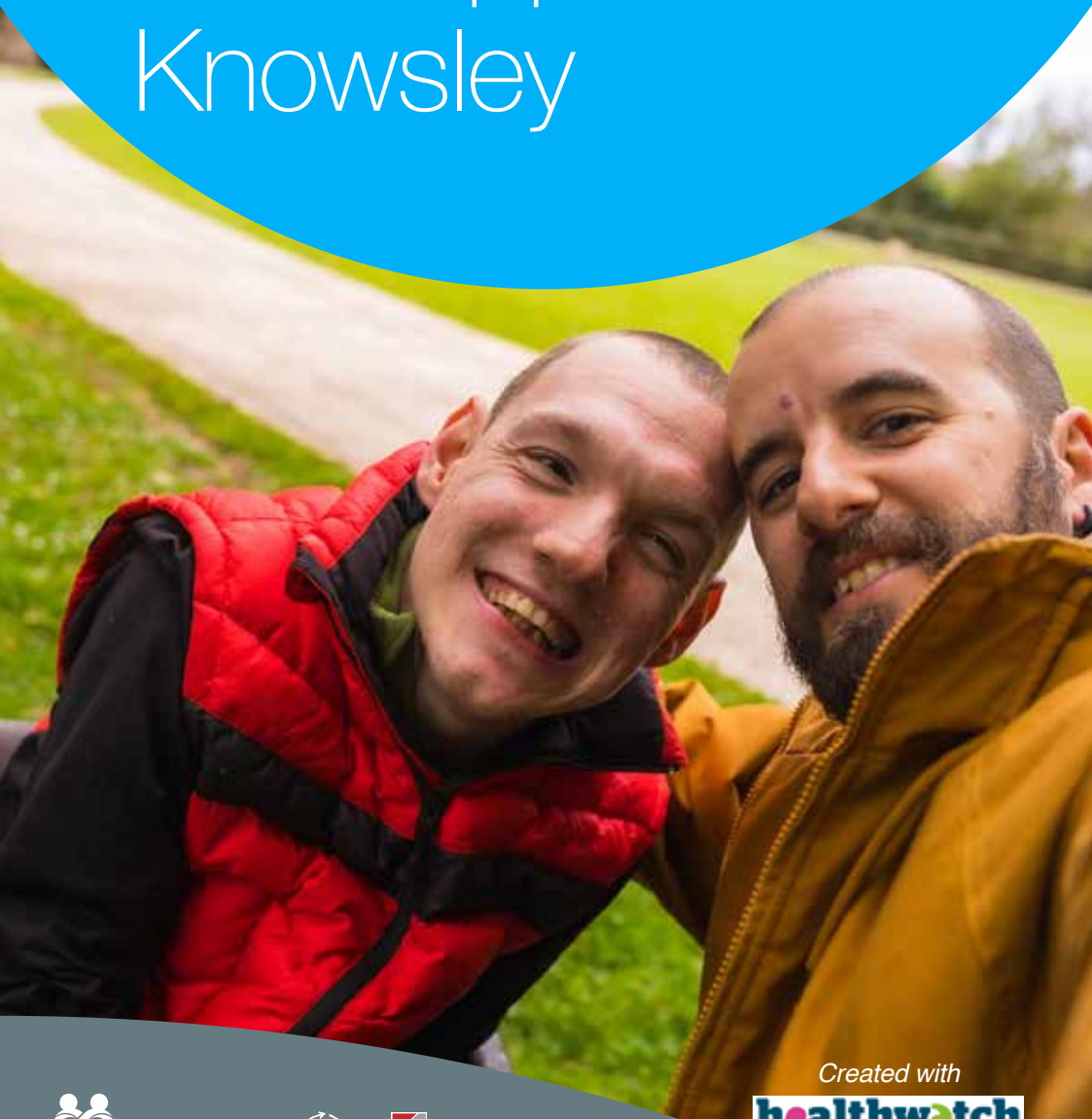


# Adult Social Care and Support in Knowsley



Adult Social Care



Knowsley Council

Created with

**healthwatch**  
Knowsley

We know from talking to our residents, that people want to live independently, in their own homes, for as long as possible.



In Adult Social Care, our approach to hospital discharge is focused on supporting people to be discharged from hospital quickly, safely and to support them to regain independence. We always aim to support people to return home although, at times, people may need some more specialist support when leaving hospital.

This support can include:

- providing a high level of support for a short period of time for example to help you recover from your admission
- A short period of residential care to support you to get back on your feet
- providing information and advice in a format that you would prefer
- referrals to community-based support services such as community centres or services that can help you with tasks like shopping and cleaning
- providing you with equipment or technology enabled care tools, such as pendant alarms or medication dispensers, to help you remain independent in your own home
- providing support and services in your own home including help with your personal care needs

You will often find that the support you need can be provided by your family or friends, but there is also lots of support available in your community to help you when you need it. You can search the Live Well Directory [www.thelivewelldirectory.com](http://www.thelivewelldirectory.com) to find out what is going on in your area. You can also call Healthy Knowsley on **0800 0731 202** for advice and information to improve your health and wellbeing.

**If you are concerned that you or somebody you know is at risk of abuse or neglect, please contact us on 0151 443 2600 to make a safeguarding referral.**

Sometimes you will need more specialist support after being in hospital, if this is the case we will complete a social care assessment with you to help us understand what care and support you need.

## What is a social care assessment?

A social care assessment is the way we decide if you have needs that we can support you with. This is called being eligible for care and support. During the assessment we will have a conversation with you about what things you can do for yourself, what is important to you and what you want to achieve. We will share information with you before the assessment about the eligibility criteria for care and support, and we will share the outcome of the assessment with you too.

## How do I request a social care assessment?

The staff on the ward you are on will discuss your discharge plans with you, if they think you would benefit from support from Knowsley Social Care they will complete a referral for an assessment.

We understand that most people want to leave hospital as soon as they are no longer unwell and we will work quickly to carry out an assessment as soon as possible.

All people in England receiving adult social care services must pay for their support. You should expect to pay towards the cost of support services unless your assets, savings and income are very low. Some of the support you receive when leaving hospital may be free of charge for a short period. However, most support will have a charge including any long-term support that is arranged for you after discharge from hospital.

## Who carries out the social care assessment?

The social care assessment is carried out by a suitably trained practitioner who will visit you on the ward to complete the assessment.

## Can somebody attend the social care assessment with me?

Yes, you can have people with you to support you and offer their views. This could be a carer, family member or friend, or anyone else that you trust.



# Accessing Adult Social Care in Knowsley



## 1) Referral

The staff on your ward will discuss your discharge with you and refer to us if you need Adult Social Care support.



## 2) Assessment

If it appears that you may need care and support, we will carry out an assessment of your needs.



## 3) Eligibility

We will then decide whether you are eligible for care and support.



## 4) Care and Support Planning

If you are eligible, we will work with you to make a support plan.



## 5) Financial Assessment

A financial assessment will be carried out to see if we will help you pay for your care. Most people will pay towards the cost of their care.



## 6) Annual Review

Every year, a review will take place to re-assess your needs and ensure the support you are receiving is still the right type of support. You can also ask for a review any time your situation has changed.

If you think you will find the social care assessment process difficult and you don't have anyone to help you, we can arrange for someone called an advocate to attend the social care assessment to help you get your views across. If you think this would be helpful you can let us know when we contact you to arrange the social care assessment or, you can contact the advocacy hub on **0300 3030 624** and tell them you need help with a social care assessment.

## What will happen during the social care assessment?

During the assessment we will work with you to find out what you want to happen following discharge and how we can support you to be discharged quickly and safely.

We will ask you questions about:

- **Keeping safe** - If you have any concerns about your own safety and wellbeing you can tell us about them and what you feel you need to help you stay safe.
- **Your support network** - if you have any friends, family or neighbours who support and can continue to support you.
- **What your day looks like** - your daily routine and how you manage things like washing, dressing and making meals.
- **Your health** - any health conditions you may have, any medication you take and any health services that support you.
- **Your home** - how you look after your home and if there is anything you need help with.
- **What's important to you** - What you enjoy doing, any hobbies and interests you have, what you enjoy doing in the local community and if there is anything you might like to do.



## What will happen after the social care assessment?

When the social care assessment is complete, we will tell you if you meet the eligibility criteria for care and support. The eligibility criteria is set nationally and is outlined within The Care Act (2014). To be eligible for care and support you must meet the following conditions:

- Your needs arise from a physical or mental health condition or illness; and
- As a result of this condition or illness, you must be unable to do **two or more** of the following
  - o manage and maintain your nutrition
  - o manage your personal hygiene
  - o manage your toilet needs
  - o make sure you're appropriately clothed
  - o be able to use your home safely
  - o maintain and look after your home
  - o develop and maintain family or other personal relationships
  - o access and engage in work, training, education or volunteering
  - o make use of facilities or services in the local community, including public transport
  - o carry out any caring responsibilities you have for a child
- And, being unable to do two or more of the tasks listed above, has a significant impact on your wellbeing.



## What happens if I am eligible for support?

If you are eligible for care and support, we will agree a plan with you to help you live the life you want and to stay safe and well. This will include:

- Which areas you need support in
- How the support provided will help you to achieve the things which are important to you, in the way you want to achieve them
- Making sure you have the information you need to give you choices and control
- Details of who to contact about your support
- When reviews will take place to make sure your plan is working or if your needs or circumstances have changed

Your support plan can include community services, informal support like family and friends and services the council arrange such as carers who visit you at home.

## If I need support, arranged by the council, how much will I have to pay?

Some of the support you receive when leaving hospital may be free of charge for a short period. However, most support will have a charge including any long-term support that is arranged for you after discharge from hospital.

Following your social care assessment, we will contact you to arrange a financial assessment.

The financial assessment is based on your income, savings, expenditure and the support you are receiving. The financial assessment calculates the maximum that you can be expected to pay for support services which are provided to you.

If you have more than £23,250 in savings or other investments, you will be expected to pay the full cost of your care and support services. If you own the property that you live in it will only be considered if you no longer live there as your main home, for example if you move into a care home to meet your needs.

Your support will start when you need it. Your financial assessment may take place after the support begins. You will be expected to pay from the day your support starts. Therefore, you may receive an initial bill where charges have been applied and backdated to the date your support started.

If you are having difficulty paying your bills, please tell us as soon as possible. We may be able to offer you information or advice which could prevent you getting behind with your bills or falling into debt. If you have any queries about making payment for your care please ring the Sundry Debtor Team on **0151 443 4455**.

## How will my support plan be reviewed?

We will carry out a review 4-6 weeks after your hospital discharge. During the review we will talk to you about how you have been managing since you were discharged from hospital and what support, if any, you may need in the long term.

If you find that you need help before your review is due please contact us on **0151 290 2023** and we will arrange an earlier review.

Lots of people only need support for a short period when leaving hospital and you may not want any further support from us following your review, if this is



the case we will end our involvement and send you a letter to let you know how to contact us in future.

If you find your support plan is working well and you continue to need the support in the long term your allocated worker will close your case, and pass it to our Review Team who will review your support every 12 months. If your needs change before your next review, or your support is no longer working for you, you can contact us on **0151 443 2600** to arrange an earlier review.

If your support isn't working well and you need to change it we will refer you to one of our other social work teams who will continue to work with you to get your support right.

## What happens if I am not eligible for support?

If you are not eligible for care and support, we will send you a letter with our decision and a copy of your social care assessment. We will give you advice on other services you can use and information about how to get help in future.

There is a lot of support for residents wanting to take more care of their own health and wellbeing. This includes advice on healthy eating, support to give up smoking and much more.

You can find lots of useful information on the Healthy Knowsley website [www.healthyknowsley.co.uk/](http://www.healthyknowsley.co.uk/).

There are also lots of community organisations and groups for you to join or get involved in. You can search the Live Well Directory [www.thelivewelldirectory.com/](http://www.thelivewelldirectory.com/) for things that are available in your area.

## What happens if I am unhappy with the outcome?

If you are unhappy with the outcome, you can make a complaint. For more information about how to make a complaint please see the Knowsley Council Website

<https://secured.knowsley.gov.uk/haveyoursayform>

or contact us by telephone on **0151 443 3231**.

You can also contact Healthwatch Knowsley to raise a concern about the social care assessment process by visiting their website at [healthwatchknowsley.co.uk](http://healthwatchknowsley.co.uk) or call **0151 449 3954**.