help or you care for someone who needs support. By answering some quick questions about your current situation, we can direct you towards information, advice and services that could help you to live independently and improve your wellbeing. We can also tell you how likely you are to be eligible for care and support and whether or not you would have to pay for some or all of the support you may receive.

If you are contacting to discuss a carer's assessment you can also contact Adult Social Care Direct or you can also contact Carers Trust Heart of England on **024 7663 2972** or contactus@carerstrusthofe.org.uk

Carers Trust Heart of England also complete carer's assessments on behalf of Coventry City Council.

● What to expect when you contact Adult Social Care

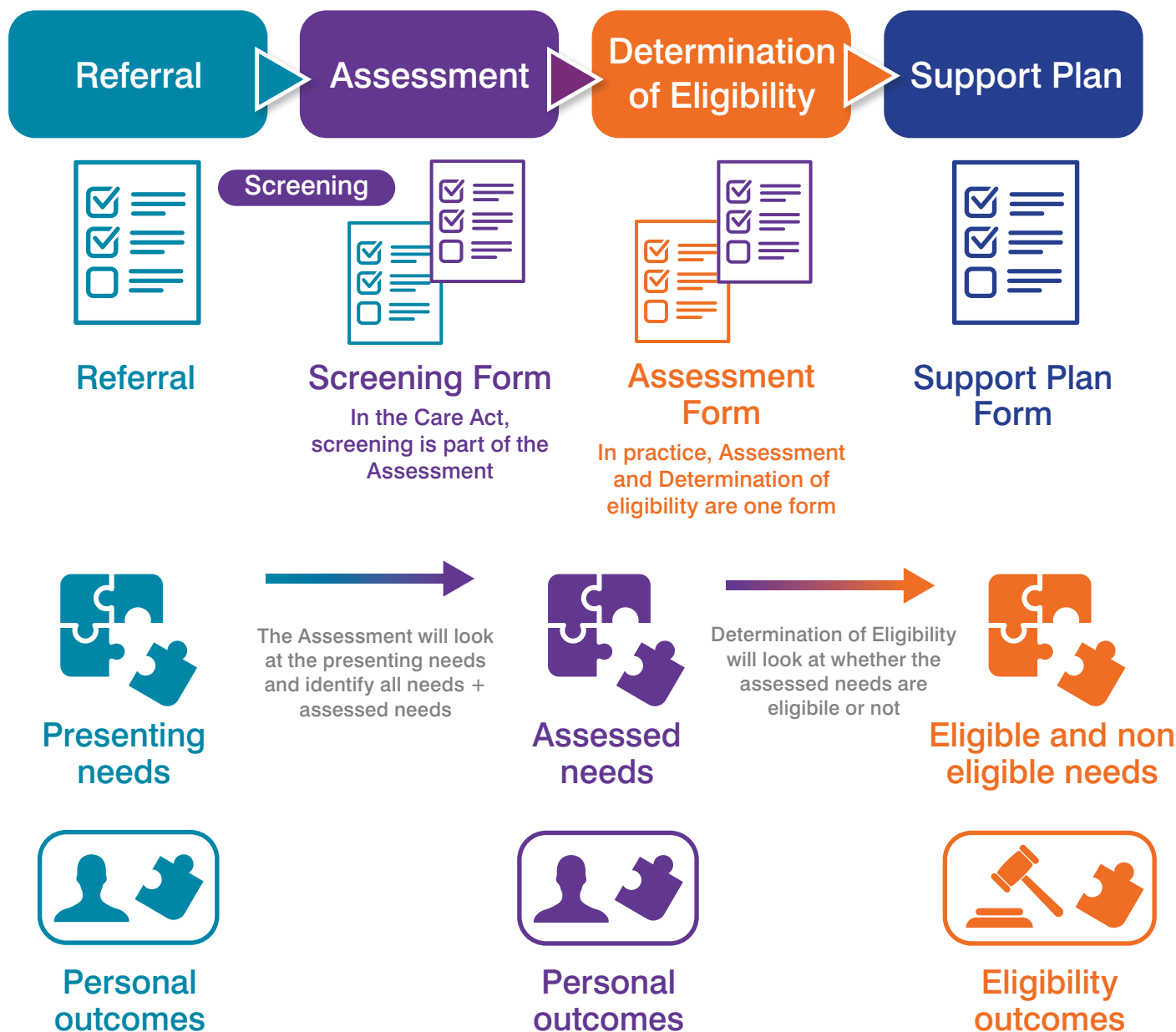
If you are over 18 and need help with your daily life or personal social circumstances, or if you are over 18 and provide regular unpaid care for someone, we will work with you to find out what help and support you need. This may include a social care needs assessment and/or further discussion on how we best work with and support you.

For people who are over 18, a needs assessment under the Care Act 2014 can either be to assess:

- Your needs for care and support
- Your needs for support as a carer

Your needs may meet the eligibility criteria if there is likely to be a significant impact on your wellbeing because of your health or your caring role. If your needs can be met without a social care needs assessment, we will give you information and advice on alternative services.

The charts on the next page are from the Social Care Institute for Excellence (SCIE) website. They show the route through assessment and determination of eligibility under the Care Act 2014. www.scie.org.uk/assessment-and-eligibility/



At the screening point, you may also be offered support that does not require an assessment and meets your needs. In Adult Social Care in Coventry our aim is to support people to be as independent as possible. Our Initial Contact Team is led by Occupational Therapy so we may consider how aids, equipment or short-term support to promote independence could help or alternative support through voluntary or community organisations.

When an assessment is required Section 13 of the Care Act 2014 and the Care and Support (Eligibility Criteria) Regulations 2015 sets out the national eligibility criteria which must be followed to decide if an individual has needs that are eligible for social care services and/or support.

If you are regularly helping to look after someone – for example, you're cleaning regularly, helping them move around indoors or outdoors, or supporting them with their personal needs and you are aged under 18 years old (a young carer) or aged between 16-25 years old (a young adult carer), you can find information on your rights and support available at Carers UK and Carers Trust. You may also be eligible for a Carers Assessment to determine your needs as a carer.

● What information will Adult Social Care want when I contact them?

When you contact us, we will listen carefully and ask questions to understand your current situation and what you think you need to be as well and as independent as possible. We will work with you to understand what is important for you, your hopes and goals, and what help you would need to achieve those.

● Preparing for your assessment

For a needs assessment, you can get ready by thinking about:

- What health conditions do you have and how do they affect you?
- What can you do for yourself?
- Who gives you the support and friendship to help you do the things you want?
- How often do you need support?
- What would you like to be different or better?
- What is stopping you from getting there?
- What living arrangements would help you maximise your wellbeing and independence?

For a carer's assessment, you can get ready by thinking about:

- What activities do you help the person you care for with?
- How many hours a week do you provide care?
- Do you have to provide care and support during the day or night, or both?
- Does the person you care for have any health problems or other issues that you find hard to deal with?
- How does your caring role impact on you and your family?
- Do you have any health problems? If so, are they made worse by your caring role?
- Do you work? If so, for how many hours a week?
- What would make working/caring easier for you?
- What would you most like to change about your situation?

In Adult Social Care we have a range of public information covering different aspects of Adult Social Care, with easy read and translated information available

www.coventry.gov.uk/ASCpublicinformation

● Support for your assessment

During your social care needs or carer assessment, you have the right to have someone with you who knows you well like a carer or a family member. They can help you to share your thoughts and needs with the person completing your assessment. We may be able to arrange for you to have an independent advocate if you don't have anyone to support you and you have difficulty understanding the process and/or expressing yourself. Advocates are independent and do not work for the Council or the NHS.

The local advocacy services for Coventry Council Adult Social Care is VoiceAbility and requests for this support can be made by the Local Authority.

● Do I have to pay for help?

It may be that you'll have to pay toward the cost of your care. More information on this can be found at Paying for Care

www.coventry.gov.uk/money-legal-matters

If you are eligible for adult social care services, we will connect you with the team that will complete your financial assessment.

● What do I do if my needs change?

When you are receiving support, you won't necessarily have an allocated worker, we will look to undertake a planned review of your care and support needs each year.

If there is a change in your social care needs or finances, get in touch with us and we can have another look at your assessment.



● Alternative support whilst waiting for Adult Social Care Support

Advice on keeping well

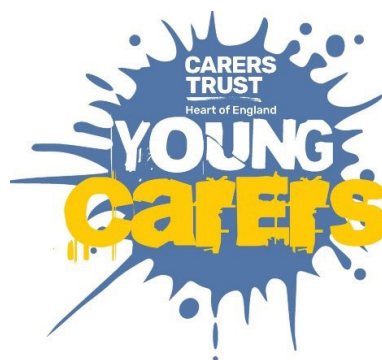
Taking positive steps to look after your health and wellbeing while waiting can help to build on your strengths. You can get more information from:

- Information and advice on keeping well is available at www.nhs.uk/live-well
- Health and wellbeing www.coventry.gov.uk/healthandwellbeing
- Mental Health and wellbeing www.coventry.gov.uk/mentalhealth

Support for Carers, including Young Carers

In Coventry we work in partnership with the Carers Trust Heart of England for the provision of carers support. While waiting for an assessment we recommend registering with the service, they will be able to provide you with information and advice and get you registered with their emergency response service. Their support includes:

- Information and Advice
- A listening ear throughout your caring journey, including emotional support and access to counselling
- Training – both bespoke and group based
- Group based support
- Carers Assessments and Carers Direct Payments
- Counselling Support
- Financial Support through Carers Money Matters Project
- Support to contingency through the CRESS service (Carers Response Emergency Support Training) (this also includes support in the event of an emergency).



The Carers Trust Heart of England also provide support through the Young Carers Project – for Young Carers (under the age of 18), this includes 1:1 support, support within schools, activities and the completion of young carers assessments.

Carers Trust Heart of England can be contacted on **024 7663 2972**

- www.carerstrusthfe.org.uk/
- www.carerstrusthfe.org.uk/young-carers/

You can also access online Digital Support via 'Bridgit'. Access is available day and night through a self help portal for carers.

<https://bridgit.care/support/coventry?t=ccc>



Additional Support Available

Whilst you are waiting for a needs assessment, you may be thinking about other things such as money, work and relationships. Coventry Adult Social Care Community Directory can give you information about:

- Living independently
- Getting out and about
- Money matters
- Things to do in the Community

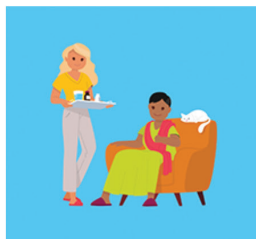
cid.coventry.gov.uk/kb5/coventry/directory/adult.page?adultchannel=0

Adult Social Care and Communities Directory

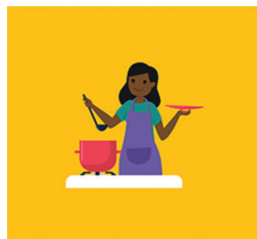
The Adult Social Care and Communities Directory has all the information and advice you need in one central place - so you can find the information you need easily.



Complete a Self Assessment



Looking after someone



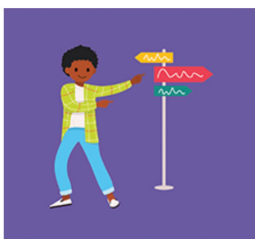
Living independently



Things to do in your community



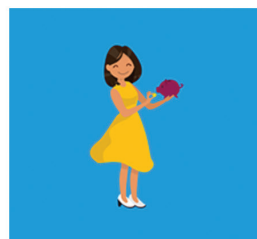
Getting out and about



Support organisations and advocacy



Health and wellbeing



Money matters



Equipment and technology



Contact Adult Social Care

[Contact Adult Social Care](#)
[Adult Social Care team contacts](#)



[Raising a concern about an adult \(report abuse or neglect\)](#)

[Policy and procedures](#)
[Leaflets and posters](#)



[Assessing needs and paying for care](#)



[Looking after someone \(support for carers\)](#)



[Care and support](#)

[Direct payments](#)
[Telecare](#)



[Mental health and wellbeing](#)

[Coventry Dementia Partnership Hub](#)
[Urgent mental health and wellbeing support](#)



[Health and wellbeing](#)

[Hospitals and Walk-in Centre](#)



[Blue Badge and travel](#)

Additional Support Available

Our Adult Social Care webpages, can give you information about:

- Raising a concern about an adult (reporting abuse or neglect)
- Looking after someone (support for carers)
- Blue Badge and travel
- Care and support options

www.coventry.gov.uk/health-social-care

● How was this pack created?

This Waiting Well Pack was developed from an original pack created as part of a joint project between IMPACT (the UK centre for Improving Adult Care Together - impact.bham.ac.uk) and East Midlands Association of Directors of Adult Social Services (EMADASS). It was created including people who draw on care and support, carers, staff from Council and staff from partner agencies from across the East Midlands.

● You can use this space to keep any notes



○ Contact Adult Social Care Direct

Call **024 7683 3003**

or email ascdirect@coventry.gov.uk

or visit www.coventry.gov.uk/health-social-care

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format, please email ascdirect@coventry.gov.uk

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres ascdirect@coventry.gov.uk

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ascdirect@coventry.gov.uk 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی ascdirect@coventry.gov.uk پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: ascdirect@coventry.gov.uk

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la: ascdirect@coventry.gov.uk

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