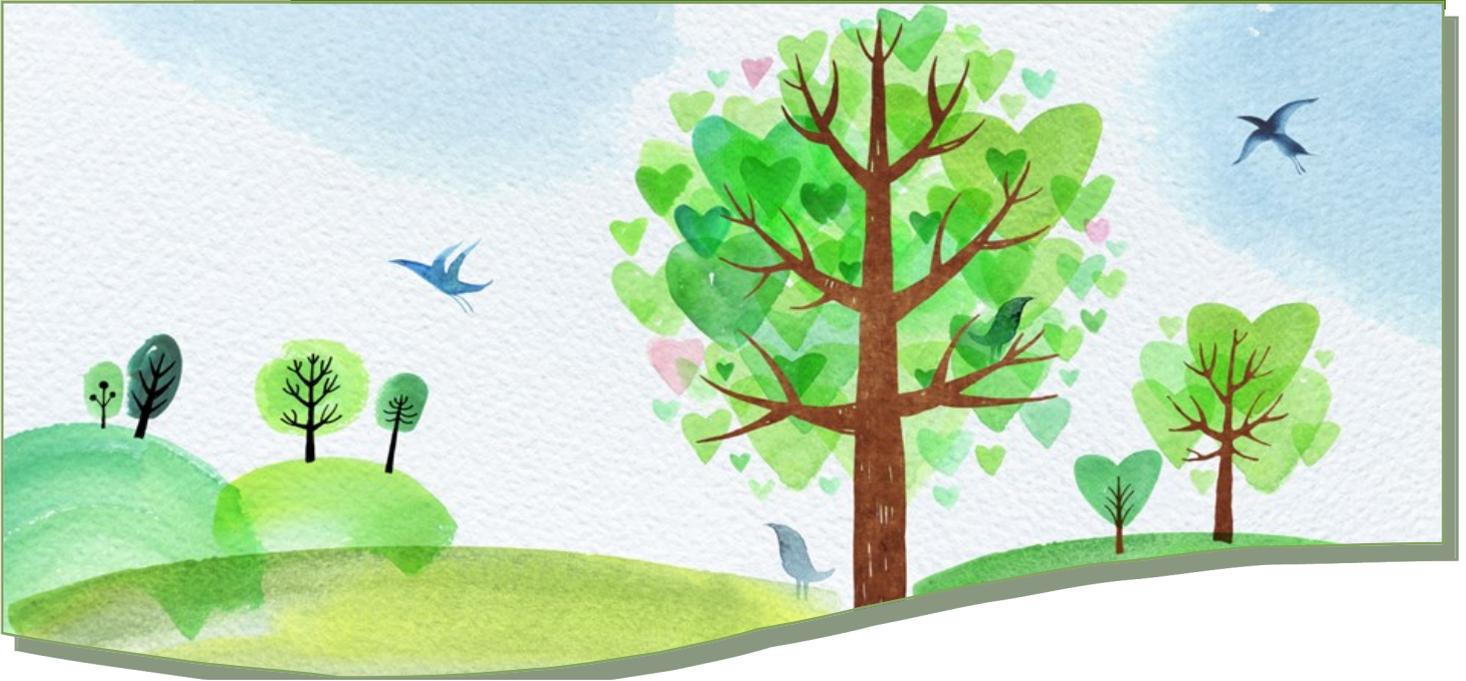




Care and Support FAQ

Questions You Might Ask



Welcome to the Care and Support FAQ

FAQ is short for Frequently Asked Questions.

In this leaflet you will find answers to questions that people often ask when they have care and support needs.

There are other leaflets available. You will find a list of these on page 11.

What is care and support?



'Care and support' is the help some adults need to live as well as possible with an illness or a disability. People sometimes need help with things like:

- getting out of bed
- getting dressed
- going to work
- cooking meals
- seeing friends
- caring for your family
- being part of the community

Where is care and support provided?



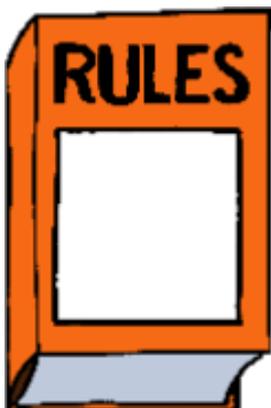
You may need support in your own home or you may need support to get out and about.

A lot of care and support is provided informally by family, friends or the local community. This might be a community group, a church or a charity.

Different organisations can provide support, depending on what your needs are.

Sometimes it is the Council that can give support.

When can care and support be provided by the Council?



If you have 'eligible needs' you can use the care and support service provided by Rutland County Council.

'Eligible needs' means that your needs meet certain requirements.

The government says what the requirements are.

The same rules apply around the country.

How can I find out if I have eligible needs?



To find this out you need to have an assessment.

To arrange to have an assessment you should contact the Adult Duty Team:

Telephone: 01572 722 577

Email dutyteam@rutloand.gov.uk

What is an assessment?



An assessment is a meeting that takes place if you have care or support needs that you would like the Council to help you with.

A person called an assessor arranges to talk about your current situation.

They will ask you about:

- Your health and wellbeing
- What your concerns are
- What is working well for you and what is not
- If there are any risks to your safety
- What sort of help you already have

From this meeting a report is put together called an assessment. It pulls together all the things you discuss. It says what your needs are and what outcomes you want to achieve.

The assessor will give you their professional opinion about how best to meet your needs and the outcomes.

You may draft a care and support plan together to look at how your needs can best be met.

Can my family and friends be involved in the assessment?



Yes – if you would like them to be.

We will work with you and any carers, family members or friends that you would like to be involved.

Can my family and friends be involved in the assessment?



Yes, Rutland County Council can arrange for an independent advocate to support you.

What happens after the assessment?



We will write to you about your assessment.

The letter will say whether you are eligible for support from Rutland County Council.

- If you are eligible, we will agree a care and support plan. (You can read about this on the next page)
- If you are not eligible, we will make sure you have information to help you.

Sometimes we can give advice about how to prevent and delay the need for care and support.

What is a care and support plan?



This is an agreement between you and the Council that shows how your care and support needs will be met.

In this plan it will say whether there are eligible needs that the council will pay for.

Sometimes the needs can be met in other ways.

The plan sets out how you can continue to do the things that are important to you and your family, with the right level of care and support.

There will be a personal budget in the plan (there is more about this below). This will help you understand how much it will cost to meet your needs and how this money will be spent.

You must be involved in preparing the plan and agreeing with it.

If you want, you can have help from a relative or friend or advocate.

Charges and paying for your care and support

Is care and support free?



Some types of care and support are free (for instance, information and advice).

Some types have to be paid for.

Care and support is not a free service for everyone.

What will I have to pay?



Most people who need care and support will pay at least something towards the costs. You will only be asked to pay what you can afford for your care and support.

Sometimes a person will pay the full cost. Sometimes the cost will be shared between the person and the Council.

To decide what you can afford to pay, we will carry out a financial assessment with you. We will look at your income and any assets you have. This could be a house or savings. We will then calculate how much you can afford to pay.

Should I get independent financial advice?



Paying for care and support can be complicated. It is a good idea to get some independent financial advice before making any decisions. There are some good reasons for doing this:

- It is often free
- Experts can guide you through complicated matters
- They may give you ideas you hadn't thought about
- They may help you to get benefits that you are entitled to but have not claimed
- If you have debts or bills, they might help you to reduce them

For information about where you can find independent financial advice, please see the 'Your Guide to Independent Financial Advice' leaflet (HASC18).

What is a personal budget?



This is a document that says how much it costs for the Council to provide your care and support.

It says how much you must pay towards the cost and how much the Council must pay.

This document will help you plan how to meet your needs. You will have more control over how the money from the Council is spent. You will be able to choose to do the things that are important to you and your family.

What is a direct payment?



This is a payment of money from the Council. It can be paid to you or to someone acting on your behalf. This money is to pay for the cost of arranging some or all of your support.

The Council can make a Direct Payment instead of arranging or providing services themselves. You can choose if you want this.

It helps you to take more control over your own care.

The Council must arrange a Direct Payment if you meet the eligibility rules for getting care and support.

What to do if you are unhappy with any decisions...

What can I do if I am unhappy about any decisions made about my care and support?



If you can, first try to talk about your concerns with the people you have dealt with.

If you don't agree with a decision, you may be able to appeal against it. This means you may be able to ask officially for someone to look again at how they made the decision.

You should contact the Council on 01572 722 577 or email enquiries@rutland.gov.uk to find out if you can appeal.

If you are still unhappy, you can make a complaint to Rutland County Council.

If you make a complaint it will not affect how we treat you and your care.

Let us know...



Rutland County Council would like to hear your views on services generally.

These views could be about services that you think work well, or things you think could be improved. Or you might want to make a complaint.

To tell us, please telephone 01572 722 577 or email letusknow@rutland.gov.uk.

Safeguarding: Important Information

Keeping you safe



The rules about eligibility for services do not apply to safeguarding situations. This might be where there are concerns about the safety of a vulnerable person. Rutland County Council will always respond to those situations.

If the Council believes that you or someone else in Rutland is experiencing, or is at risk of, abuse or neglect they must check this out. This is the same if the person doesn't normally live in Rutland but they are in Rutland at the time.

If you are worried about yourself or another person, please contact the Adult Duty Team on 01572 722 577. Or you can email dutyteam@rutland.gov.uk.

There is more information about safeguarding on the Leicestershire and Rutland Safeguarding Board website: <http://lrsb.org.uk/adults>.

For More Information...



If you would like to find out more about care and support services in Rutland, we have some information leaflets. There is a list of what the information leaflets are about on page 11.

If you would like a copy of any of these leaflets, please contact us on 01572 722 577. Or you can email enquiries@rutland.gov.uk.



Rutland Information Service has a directory of information about the care and support services available in Rutland and around the country.

You can also find information about local clubs, classes, activities and other services that help people to feel well and happy.

The directory is online: www.rutland.gov.uk.

Information leaflets index:

<u>Ref:</u>	<u>Title</u>
HASC01	Your Guide to Independent Advocacy
HASC02	Your Guide to Services in Rutland
HASC03	Care and Support: General FAQs
HASC04	Carers: General FAQs
HASC05	Your Guide to Care and Support Assessments
HASC06	Your Guide to Carers Assessments
HASC07	Your Guide to Care and Support Eligibility
HASC08	Your Guide to Carers Eligibility
HASC09	Your Guide to Care and Support Planning
HASC10	Your Guide to Care and Support: Hospital Discharge
HASC11	Your Guide to Care and Support in Custody
HASC12	Keeping People Safe: Safeguarding Adults
HASC13	Have Your Say about Adult Social Care Services
HASC14	Your Guide to Social Care Records
HASC15	Your Guide to Direct Payments
HASC16	Your Guide to Charges for Care and Support
HASC17	Your Guide to Paying for Care and Support
HASC18	Your Guide to Independent Financial Advice
HASC19	Your Guide to Supporting Independence: Equipment, Adaptations and Assistive Technology
HASC20	Your Guide to Supporting Independence: Reablement
HASC21	Your Guide to Adult Mental Health Services and Support
HASC22	Your Guide to Adult Autism Services and Support
HASC23	Your Guide to the Employment Support Service for Disabled Adults
HASC24	Carers Emergency Guide



Rutland

County Council



Catmose, Oakham, Rutland LE15 6HP



Telephone: 01572 722577



enquiries@rutland.gov.uk



www.rutland.gov.uk