

Care and Support: General FAQs







Welcome to the Care and Support FAQ...

In this FAQ you will find answers to common questions asked by people who have care and support needs.

If you would like more in depth information about any of the topics covered in this FAQ, we have a range of leaflets available. You can find the list of leaflets and how to get hold of copies on pages 6 and 7 of this booklet.



Rutland
County Council

-  Catmose, Oakham, Rutland LE15 6HP
-  Telephone: 01572 722577
-  enquiries@rutland.gov.uk
-  www.rutland.gov.uk

If you need this information in large print, braille or easy read formats, contact us:

Rutland County Council, Catmose, Oakham, Rutland LE15 6HP

Tel: 01572 722 577

Email: enquiries@rutland.gov.uk

Website: www.rutland.gov.uk

What is care and support?

'Care and support' is the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like getting out of bed, getting dressed, into work, cooking meals, seeing friends, caring for your family and being part of our community. It can also mean support from community groups and networks, for example giving others a lift to a social event.

Where is care and support provided?

Most care and support is provided informally by family, friends or the local community, for example community groups, churches and charities. You may need support in your own home, support to get out and about in the community, support with daily living tasks etc. This can be provided in a range of ways by different organisations, including the Council, depending on your personal circumstances.

When can care and support be provided by the Council?

If you have eligible needs then you can use care and support services available from Rutland County Council.

What do you mean by 'eligible needs'?

We have national eligibility criteria, and your needs must meet certain requirements to receive care and support from the Council.

How can I find out if I have eligible needs?

To find out the answer to this question, you need to complete an assessment. To get an assessment, you need to contact the Adult Duty Team on 01572 722 577 or email dutyteam@rutland.gov.uk.



Information leaflets index:

<u>Ref:</u>	<u>Title</u>
HASC01	Your Guide to Independent Advocacy
HASC02	Your Guide to Services in Rutland
HASC03	Care and Support: General FAQs
HASC04	Carers: General FAQs
HASC05	Your Guide to Care and Support Assessments
HASC06	Your Guide to Carers Assessments
HASC07	Your Guide to Care and Support Eligibility
HASC08	Your Guide to Carers Eligibility
HASC09	Your Guide to Care and Support Planning
HASC10	Your Guide to Care and Support: Hospital Discharge
HASC11	Your Guide to Care and Support in Custody
HASC12	Keeping People Safe: Safeguarding Adults
HASC13	Have Your Say about Adult Social Care Services
HASC14	Your Guide to Social Care Records
HASC15	Your Guide to Direct Payments
HASC16	Your Guide to Charges for Care and Support
HASC17	Your Guide to Paying for Care and Support
HASC18	Your Guide to Independent Financial Advice
HASC19	Your Guide to Supporting Independence: Equipment, Adaptations and Assistive Technology
HASC20	Your Guide to Supporting Independence: Reablement
HASC21	Your Guide to Adult Mental Health Services and Support
HASC22	Your Guide to Adult Autism Services and Support
HASC23	Your Guide to the Employment Support Service for Disabled Adults
HASC24	Carers Emergency Guide

What to do if you are unhappy with any decisions...

What can I do if I am unhappy with any decisions made about my care and support?

If you feel able to, talk through your concerns with the people directly involved and see if you can resolve the issue together.

If you are unhappy with a decision that has been made about your care and support, you may be able to appeal against the decision. Contact the Council on 01572 722 577 or email enquiries@rutland.gov.uk to find out if you are able to appeal.

If you are still unhappy, you can make a complaint to Rutland County Council. Making a complaint will not adversely affect the care and support services you receive or how you are treated by us.

Let us know...

Rutland County Council is keen to receive your comments on services generally, not just in relation to complaints. We would welcome any views you have about any of our services. For example, if you feel a service is working particularly well we would like to know this. Tel: 01572 722 577 or email letusknow@rutland.gov.uk.

Safeguarding: Important Information

Keeping you safe...

The national eligibility criteria don't apply to safeguarding situations where there is concern about potential abuse or neglect. Rutland County Council will always respond in situations where there is concern.

If Rutland County Council has a reasonable cause to suspect that you or any other adult in Rutland is experiencing, or is at risk of, abuse or neglect then the Council must make enquiries and this applies even where the person doesn't normally live in Rutland but is in the county at the time.

If you are worried about yourself or another person, please contact the Adult Duty Team on 01572 722577 or email dutyteam@rutland.gov.uk.

For more information about safeguarding generally, visit the Leicestershire and Rutland Safeguarding Board website: <http://lrsb.org.uk/adults>.

For more information...

If you would like to find out more about care and support services in Rutland, we have a range of information leaflets available. To get a copy of any of these leaflets please contact the Council on 01572 722 577, or email enquiries@rutland.gov.uk.

Rutland Information Service (RIS) hold a service directory of information about the many care and support services available in Rutland and nationally. You can also find information about local clubs, classes, activities and many other services that can support your wellbeing. The directory is available online: www.rutland.gov.uk.

What is an assessment?

The assessor will either complete your assessment with you, or you can be supported to complete it yourself. The assessment will focus on a number of things: what's working well, what's not working so well and if you need any help etc. They will go through a number of areas, such as your current situation, what concerns you, your health, your safety, your physical abilities, your home environment, who supports you if anyone, what your needs are etc. It will also involve pulling together a summary of your needs and the outcomes you want to achieve.

The assessor will look at whether there are any risks to you and your wellbeing and agree with you how they can be best managed. They will also look at how to help you prevent and delay the need for care and support. They will then give you their professional opinion and following the assessment, your assessor will determine whether you are eligible for support from Rutland County Council. If you are then together you will draft a care and support plan looking at how your needs can be best met. For more information please see the 'Your Guide to Care and Support Planning' leaflet (HASC09).

Can my family and friends be involved in my assessment?

Yes – if you would like them to be. We will work with you and any carers, family members or friends that you would like to be involved in the assessment.

What happens if I can't express my views or need help communicating what I want?

Rutland County Council can arrange for an independent advocate to represent and support you if can't express your views or need help communicating what you want.

What happens after the assessment?

You will be notified, in writing, of the outcome of your assessment and whether your needs are eligible or not.

If you have eligible needs, you will be fully involved in developing your care and support plan showing the outcomes you want to achieve, and how these will be met.

Whatever the decision, you will be offered advice and information to meet your individual requirements, and prevent or delay your need for care and support in the future.

What is a care and support plan?

A care and support plan is an agreement between you and the Council that shows how your care and support needs will be met. In this plan, it will make it clear whether there are eligible needs that the council will pay for or needs that can be met in other ways. It will also include a personal budget to help you understand how much it will cost to meet your needs and how this money will be spent.

You and anyone else you request must be involved in the preparation of the plan and agree with its contents. It will ultimately set out how you can continue to do the things that are important to you and your family with the right level of care and support.

The Council will review your plan with you at regular intervals, to make sure that your needs continue to be met over time. If anything changes, the Council will carry out a new assessment with you. You have the right to ask for a review of your care and support plan, at any time if you wish.

Charges and Paying for Your Care and Support...

Is care and support free?

Whilst some types of care and support are provided free (for instance, information and advice), many other types will be subject to a charge. Care and support is not a free service for everyone, like the NHS. There are many different ways to pay for your care and support.

What will I have to pay?

Most people who need care and support will pay at least something towards the costs. You will only be asked to pay what you can afford for your care and support.

Sometimes a person will pay the full cost and sometimes the cost will be shared between the person and the Council, depending on their circumstances.

To decide what you can afford to pay, we will carry out a financial assessment with you. We will consider your income and any assets you own, like a house or other investments. We will then calculate how much you can afford to pay towards your care and support costs.



Should I get independent financial advice?

Paying for care and support can be complicated sometimes. It is a good idea to get some independent financial advice before making any decisions. Some of the benefits are mentioned below:

- Financial advice and information is often free
- Experts can give you accurate advice on complicated matters
- Independent advice is impartial and your needs will be the most important
- You may be given options that you have not previously considered
- You may increase your income by accessing benefits that you are entitled to, but have not already claimed
- You might be able to reduce any debts or bills

For information about where you can find independent financial advice, please see the 'Your Guide to Independent Financial Advice' leaflet (HASC18).

What is a Personal Budget?

This is a statement that sets out the cost to the council of meeting your care needs. It includes the amount that you must pay towards that cost yourself (on the basis of your financial assessment), as well as any amount that the council must pay.

This means that you will know how much it will cost to meet your needs and how much the council will contribute towards the cost, making it easier for you to plan now and in the future.

You will also have more control over how the money the council contributes to your care is spent, helping you to do the things that are important to you and your family with the right level of support.

What is a Direct Payment?

A direct payment is a payment of money from Rutland County Council to either yourself (the person needing care and support) or to someone else acting on your behalf.

This money is to pay for the cost of arranging all or part of your own support.

Rutland County Council could make a direct payment instead of arranging or providing any services ourselves, if you ask us to do so.

This helps you to take more control over your own care.

We must provide a direct payment to you if you meet the eligibility criteria for getting care and support.

See the 'Your Guide to Direct Payments' leaflet (HASC15) for more information.

