



A guide to Adult Social Care

Getting support





If you need help to understand this booklet and have no support please call Health and Social Care Connect:

0345 60 80 191

They will be able to answer any questions you may have.



What we do

Adult Social Care helps adults who need care and support. Anyone can ring us and ask for help.

We will talk with you about what you need. We call this an **assessment**.

We offer support services to the people who need most help.

If we can't offer you support, we will tell you what you could do next.



Some of the ways we can help

- Support at home if you have been ill or in hospital.
- Personal care – support to get washed or dressed.
- Changes to your home to help you move around and keep safe.
- Equipment or support if you are deaf or blind.

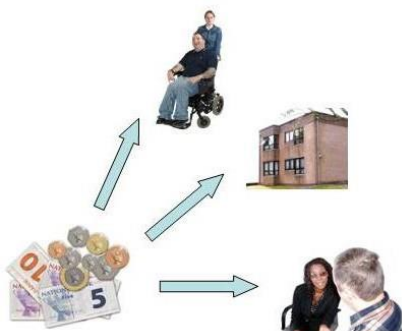


- Help finding support or a personal assistant.
- Help to connect with local support or people you know who can help you.
- Help to find support that suits your needs.
- Learning, work or social activities.
- Support during the day.

Will I have to pay for services?

Information and advice is free. You don't have to pay for an assessment.

You may have to pay for some services. How much you pay depends on what you can afford. We will look at how much money you have to work this out.



If you need help to pay for services, you will get a personal budget. A personal budget tells you:

- What we will pay
- And what you will pay





Planning your support

You will have a say which services you want to support you. You can then:

- get cash from your personal budget and pay the service yourself (this is called a direct payment),
- Adult Social Care pay the services for you.



Homes that offer care and support

If you are thinking of moving to a home that gives you care or support:

- We can give you good advice.
- We may be able to help you stay in your own home.
- We will help you work out what you have to pay.



If you are a carer

If you look after someone we may be able to give you some support.

Please see our easy read leaflet called 'Do you look after someone?'



If you have been treated badly or are worried about someone

Health and Social Care Connect:
0345 60 80 191

If it is an emergency, call 999

We will talk with the person. We will plan how to keep them safe.

Complaints and suggestions



If you would like to talk to us about your service or make a complaint call:

Telephone: 01273 481242

Text: 07797 877777

ascommentscomplaints@eastsussex.gov.uk



For more information

Health and Social Care Connect
St. Mary's House
52 St. Leonard's Road Eastbourne
BN21 3UU

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191

Text: 07797 878 111

Minicom via type talk – 18001 0345 60

