

A guide to Adult Social Care

What we can offer

2019/20 edition

Getting this information in other formats

English

You can get all of our leaflets in a format and language to suit your needs. If you would prefer this information in another language or alternative format (for example Easy Read, Braille, on audio tape or CD, or in large print), please contact us using the details below.

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191 (Calls are charged at your phone company's local rate.)

Text: 07797 878 111

Minicom via type talk – 18001 0345 60

If you use sign language we can offer you an interpreter for conversations with us.

Albanian

Mund të merrni të gjitha broshurat tona në një format dhe gjuhë të përshtatshme për nevojat tuaja. Nëse preferoni të keni këtë informacion në një gjuhë ose format tjetër (për shembull, për lexim të lehtë, me Braille, me shirit kasetofonik ose CD, ose me germa të mëdha), ju lutemi na kontaktoni me hollësitë e mëposhtme.

Arabic

يمكنك الحصول على جميع منشوراتنا الإعلانية بالشكل واللغة التي تناسب احتياجاتك. إذا كنت تفضل الحصول على هذه المعلومات بلغة أخرى أو بتنسيق بديل (مثل طريقة القراءة السهلة أو برايل أو على شريط صوتي أو قرص مضغوط أو بخط كبير)، فيرجى الاتصال بنا عبر التفاصيل أدناه.

Bengali

আপনি আমাদের সকল প্রচারণা আপনার জন্য উপযুক্ত আকারে এবং ভাষায় পেতে পারেন। আপনি এই তথ্য অন্য ভাষায় বা বিকল্প আকারে পেতে চাইলে (যেমন ইজি রিড, ব্রেইল, অডিও টেপ বা সিডি-তে, অথবা বড় ছাপা অক্ষরে), অনুগ্রহ করে নীচে দেওয়া বিবরণ ব্যবহার করে আমাদের সাথে যোগাযোগ করুন।

Cantonese

我們可以根據您的需求，以適合的格式和語言提供所有宣傳單。如需此資訊的其他語言版本或其他格式（如易讀版、盲文、錄音帶或 CD 或大字印刷體），請使用上述詳細資訊與我們聯絡。

Kurdish

دهتوانیت هه موو نامیلکه کانمان وه ریگریت به فۆرمات و زمانیک که له گه ل پدواویستییه کانت ده گونجیت. ئە گه دهتهوویت ئەم زانیاریانه به زمان یان فۆرماتیکی تر بۆ تۆ ئاماده بکهین (بۆ نمونه، ئیزی پید/ئاسان خویندنه وه، خهتی برهیل، کاسیت یان سیدی دهنگ، یان به چاپی گهوره)، نکایه له ریگه ی ئەم ژماره و ناو نیشانانه ی خواره وه په یوه ندیمان پتوه بکه.

Mandarin

我们可以根据您的需求，以适合的格式和语言提供所有宣传单。如需此信息的其他语言版本或其他格式（如易读版、盲文、录音带或 CD 或大字印刷体），请使用上述详细信息与我们联系。

Polish

Wszystkie nasze ulotki można otrzymać w formie i języku dostosowanym do indywidualnych potrzeb. W razie chęci otrzymania niniejszych informacji w innym języku lub formie (np. wersja do łatwego czytania, alfabet Braille'a, kaset audio, płyta CD lub wydruk dużą czcionką), należy się z nami skontaktować korzystając z danych podanych poniżej.

Portuguese

Pode obter todas as brochuras num formato e num idioma que se adequa às suas necessidades. Se preferir estas informações em outro idioma ou formato alternativo (por exemplo, Leitura Fácil, Braille, em cassete de áudio ou CD, ou em impressão grande), por favor, contacte-nos utilizando os detalhes abaixo.

Russian

Наши буклеты предоставляются в том формате и на том языке, которые подходят вам. Если вы хотите получить информацию на другом языке или в другом формате (например, в упрощенной форме, шрифтом Брайля, в виде аудиозаписи, компакт-диска или в напечатанном виде), свяжитесь с нами по данным, указанным ниже.

Turkish

Tüm broşürlerimizi, ihtiyaçlarınıza uygun formatta ve dilde edinebilirsiniz. Bu bilgiyi başka bir dilde veya (kolay okuma, Braille alfabesi, ses bandı, CD veya büyük harfli baskı gibi) alternatif bir formatta edinmek isterseniz, lütfen aşağıdaki bilgileri kullanarak bizimle iletişime geçiniz.

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A guide to Adult Social Care

Who we are and what we do

Adult Social Care and Health is a department of East Sussex County Council. We work with people aged 18 or over who live in East Sussex.

We aim to enable you to live as healthy and independent life as you can, for as long as you can. We look at your strengths, capabilities, wider support network and community, as well as the difficulties you're experiencing, and work with you to find solutions.

Examples of people we work with include those who:

- Want to stay living at home but are finding it difficult to cope.
- Would like to get out and about into their community but, as a result of a health condition or disability, are unable to do so.
- Need information on how to access alternative, more suitable accommodation.
- Look after someone that couldn't cope without their help.

You should also contact us if you are at risk of harm, or are concerned about someone else at risk of harm by calling 0345 60 80 191.

Out-of-hours (emergency) support

If you call outside of Health and Social Care Connect's normal office hours our Emergency Duty Service will respond to any serious Adult Social Care issues that cannot wait until the next working day.

In this leaflet we will introduce you to how we can work with you, and where you can find more information. For example:

- We may be able to assist you through information, advice, and help to access community support.
- There may be short-term solutions or support that we can help you to access to prevent you having greater difficulties in the longer term.
- We may be able to provide some equipment or minor changes to your home to help to keep you safe and independent.
- If you need ongoing support, you may wish to have a social care needs assessment. This is where we look in more detail with you at your needs and strengths, to find out if you have eligible needs and what sort of social care support would help.

To confirm if you are eligible for support we use 'eligibility criteria' set by the government. To be eligible you must have care and support needs as a result of a physical impairment and / or a mental impairment and / or an illness which impact on at least two areas of your daily life and have a significant impact on your wellbeing. For more information on the eligibility criteria you can read our factsheet 'Who qualifies for our support'.

- If your social care needs assessment shows that you have eligible needs, we'll also complete a financial assessment with you, to tell you what you will need to pay. Most people pay some or all of the costs of their care.

Even if you do not have eligible social care needs, we will give you information and recommendations about your options and support that could help you.

In the next sections of this leaflet we'll describe how we can work with you in more detail.

How we can assist you

Information and advice

We have lots of sources of information available.

- There's a broad range of information available on our website, as well as links to other helpful websites and directories.

You can visit our website to learn more about local services and service providers, local community and voluntary organisations that could support you, and to find out how to get more involved in your community.

You can also fill in an online application for social care support, apply for a blue badge, apply for a Carers Card, register a disability, read our guide on going into or leaving hospital, and much more.

Website: www.eastsussex.gov.uk/socialcare

- We produce a range of printed information leaflets. These are available on our website or you can request any of our leaflets and factsheets from Health and Social Care Connect.
- If you'd like to speak to someone you can contact our Health and Social Care Connect Advisors by email or Phone, or use the Web Chat option on our website.

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191.

You'll find our full contact details at the end of this leaflet.

Discussing your options, and short-term support

If you're not sure what you might need or what could help we will have an initial conversation with you, usually over the phone. This will help us to understand your needs and to discuss possible options, including ways to build on your strengths, and support that might be available to maximise your independence.

For example, we can talk to you about:

- Local services.
- Organisations that can help you improve your health and wellbeing or live more independently.
- Ways to connect with your community or get support from your wider network.
- Equipment that could help you.
- If you have sight or hearing difficulties, or are deafblind, we may be able to recommend or provide equipment or other support, such as mobility training.
- Your accommodation options.
- How to access support with your finances, debt or benefits.

These are just some examples, our conversation and suggestions for support will depend on your needs and what you would like to achieve.

Depending on your needs, you may be invited to come to one of our Occupational Therapy Clinics. The clinics offer advice on managing at home, and can provide some equipment and small adaptations to support you (some equipment and adaptations under £1,000 are free). The clinics can also offer advice for carers, and undertake carers' assessments where appropriate.

Short-term support to maximise your independence

You may be offered a period of reablement, depending on your needs. This is a short-term service that helps you get back daily living skills that you may have lost because of an accident, illness or disability. For example, support after you've come out of hospital. Reablement is provided by a number of different professionals, who work with you to help you get back your confidence and daily living skills. This could include looking at alternative ways of managing everyday tasks, and the team will help you set goals and monitor your progress.

The support you receive can be in your own home or, if necessary, in another residential setting. We aim to be flexible in what we offer to meet your needs.

Whatever the setting, reablement is always time limited. It's normally for between two to three weeks, but occasionally slightly longer, depending on your needs and progress.

You will not be charged for the agreed period of reablement, but you may be charged for any care and support you need after this. What you will need to pay will be determined by a financial assessment. See our 'What you will need to pay towards the cost of your care and support' leaflet.

Ongoing support

If our initial conversations suggest that you need ongoing social care support we can complete a more detailed assessment of your needs. This assessment helps us to understand more about you, including your daily life, your strengths and your support needs, and to see if you are eligible for support from us.

To be eligible, you must meet the national eligibility criteria set by the government. This criteria enables us to ensure that the limited budget local authorities have is spent on the people who most need care and support, and that all adults across the country have equal

access to support. For more information you can read our factsheet 'Who qualifies for our support'.

Unlike NHS healthcare, social care and support is not free, and the majority of people pay some or all of the costs of their care. We will therefore also assess your finances to see what you'll need to pay.

If you have more than £23,250 in capital and assets, you'll be expected to pay for your care yourself. This does not include the value of your property unless you're moving into a care home. If you need social care support and have less than £23,250 in capital and assets, we will complete a financial assessment and let you know what you need to contribute towards your care. For further information see our 'What you will need to pay towards the cost of your care and support' leaflet.

When you contact us we will talk to you about what will happen next and how long it is likely to take.

Control over your care

From working out your care and support needs, to deciding what support you get, you'll be able to have your say at every stage. For more information see our 'Assessment, Review and Support Planning' factsheet.

If you are eligible for support and for us to contribute toward the cost of your care, one of the ways you can have control is by choosing Direct Payments. Direct Payments are an agreed amount of money that we give you so that you can arrange your own care. You can use this money to organise and buy the care and support you need, for example by employing your own personal assistant, instead of us doing this for you. If you want to employ your own personal assistant we can provide support to enable you to do this legally and safely.

If you're paying for your own care and support, we can still help you find and arrange services.

Accommodation and Housing options

If at any stage, whether during our initial conversation or during an assessment, you tell us you no longer feel able to remain in your own home we can talk to you about accommodation and support options.

There are a number of organisations that provide different types of housing and accommodation support. These include sheltered housing schemes, Supported Accommodation, Supported Living and Extra Care schemes (which have 24-hour on-site care staff), or residential accommodation. Your eligibility for these types of accommodation may depend on the outcome of a social care assessment.

For more information you can contact Health and Social Care Connect.

You can also find more information about paying for residential care in our leaflet 'What you will need to pay towards the cost of your care and support'.

More information on housing options

- You can find more information on housing and accommodation options, including local residential and nursing homes, on our online directory East Sussex 1Space.

Website: www.1space.eastsussex.gov.uk/Categories/1

- You can look up or request information on registered care homes from the Care Quality Commission (CQC), the organisation that regulates health and social care services.

Website: www.cqc.org.uk

Phone (National Customer Service Centre): 03000 616161

- Care Choices Ltd produces directories of care services and includes advice on choosing a care home.

Website: www.carechoices.co.uk
Email: enquiries@carechoices.co.uk
Phone: 0800 389 2077

If you need support to manage your housing

There is support available to help adults aged 16 and over (single people, couples and families) to live independently and to find, or stay in their own home. This includes services which visit people in their own home, and specialist accommodation services for young people, young parents, people with a mental health condition or a learning disability, homeless people and women needing women's refuges. For more information:

Website: www.eastsussex.gov.uk/socialcare
Email: HSCC@eastsussex.gov.uk
Phone: 0345 60 80 191

If you're at risk of homelessness

If you or someone you know is homeless or about to become homeless, you should first contact the housing office at your local district or borough council.

- **Lewes District Council**

Website: www.lewes-eastbourne.gov.uk Phone: 01273 471600

- **Eastbourne Borough Council**

Website: www.lewes-eastbourne.gov.uk Phone: 01323 410000

- **Hastings Borough Council**

Website: www.hastings.gov.uk Phone: 01424 451100

- **Rother District Council**

Website: www.rother.gov.uk Phone: 01424 787000

- **Wealden District Council**

Website: www.wealden.gov.uk Phone: 01323 443380 or
01323 443322

If you look after someone else

You are a carer if you look after someone who wouldn't be able to manage everyday life without your help. This could be an adult relative, partner, friend or neighbour.

If you look after someone you can ask for information, advice and support to help you in this role, and there are local schemes and organisations you can access.

For example; the East Sussex Carers Card allows you to register an emergency plan and offers discounts from shops and services. You can also join local support groups, and access information, advice and training for carers.

Care for the Carers is a local support organisation for carers. If you want to find out more about what is available, or if you're not sure what you need:

Visit the Care for the Carers website: cftc.org.uk

Email: info@cftc.org.uk

Phone: 01323 738 390

Text: 07860 077300

As a carer you may be eligible for support from us in your own right. To be eligible, you must meet national eligibility criteria.

To find out if you meet the criteria, you can complete a Carers Assessment either via our website www.eastsussex.gov.uk/socialcare or by contacting Health and Social Care Connect.

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191

For more information read our leaflet 'Do you look after someone?'. Care for the Carers is also able to help you to complete your carers assessment.

Keeping people safe

Everyone has a right to live a life free from abuse and neglect. Safeguarding adults is how people can get help to stop abuse and neglect from happening.

Adults who have care and support needs, and are unable to protect themselves because of these, may be at risk of abuse or neglect. Care and support needs may relate to a person's age, physical or learning disability, mental health needs or other illness.

Abuse and neglect can come in many different forms, including:

- **Physical abuse** (includes being hit, slapped, kicked, pinched or misuse of medication)
- **Domestic abuse** (includes any incident or patterns of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members)
- **Psychological or emotional abuse** (includes being shouted at, ridiculed, bullied, threatened or controlled by intimidation or fear)
- **Neglect and acts of omission** (when medical, physical and / or emotional needs are ignored)
- **Financial abuse** (when someone misuses or steals money or property, including scams and being pressurised into giving people money or paying for things)
- **Sexual abuse** (includes any sexual activity that someone does not agree to or cannot agree to)
- **Organisational abuse** (includes neglect and poor professional practice in a care setting such as a hospital, care home, or in a person's own home)
- **Self-Neglect** (when a person is unable and / or unwilling to care for themselves or allow others to do so)

- **Modern Slavery** (this can take many forms including but not limited to slavery, sexual exploitation, forced labour, domestic servitude)
- **Discriminatory abuse** (occurs when people are harassed, insulted or treated badly because of age, culture, mental health needs, disability, gender, race, sexual orientation, or religion or belief).

What you can do

If a crime is in progress, in an emergency or if life is at risk, call 999. To report a crime when it is not an emergency call 101.

If you have a concern about someone else let the person know that help is available and talk to them about what they want to do.

If you suspect abuse or neglect call Health and Social Care Connect on 0345 60 80 191 at any time (calls out of HSCC opening hours will be connected to the Emergency Duty Service).

What will happen next?

We will always take any report of abuse or neglect seriously, and will ensure the circumstances are looked into fully in a fair and confidential way.

We will:

- talk with the person who is at risk to find out what they want to happen in relation to the concern.
- support the person to have an advocate (someone to represent them) if they need one.
- talk to the police if a crime may have been committed.
- talk to other agencies that need to be involved.
- agree the best way of helping, including considering other types of support.

What to do next and how to contact us

Go online

If you'd like further information or advice, or to talk to us about accessing social care, you can visit our website: www.eastsussex.gov.uk/socialcare.

You'll find more information about social care here, as well as links to other helpful websites. You can fill out an online assessment to see what type of support you might need, and apply for social care.

You can also speak to Health and Social Care Connect using Web Chat.

Email or call us

Alternatively you can get in touch with our contact centre, Health and Social Care Connect (HSCC) via:

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191

Text: 07797 878 111

Minicom via type talk – 18001 0345 60

HSCC is open 8am to 8pm, 7 days a week including bank holidays.

Other ways to find information on social care support

- You can find a comprehensive guide to social care on the NHS website www.nhs.uk.
- Locally, if you'd like further information on what's happening in your community, like clubs, societies and events, you can use the **East Sussex Community Information Service (ESCIS)**.

Website: www.escis.org.uk

Email: escis@eastsussex.gov.uk

Phone: 01273 481754

- You can also visit **East Sussex 1Space**, our online directory of care, support and wellbeing services: www.1space.eastsussex.gov.uk.
- Our **Support With Confidence** scheme provides a directory of providers who offer home care and support services for adults in East Sussex. All scheme members have been vetted and approved to ensure they are committed to the highest level of quality, safety and training.

Services include support with personal care, gardening and home maintenance, financial advice, pet services, complementary and therapeutic services, personal development, day centres, leisure facilities, transport, and more.

For more information please visit the Support With Confidence pages of our website, or contact the Support With Confidence team:

Email: supportwithconfidence@eastsussex.gov.uk

Phone: 01323 463440.

**You can also find these services on East Sussex 1Space:
www.1space.eastsussex.gov.uk**

Living a healthy lifestyle

- Living a healthy lifestyle is important for everyone. Whether you have a long-term condition or not, making changes to your lifestyle, like stopping smoking and achieving a healthier weight, can have a very positive impact on your life.

To find out more about making changes to your lifestyle:

Visit the One You East Sussex website:

www.oneyoueastsussex.org.uk

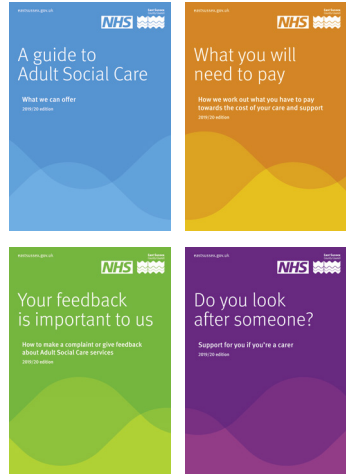
Phone: 01323 404600

Our leaflets and factsheets

We offer a wide range of leaflets and factsheets.

Leaflets available

- **A guide to Adult Social Care**
- **What you will need to pay towards the cost of your care and support**
- **Your feedback is important to us. How to make a complaint or give feedback about Adult Social Care**
- **Do you look after someone?**



Our factsheets

We also have a range of factsheets on topics including assessment, support planning and review, financial assessment and paying for care, safeguarding, mental capacity, and managing someone's affairs.

You can get all of our leaflets and factsheets in a format to suit you. If you would prefer this information in an alternative format or language please ask us.

You can get our leaflets and factsheets from our website at www.eastsussex.gov.uk/socialcare.

You can also request them from Health and Social Care Connect:

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191.

If you want to make a complaint or give feedback about your experience of social care

We want to provide quality services for everyone in East Sussex, so it's always helpful when you tell us what you think, whether this is good or bad.

If you want to compliment a member of staff or service you can contact the team directly.

If you want to make a complaint, it's also a good start to contact the person or team who has been involved in the situation you want to complain about. They will try to sort things out quickly.

If you would rather speak to someone else contact our Complaints and Feedback Team to give us any feedback including suggestions or compliments.

Adult Social Care Complaints and Feedback Team

East Sussex County Council
St. Anne's Crescent
County Hall
Lewes, BN7 1UE

Phone: 01273 481242

Text message: 07797 877777

Email: asccommentscomplaints@eastsussex.gov.uk

For more information about making comments or complaints please read our leaflet 'Your feedback is important to us'. You can get this leaflet from our website www.eastsussex.gov.uk/socialcare if you want someone to make a complaint on your behalf, please also read our factsheet 'Independent advocacy – someone to speak up for you'.

Healthwatch East Sussex

Healthwatch East Sussex is your local consumer champion for health and social care. For information about Healthwatch East Sussex and or to leave feedback about your experiences of services, visit www.healthwatcheastsussex.co.uk or phone 0333 101 4007.

Getting involved

If you would like to be involved in shaping our services, we are always looking for new members to join the People Bank. The People Bank is a database of volunteers who have an interest in our services. Membership is voluntary and there are many ways you can be involved. Once you have joined and told us how you'd like to be involved, the People Bank team will be able to match you with opportunities when they are available. For more information:

Visit our website: www.eastsussex.gov.uk/socialcare

Email: Consultation.ASC@eastsussex.gov.uk

Phone: 01273 481565

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