

Adult Social Care Services

Working with you to understand your needs and circumstances

This leaflet explains the ways in which we help with care and support.



The way we are organised

Adult Social Care is organised in 3 localities (East, West and Central) so that people are supported by a team which is focused on their local area and linked to their GP surgery wherever possible. There are some exceptions to this, including:

- our Sensory Needs team, which will cover the whole of the district
- our Joint Care Pathway Team, who work with people in hospital
- our Provider Services (Resource Centres, Residential services)
- our Reablement Team
- our Review Team, who make sure services are working well
- our specialist Mental Health Team

Help and Information

We provide a range of information, help and advice, including signposting to other local organisations, to assist adults (aged 18 or over) find support to live independently.

You may like to find out about the resources available in your local community and how you can find your own solutions by:

- Using our **West Berkshire Directory** <https://directory.westberks.gov.uk> where you will find information on a range of services, activities and local organisations.

If you cannot find what you are looking for then contact us by completing the Adult Social Care Enquiry form www.westberks.gov.uk/adultenquiry detailing what you would like help with or, if you would like to talk to someone about this, to contact the three localities call **01635 503050** and an operator will help to find the right team for you.

Understanding your needs

Before we can work out the best way forward in your situation, we will talk to you to understand what you want and need. This may involve a discussion about resources in your community that might be helpful for you. It will also look at your strengths, things you can still do independently, and things where your family, carers or wider community can help you.

We will work with you to work out ways we can help maintain or improve your wellbeing and prevent and reduce the care and support you need. The conversation may include consideration of your care and support needs against national eligibility criteria www.legislation.gov.uk/ukpga/2014/23/contents.

If you are assessed as having eligible care and support needs; we will work with you to identify solutions and agree the things we need to do to meet your requirements. You may be allocated a Personal Budget to use to pay for your care and support.

A Personal Budget can be used in three ways. You can:

- take your personal budget as a **Direct Payment** that you then decide how to spend
- ask West Berkshire Council to arrange, manage and pay for your support - this is called a **commissioned service**
- choose a **combination of both**

We will agree how you want to manage your Personal Budget and write them down in a detailed Care and Support plan for you. Further information about Direct Payments and who can receive them is available on our website www.westberks.gov.uk/directpayments

Paying for your care

Adult Social Care is chargeable. Following your Care and Support Needs Assessment www.westberks.gov.uk/careassessmentandeligibility, you will be offered a financial assessment along with advice about any welfare benefits that could be available to you to help pay for your care.

How much you have to pay towards the cost depends upon your personal financial circumstances only, and does not include those of your partner. Some people pay the standard charge for the service they receive, whilst others pay a part of the cost, and some make no financial contribution at all.

Guidance notes, to help explain how your contribution will be worked out are available on our website www.westberks.gov.uk/chargesforyourcare

Are you a carer of an adult?

If you provide necessary unpaid care or support to an adult family member, friend or partner, you may be eligible for support. Adult carers that look after someone who lives within West Berkshire can request a carer's assessment by:

- Completing our online enquiry
<https://www.westberks.gov.uk/adultenquiry>
Alternatively, call **01635 503050**.
- Downloading and completing the Carers '*Understanding your Needs*' Information Gathering form,
www.westberks.gov.uk/carers-understanding-your-needs-form a document which provides a range of questions/prompts that may help you consider your caring role. Alternatively, printed copy can be posted to you.

Both of these can be found on our webpage:

Support for carers www.westberks.gov.uk/carerssupport

You have a the right to a carer's assessment even if the person you look after does not want a needs assessment themselves.

Equalities

If you require this information in a format more accessible to you, please contact Adult Social Care using the details below.

For further information about this service

Telephone: **01635 503050** you can leave a message and/or request a call back or email: adultcare@westberks.gov.uk alternatively complete the Adult Social Care Enquiry form www.westberks.gov.uk/adultenquiry

Visit www.westberks.gov.uk/adultcareadvice for more information about services and copies of our Adult Social Care leaflets.

Out of hours Social Care emergencies only

Telephone: **01344 351999**