

Community Care Services Care Management



Adult Social Care Departments across the Country have a duty to work out the care needs of people who may benefit from Community Care Services. If you are in need of a service or are looking after someone who needs a service you are entitled to an assessment of your needs, no matter what your financial situation.

This leaflet has been given to you to provide some basic information on how Care Management works in Wrexham Adult Social Care Department. Our aim is to help you to achieve the things you want for yourself.

Care Management: What is it?

"Care Management" is a process and involves a number of steps which are described below.

1. Referral

- This is where you or someone on your behalf can contact us requesting help. You can write to us, phone, fax, e-mail, or visit our office.
- Some basic information about you, or someone on your behalf, and your situation is gathered at this point. This is what we call the referral. The information you give us is recorded on a Unified Assessment Form and electronically on our computer system and may be shared with partner agencies with your consent.
- If we are the right people to help you the referral is then passed to one of our Social Workers, Occupational Therapists or other trained person who will visit you in your home or in another place of your choice. If you are in hospital the worker will visit you there.
- If someone else is better able to help, we will contact them for you or give you information on what you need to do, e.g. contact your GP or local Housing Department.

**This leaflet is available in other media formats.
For more details please contact Customer Services
Telephone: 0800 5876708**

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CAT

2. Assessment

We will contact you within 10 working days of the referral, clearly indicating when we expect the assessment to start. In urgent situations the assessment process will begin within 1 working day of receiving the referral.

Information on your personal circumstances, abilities and the things you enjoy will be collected. We will then use this information to identify what help you need to achieve the things that are important to you. Your informal carer, if you have one, will also be asked to provide information for the assessment.

If your problems are about health, an assessment may have already been carried out by the NHS. If you agree they will share some information with our worker so that you don't have to answer the same questions again. This is called a Unified Assessment. In some cases where there is more than one professional involved, one will become your Care Co-ordinator.

You can involve anyone you want in the assessment (carer, family, friend, etc.) and they can be there when the worker meets with you.

We can give you a copy of the written assessment when it is completed. You will be asked to agree and sign your assessment when it is complete.

3. Eligibility Criteria

Wrexham Adult Social Care Department use guidelines known as eligibility criteria in order to make sure that:

- People in greatest need and most at risk are first to receive services.
- Everyone who asks for services is dealt with fairly by using the guidelines.
- Everyone understands what decisions we make and why.

Following assessment some people may not be eligible for services.

For further information see our '**Fair Access to Care**' leaflet.

4. Care Plan

If you are eligible for community care services the worker involved will agree with you how your needs are to be met. This is written down on a form called a Care Plan. This plan will describe:

- What your needs are.
- The ways in which you would like your needs to be met.
- How your needs will actually be met.
- What outcomes you want to achieve.
- Who is responsible for the Care

Any needs that are not met in a way that you would like may be classed as unmet needs and will be recorded on your Care Plan. This plan may need to

change if your needs change. It is important that you let us know if there are any changes so that the Care Plan can be updated.

5. Monitoring and Review

To make sure that we are providing the right sort of help:

- Within 4 weeks of the care starting we will check with you and the person providing the care that your needs are being met. You can have anyone you want to be involved with you in this review.
- Within 12 months of the care starting a further review will be carried out to check that the care plan is still right for your needs, and then yearly from then on.

It is important therefore that you contact us if you have any questions, worries or complaints about the care you receive at any time.

Will there be a charge for the services you receive?

There will be a charge for some services. If there is a charge our staff will need to know about your finances, e.g. your income, savings, costs of living, etc. This information will be used to assess how much you are able to pay towards the cost of the services. If you choose not to provide the information requested, you will meet the full cost of your service. You can ask the person undertaking your assessment for further information, or request a copy of our leaflet '**Paying for Social Care Services – A Guide to the Charging Policy for Non Residential Care Services.**'

We will provide a provisional financial assessment, when required, within 2 working days of the Financial Assessment Officers receiving the required information

Standards you can expect from Wrexham Adult Social Care Department

- To be treated with consideration and respect in an open, honest and sympathetic manner which shows that we care about the people who use our services.
- To have your needs assessed by an appropriate person.
- To be fully involved in the choice and arrangements for your care based on good quality information about services, how to get them and what conditions or charges may apply.
- To be involved in discussions to improve services through consultation on planning, delivery and evaluation.
- To be treated with dignity and equal consideration regardless of your circumstances or beliefs, respecting your independence and treating information relating to you confidentially.

- To receive a service from staff who have appropriate knowledge, skill and confidence to carry out their responsibilities, and have the training and management support required to provide a quality service.
- That all staff will carry official identification which you have the right to see.
- Wherever reasonable and practicable to have a choice to receive your assessment from staff who speak your language or we will endeavour to provide Interpreters.

What we expect from you

- That you treat our staff with respect regardless of their race, sex, sexuality, religion or disability.
- That you tell your Social Worker or Occupational Therapist if your circumstances change and you no longer need the help we have provided / recommended.
- At the end of our involvement we may send you a questionnaire. We would like you to complete it so that we can take your views into account when planning the service in the future.
- Wrexham County Borough Council has a smoke free policy which prohibits staff from smoking whilst at work. We therefore ask if you would do everything possible to provide a smoke free environment when our staff visit you in your home.

Data Protection

You have a right to see personal information we hold about you. Ask us for more information.

Questions, suggestions, complaints, compliments and comments

Wrexham Adult Social Care Department welcomes feedback as we use this information to learn lessons and improve the services we provide. If you wish to ask a question, make a suggestion, complaint, compliment or comment about services these can be made to the staff member you are involved with or to their Manager. Alternatively, you can contact:

Customer Services
Wrexham County Borough Council
Adult Social Care Department
Crown Buildings
31 Chester Street
Wrexham, LL13 8ZE
Telephone: 0800 5876708
Email: socialservices@wrexham.gov.uk

Our '**Have your say**' leaflet explains more fully how your comments can be made and how they will be dealt with.

Contact details

If you think you are in need of Adult Social Care or are a carer, our contact details are as follows:

Contact Assessment Team
Wrexham County Borough Council
Adult Social Care Department
Crown Buildings
31 Chester Street
Wrexham
LL13 8ZE
Telephone: 01978 292066
Fax: 01978 298044
Email: cat@wrexham.gov.uk

Please visit our website at www.wrexham.gov.uk/socialservices

This office is open for visitors between 8.30 am and 5.00 pm – Monday to Thursday and 8.30 am to 4.30 pm on Fridays.

To contact us by telephone, we are available to take your call between 8.30 am and 5.30 pm Monday to Friday.

In the event of an emergency situation that cannot wait until the next working day, the Emergency Duty Team can be contacted on 01978 264358.