

Bradford Adult Social Care Factsheet

Getting Help and Staying Independent



My Assessment

Getting help and staying independent – what you need to know and how best to prepare for an assessment from adult social services

This factsheet will help you to know what to expect and how you can get ready.

If you or someone else has contacted adult social care services, we will arrange to talk to you, over the phone, online, or by visiting you. This is called an assessment. We will talk with you about what you want to get out of life and any information, advice or care and support that could help you to do this.

Our Role

Social workers, or other adult social care professionals, will help you to be as independent as possible, living the best life you would want to live. We'll talk to you about how you would like your life to be and any steps you can take to achieve this. This will include the support that your friends and family might give.

Our approach will always be proportionate. To begin with, we will provide you with information and advice. We know what's available locally which may help you, such as housing options, supported employment, local community groups and volunteering opportunities, support groups and community health services. We may suggest short term help or equipment that will help you regain your strength and confidence.

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Longer term, if you need extra or different support, we can arrange a fuller assessment where we can plan together for the future and talk about the various options available to you. We'll also talk about how funding and charges for work so that you can work out what is affordable to you.

Your Assessment

it is important that we choose the right methods for the right situation to support you to feel your voice is heard and your wishes are at the heart of your assessment. We will offer you a choice about how you would like your assessment, and in what environment (face to face, supported self-assessment or online, for example), assessment should take place. We will also consider professional issues such as safety. Assessment may take place over a number of different occasions at different times.

Before the appointment we will confirm the date, time and place. It is fine if you want to arrange to have a family member, friend or carer with you. If you wish to have someone independent (an advocate) for support we can arrange this. We will also ask what you prefer to be called and about any religious or cultural preferences and language or communication needs.

Things you might want to think about:

- what does having a good life mean to you and what needs to change so you can have one
- how you look after yourself and things that might help
- if someone else relies on you to look after them
- how you move around and getting out and about
- how you keep in touch with people that are important to you and do activities you enjoy

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- things we would find useful to know, for example about support you have arranged for yourself or assessments you have had, such as health or housing assessments

At the end of the assessment, we will agree what needs to happen next. The assessment is free, but if you need support at home or an adaptation to your home, we will work out your contribution. We will talk to you first to explain any costs or charges you may have to pay.

We will let you know what to do if you have any concerns or questions and how to contact us if things change and you need to get back in touch.

Getting Ready for your Assessment

You can prepare by thinking about what you are going to tell us, making a few notes/voice notes, taking photographs or collecting scrap/mood boards and listing any questions you have.

Things you might want to do:

- Find any documents you wish to show us, such as professional letters and, if there is anyone else that you would like us to talk to about your situation, make sure you have their contact details to hand.
- Prepare any areas of your home you might want to show us
- Talk to family and friends about ways they might be ready and willing to help you and about their ideas on what you need.
- Arrange to have someone with you, or for them to talk to us separately before or after your assessment
- Tell us if you need us to make any particular arrangements, for example to meet your language or communication needs. If you need more time to get ready, want to arrange for someone to be with you or have any

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immediate questions do please get in touch with us. Find contact details at the end of this leaflet or in the letter sent with this leaflet.

After Your Assessment

We will confirm what was agreed at your assessment. We contact you afterwards to see that you have all the information and advice you need. We will check that the plan we agreed is working out and you know how to get back in touch with us if things change and you need more, less, or different support.

If you have any questions or you are unhappy with the outcome of the assessment you can speak to the person who called or visited. You can also ask to speak to their manager.

If after doing that you want to comment on our service, or thank the team, you can visit Make a compliment or complaint about Adult Social Care | Bradford Council, use link: <https://www.bradford.gov.uk/compliments-and-complaints/make-a-complaint/make-a-compliment-or-complaint-about-adult-social-care>

Notes:

To get the most out of our discussion it is best to prepare beforehand. Start thinking about what you would like life to be like and what you value from how your life used to be.

Space for your notes

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Space to note what we agreed at your assessment

Our website

Information about adult social care – find out about services, day activities and apply online for meals on wheels or a Blue Badge. You can also make a comment or complain. Use link: <https://www.bradford.gov.uk/compliments-and-complaints/make-a-complaint/make-a-compliment-or-complaint-about-adult-social-care>

Connect to Support

Find national and local community groups, charities, services and activities, use link: <https://bradford.connecttosupport.org/>

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Contact

For more information you can contact us at the Information and Advice Hub on 01274 435400

Contact Independence Advice Hub - Online Form, use link:

https://onlineforms.bradford.gov.uk/ufs/contact_us_social_services.eb

Key Links

<https://www.bradford.gov.uk/compliments-and-complaints/make-a-complaint/make-a-compliment-or-complaint-about-adult-social-care>



<https://bradford.connecttosupport.org/>



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