

How adults living in Angus can access Social Care Support



Health and Social Care for Adults

The Scottish Government has introduced legislation to ensure that people who need support have more say in arranging the support they need. This is called self-directed support. This legislation will give people as much choice, control and responsibility as they want in organising their own support. The Scottish Government also want health and social care provision across Scotland to be joined-up and seamless, especially for people with long term conditions and disabilities, many of whom are older people.

Our vision for health and social care in Angus is one where people are valued as an asset, their voices are heard and they are supported to enjoy full and positive lives in their own home or in a homely setting.

We will place individuals and communities at the heart of our service planning and delivery to ensure we can deliver person centred outcomes.

By working better together staff from the statutory, independent and voluntary sector can more easily identify people who are most at risk and then put together a combined package of care, support and lifestyle advice designed to keep them healthier and independent for longer.

To do this we need to change the way support is provided. We will build on the work that is already happening and work closely with you and your family to develop new ways for health and social care services to provide the support you need.

This booklet helps adults living in Angus to understand what support is available and how to access it.

Our aims

We aim to

- Make it easy for you to contact us
- Help you as quickly as we can
- Enable you to be independent
- Enable you to play an active part in your community
- Enable you to stay healthy and safe in your own home
- Help you to maintain your personal dignity
- Identify the funds available to meet your needs
- Help you achieve your goals
- Provide high quality care for people who are at risk

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“On my support plan I wrote down the things that are important to me. I had to do this to see what I wanted to change.”

Who do we help?

Adults with community care needs including:

- Adults at risk of harm
- Adults with physical and sensory disabilities
- Adults with learning disabilities
- Adults with mental health needs
- Adults with drug and alcohol problems
- Carers

Everyone can get information and advice from us. If you need further support we will agree that through a process of assessment and support planning focused on what is important to you.

Contacting us

It can be difficult to know who to contact to find out what support is available. ACCESSLine can help direct you to the right person or organisation.

You can call ACCESSLine on 08452 777 778

ACCESSLine may divert your call to the First Contact service for advice and information.

The First Contact team incorporates a variety of staff from occupational therapy, welfare rights and care management. The aim of First Contact is to provide you with a quick assessment of your enquiry and where possible a speedy response. The staff work together to deal with your enquiry providing you with information, advice and assistance, often without the need for further assessment.

A referral for further assessment may be made once we have established what your needs are. This means meeting with a member of staff to identify any longer term support needs you may have. A member of the First Contact team will help you to do this by taking your details and completing a request for an assessment on your behalf.

“I was surprised at how safe having an alarm made me feel.”



First Contact can help you with:

- Care and support in your home
- Staying independent
- Personal care
- Support for carers
- Blue badges
- Keeping safe and healthy
- Benefits advice and access to debt advice
- Information on local services
- Equipment and home adaptations
- Care homes

Community Equipment - If you are assessed as eligible for equipment such as a bath seat or a raised toilet seat you will receive the item from the Angus Joint Equipment Loan Service (AJELS).

Community Alarm Service and Telecare products help to keep you safe and independent. Discreet sensors send alerts to a 24-hour control centre, reducing the risks arising from falls and other potentially dangerous situations in the home.

If you need long-term support

Every person's situation is unique. We can give advice to anybody but we can only provide long term supports for those who are assessed as being eligible for support. This might include:

- Care and support in your home
- Personal care
- Support for carers
- Care homes

We have to make people with the greatest needs our top priority. To help us decide who needs our help the most, we use eligibility criteria following national guidelines from the Scottish Government.

For more information about eligibility criteria, please read our factsheet Assessments and Eligibility for support.

Information about you

If you contact us for information or for an assessment of your needs, then we may ask you for your personal details. The information that you give us will be used to process your request for information and if necessary to help organise an assessment of your needs. With your permission we may share these details with other service providers. The information will be held securely and will be treated as confidential except where the law requires it to be disclosed.

Protecting adults from abuse

Throughout Scotland some adults are at risk from all kinds of harm. Thankfully there is a law to support and protect more vulnerable people. This

You can call ACCESSLine on **08452 777 778**

is called the Adult Support and Protection (Scotland) Act 2007. This law makes it everybody's job to share information if they are worried about someone being harmed. It is everybody's job to help you if you are at risk of harm.

A number of adults may experience harm such as:

- Physical abuse
- Neglect
- Being bullied or threatened
- Being forced or pressured into sexual activity
- Having their money or possessions taken
- Not receiving the care that they need
- Financial harm (including from people they know)
- Mail or telephone scams.
- Being victims of rogue traders or doorstep callers.

**More information online at www.aapc.org.uk
To report a concern, call First Contact on
08452 777 778**

Assessing your needs

The Enablement Service aims to meet your short term support needs and promote independence making it possible for you to continue to live independently. This service may be offered to people who are living at home or being discharged from hospital. This service may last up to six weeks during which time any longer term support needs you might have will be assessed.

This assessment enables us to decide what help you need and to work with you to decide what sort of support will be best for you. Before an assessor visits we will send a questionnaire to help you think about what support you might need.

The assessment will help us to look at what's important to you, your particular situation and decide with you what we can do to make your life better. We will look at your particular circumstances and how they affect your safety and independence.

Once we've agreed how much support you need, we will explain how much money is available to provide support. We call this your calculated budget. We will work with you to agree how best to spend this budget to get the right support for you.

If you have an informal carer, for example a wife, husband, partner other family members or a friend they may also need an assessment. Your assessor will discuss this with you and your carer.

Carers

We value and respect the role of informal carers. Carers may be entitled to an assessment of their needs by Angus Council, either separately from, or together with the person they care for. If the carer is eligible, then they may also receive support.

You can talk to your assessor about this.

There is also Angus Carers, a voluntary organisation, who provide local support to carers.

For further information about Angus Carers, or to join contact the Carers Centre at:

3 Fisheracre

Arbroath

DD11 1LE

T: 01241 439157

F: 01241 876903

E: enquiries@anguscarers.org.uk

Making a financial contribution

The budget calculated for your support is based on your needs. The amount you may have to contribute towards your budget will depend on your income and savings. We will not ask you to pay more than you can reasonably afford.

We will ask you about your financial circumstances so that we can decide how much you may have to contribute to your budget.

More information about how we calculate your contribution can be found in our fact sheet Financial assessment and making a financial contribution.

Agreeing your Support Plan

How you plan to spend your budget to meet your assessed needs is agreed in your support plan.

We will agree with you:

- What you want to achieve from any support (your outcomes)
- The level and type of support you need
- How much responsibility you want to have to organise your support

Your assessor will help to write your support plan. You can also get help from your friends and family or an independent person.

Your plan should answer these questions:

- What is important to you?
- What do you want to change or achieve (what are your 'outcomes'?)
- How will you be supported?
- How will you use your Personal Budget?
- How will your support be managed?
- How will you stay in control of your life?
- What are you and others going to do to make this plan happen?

Your support plan should consider support that is available from carers, family, friends and other people including voluntary and community organisations.

Your assessor will help you to organise the right mix of support to achieve the goals and outcomes.

Support could include personal care, community meals, residential care, supported employment, community equipment and help for carers.

Your support plan will need to be agreed with us before your support can actually be organised.

Once we have a support plan that we have all agreed on, we will let you know how much your support will actually cost – this is the agreed version of your Personal Budget.

We will then help you find supports or activities that will enable you to meet your needs.

Organising your support

There are different ways to organise the support you need. How it is organised depends on how much choice, control and responsibility you want to have. Once you've decided on the type of support you need you can choose to organise it by:



- **A direct payment**

You can receive a payment which will let you organise your own support for example employing a personal assistant to help you with the tasks we've agreed that you need. You may have to set up a bank account for your direct payments and keep us informed about how you are spending the money.

- **Direct your personal budget**

You can ask us to arrange your support with particular providers at times that suit you best and where you want to receive that support. We will have to set up arrangements on your behalf. This might mean undertaking checks on the organisations you have chosen before this can happen.

- **Support organised for you**

We can decide with you what support you need and arrange it on your behalf.

- **Mix and match**

You can choose to have different levels of control over different types of support using the three approaches explained above. Your assessor can talk you through these options in more detail and we can arrange for independent help if you need support to decide which option would suit you best.



What to do if you are not happy with your support

We always endeavour to provide good services, but if you are unhappy with a service we provide and if we arrange or pay for your service from an independent provider, you have the right to complain to either the provider themselves or to us.

Phone ACCESSLine on 08452 777 778 or NHS Tayside on 0800 027 5507

Anyone receiving a service from an independent provider can also contact the Care Inspectorate to raise concerns about the provider.

**The Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY**

**T: 0845 600 9527
E: enquiries@careinspectorate.com**

You will have to sign agreements with us and with providers once your support is arranged. These agreements make it clear what support is to be provided.

Finding out what support is available in your area

Doing things in a different way may mean that following your assessment some or all of your support will come from groups or organisations from the voluntary sector as well as private service providers based within your area and not always from Angus Council or NHS Tayside.

Community supports that can help us to live well, are all around us but how do we find them? You might find out about a local source of support by word of mouth or from a community centre, library or medical centre notice board and supermarkets often have community notice boards.

Voluntary Action Angus (VAA), the Angus based voluntary centre, has details of organisations that provide a wide range of activities and supports. They can be contacted by phone on 01241 875525 or 01307 466113 or email info@voluntaryactionangus.org.uk.

You can also visit them at 32-34 Guthrie Port, Arbroath, DD11 1RN or 1-3 St James Road, Forfar, DD8 2AQ

Information about organisations and groups across Angus can be found at www.aliss.org a search engine listing everything from groups, clubs and classes for all tastes and interests.

Information about Self-directed Support and registered service providers can be found at **www.angus.gov.uk/A-Z**

Your assessor can also help to direct you to other sources of information.

Having your say

To help us improve, we monitor the effectiveness of our work and carry out regular consultations to make sure that our services are what people want. If you would like to have a say in planning the way services are delivered in your area, we welcome your suggestions or comments.

You can phone ACCESSLine 08452 777 778 or go online at www.angus.gov.uk/publicconsultation or YourNHSTayside.scot.nhs.uk

Our Factsheets

For more detailed information about the support we offer, we have a range of useful free factsheets. Our factsheets are constantly updated and are available either online at www.angus.gov.uk or from First Contact. Or discuss your information needs with your assessor