

# Care and Support in Lincolnshire

---

This fact sheet provides information and advice about care and support in Lincolnshire. It will help you understand what Lincolnshire County Council Adult Care department do when someone may have care and support needs. It explains what is involved in the assessment and for people requiring care and support what is involved in planning and arranging your help.

You can use this information to help prepare for your assessment.

From April 2015, a new Act of Parliament called the Care Act introduces changes to the way care and support is provided by Adult Care. These changes ensure that people with care and support needs have choice and control over how their needs are met.

The new Act ensures that Adult Care will:

- Work to promote your well-being by helping you remain well and an active part of your family, community and support networks
- Help you access the information and advice you need to stay independent and prevent your situation getting worse
- Help reduce or delay the need for care and support by offering preventative services, or short term support to help you get well after a period of illness
- Carry out an assessment in a way that suits your circumstances to identify your strengths, your care and support needs and the outcomes important to you
- Decide your eligibility to receive a personal budget and care and support using the same eligibility criteria used throughout England
- Ensure you get any help you need to participate as fully as you can in the assessment and support planning process

Any decisions about your care and support will consider your wellbeing and how your needs affect you and your family. We will work to address the outcomes you have identified to help you live as well as you can and remain independent for longer.

## Assessment

Assessment is the process of gathering and sharing information to build an understanding of your situation. The assessment is really important to understand your own strengths, what you can do for yourself, what help and support there is around you as well as where you have difficulties. The assessment also helps us understand what outcomes you want to achieve. The assessment process should be beneficial to you and it is important that you are as fully involved in the assessment as possible.

We will ensure that you have all the information and help you need to understand the assessment process. This may involve arranging for someone to act as an advocate for you, or it may mean ensuring someone with the right communication skills is involved to support you. You can have a copy of the form we use to record your assessment before it takes place.

You should discuss with your assessor if there is any additional information or help you need to understand the assessment process or you need more help during your assessment.

The depth of the assessment will vary depending on your circumstances, how much help you need to contribute to it and the information we need to best understand your situation. We try to avoid covering things that aren't helpful. We also try to avoid going over things that you have recently covered with another professional. That's why with your permission, we share information with other professionals and organisations to improve your assessment experience. This may involve talking to a doctor, other health professionals or your carer.

The assessment may happen face to face where you live, in a hospital or place you are staying. Some assessments take place over the phone. You may also wish to undertake your own assessment with the support of other people. In these cases Adult Care will still ensure the assessment is accurate and appropriate, and may still need to involve other relevant people to understand your situation.

The assessment will show all the needs we have identified and enable Adult Care to determine which of your needs are eligible for care and support. We will always ensure you have a copy of your completed assessment, which will include a statement of your eligible needs.

## What will the assessment cover?

The Adult Care Assessment will look at:

- **Capacity and Consent** - Your ability to make decisions is really important. We are guided by the Mental Capacity Act and code of practice. We start with the assumption that you are able to make decisions about the assessment and care and support process. We will ensure you have the support you need to make these decisions. If we believe that you are not able to make decisions about the assessment process we will do a capacity assessment. If you have someone who is empowered to make these decisions on your behalf, we will ask them to make a decision if they think it is in your best interests. If you do not have somebody we will make the decision to proceed.

For more details on mental capacity ask for a copy of our mental capacity fact sheet.

- **Why we are doing it** – we will make sure we all understand what is going on, why you need an assessment now and any changes or events that have triggered us looking at your situation.
- **Communicating and expressing my wishes** – this includes needs you may have due to sensory impairments, speech and language issues and any difficulties with your capacity to make decisions and express your wishes.
- **Mobility** – how you get around at home as well as out and about, whether you have fallen or need special equipment or support to move around safely.
- **Personal care** – help you need with washing, dressing, getting to the toilet, getting ready for bed throughout the day and at night.
- **Eating and drinking** – how you prepare food and any help you need to eat and drink safely
- **Practical needs around the home** – keeping the house clean, getting shopping in, maintaining the house and managing bills
- **Health and wellbeing** – how any health conditions affect you, help you need to stay stable, to manage any medications or therapies. We also consider whether the NHS to meet any of your needs.
- **Community life** – your life away from your home, this could be for social reasons or to work, volunteer or for learning. How you travel and get around outside the home.

- **Family, relationships and informal support** – we look at the most important people in your life, how you support each other and the impact your needs have on you and those around you. We will also identify anyone who acts as your carer and ensure we help them to get support
- **Living safely and taking risks** – we look at whether your circumstances mean you or others may be at risk of harm. Sometimes taking risk is necessary to live well, we explore these issues with you and agree the best way to help you live well.

The assessment will identify whether you have needs in each of these areas and what impact these needs are having on your wellbeing and the wellbeing of those around you.

## **Eligibility**

Once we have completed your assessment we have to make a decision about whether you are eligible for care and support. Your assessment will usually identify needs which may be met in a range of different ways. Some of your needs will be referred to as eligible needs. The government has introduced a new national eligibility threshold to determine which people will be eligible for support. Eligible needs are those which if they are not being met by other means, Adult Care would have to ensure they are met by providing care and support.

The council does not need to meet any eligible needs which can continue to be met by your informal carer or by other support arrangements. But we must make sure we assess your carers' needs if they need support to continue helping you.

## **How we decide your eligibility**

The national eligibility threshold has three steps to deciding eligibility.

**Step 1** - First we need to ensure that your needs result from you having a physical or mental impairment or illness. This will be explored in the health and wellbeing area of the assessment. If your needs don't stem from illness or impairment your needs will not be eligible for support.

**Step 2** - Where your needs do stem from illness or impairment, we then consider whether they prevent you from achieving any of the ten 'eligibility outcomes' set out in the government's regulations. To meet the eligibility threshold you need to be unable to achieve two or more of

these eligibility outcomes. Unable to achieve them can mean totally unable or able but with significant difficulty, pain or distress. The outcomes are:

- Managing and maintaining nutrition
- Maintaining personal hygiene
- Managing toilet needs
- Being appropriately clothed
- Being able to make use of the home safely
- Maintaining a habitable home environment
- Developing and maintaining family or other personal relationships
- Accessing and engaging in work, training, education or volunteering
- Making use of necessary facilities or services in the local community including public transport and recreational facilities or
- Carrying out any caring responsibilities the adult has for a child

**Step 3** - Where you are unable to achieve two or more of these outcomes we are required to make a judgement about whether there is a significant impact on your wellbeing as a result. We will explore what impact your needs have on your wellbeing in each area of the assessment. It is important we explore this fully as this is what we will base this judgement on.

If you meet the eligibility threshold we will look at the needs we have identified, and state which are eligible and which are ineligible. If we believe any of your needs do not prevent you from achieving any eligibility outcomes or are not contributing to the significant impact on your wellbeing we will record these as ineligible needs.

Ask your assessor if you would like more details about the national eligibility threshold or you can find more information at [www.lincolnshire.gov.uk/Download/100719](http://www.lincolnshire.gov.uk/Download/100719)

### **What if I don't agree with the eligibility determination?**

If you are not happy with the outcome of the assessment, you can ask us to look at your situation again with you. If you are still not happy, you can get in touch with us to make a comment, suggestion or complain by:

Using our online feedback form at [www.lincolnshire.gov.uk/feedbackform](http://www.lincolnshire.gov.uk/feedbackform)

Writing to:

Lincolnshire County Council,  
Corporate Feedback,  
PO Box 841,  
Lincoln,  
LN1 1ZE

Telephoning: 01522 782060

Emailing: [feedback@lincolnshire.gov.uk](mailto:feedback@lincolnshire.gov.uk)

### **Resource allocation system**

Lincolnshire uses a Resource Allocation System – sometimes referred to as a RAS, to give an indication of the amount of money that may be required to meet any eligible needs. Some of the questions included in the assessment are there to feed into this system.

The RAS works on the principle that if your needs can continue to be met by your informal support arrangements, then a smaller personal budget is needed. Therefore these questions are answered taking into account the level of help you need in addition to that provided by your informal support. The questions which feed the RAS are clearly indicated in the assessment form.

### **Personal Budgets**

If you need care and support to meet your eligible needs you will receive a personal budget. We will decide how much your budget should be based on finding the best way to meet your eligible needs whilst achieving the outcomes you want to achieve. The RAS may help by indicating an appropriate amount for your needs, or we can calculate a budget based on the costs of services required.

You will have the most choice and control over how your eligible needs are met if you receive your budget as a direct payment. We will ensure you get the information and help you need to take a direct payment and make the most of your personal budget. Alternatively, Adult Care can arrange support services for you through our providers. Talk to your assessor about the different options you have or ask for a copy of The Personal Budgets In Lincolnshire Factsheet.

### **Contributing to your personal budget**

If you receive a personal budget you will have a financial assessment to determine whether and how much you will need to contribute to the costs of your care and support. Our Adult Charging Policy and guidance from the government is used to decide what you will pay.

Your financial assessment should not take place before we assess your needs. This is to ensure your financial circumstances do not have any impact on the needs assessment process and the help we give you to understand your needs and how best to meet them.

More information about charges for care and support is available at [www.lincolnshire.gov.uk/payingforservices](http://www.lincolnshire.gov.uk/payingforservices) or ask your assessor for more information.

### **Care and Support planning**

If you meet the eligibility threshold we will develop a care and support plan with you. We will have captured what outcomes you want to achieve and your needs in relation to each area of the assessment. These needs and outcomes form the basis of your care and support plan. The plan will show how all the needs are going to be addressed including where eligible needs are being met by informal support and show any information and advice we give to help meet ineligible needs.

Your plan will show how you wish to use your budget and you will be encouraged to take as much control as possible over how it is spent. The most choice and control is usually achieved by having a direct payment to buy care and support directly from individuals or organisations.

You can create your own plan in a format that best helps you get across what is important to you and how you want to achieve your needs and outcomes.

If you would like to know more about developing your support plan, ask your assessor for a copy of the Care and Support Planning in Lincolnshire Factsheet.

### **Reviewing your care and support**

Because things change it is important that we review how well your care and support arrangements are working, whether your outcomes are being achieved and whether any changes are needed. Once we know your support arrangements are working, we will plan to review your circumstances minimum of once a year. If anything happens in the meantime you or someone involved with your care may ask for a review to happen sooner.

A review may be quite straightforward and be carried out over the phone or with written contributions from you or people involved with you. It may be that we need to visit you and if things have changed we may also need to do a new assessment and plan.

### **Care and support from the council and the care people receive at home from the NHS**

As well as care and support organised by the council, some people are also eligible to receive help from the NHS. If you have a complex medical condition and substantial ongoing care needs, the NHS provides a service called NHS Continuing Healthcare. NHS Continuing Healthcare provides care and support in a person's home, care home or hospice.

We will always ensure we consider whether the NHS should be providing any of your care and support needs each time we assess or review you.

Find out more about [NHS Continuing Healthcare](https://www.nhs.uk) by searching for continuing healthcare at [www.nhs.uk](https://www.nhs.uk)

### **What about confidentiality?**

We respect your privacy at all times. Any information you give us will be treated as confidential and will only be shared with people involved in your care, with your permission - other than in exceptional circumstances, where the law says we must share it with someone else. To assist you with any care or support you may need, we need to store the information we collate about you on our electronic system.



You can gain further information about this by discussing this with your assessor or by reading our [How we use your information leaflet](#).

## Alternative Formats

If you would like to request a copy of our Care and Support in Lincolnshire fact sheet in an alternative language or format please call **01522 782060**

### **Polish**

Informacja ta jest również dostępna w innym języku i formacie. Jeśli masz jakiegokolwiek pytania, prosimy zadzwonić pod numer wyżej

### **Russian**

Эта информация также доступна на другом языке и формате. Если у вас есть какие-либо вопросы, пожалуйста, позвоните по номеру выше

### **Portuguese**

Esta informação está também disponível em outro idioma e formato. Se você tiver alguma dúvida, por favor ligue para o número acima

### **Latvian**

Šī informācija ir pieejama citā valodā un veidā arī. Ja jums ir kādi jautājumi, lūdzu, zvaniet uz numuru, iepriekš

### **Lithuanian**

Ši informacija taip pat buvo pateikta kita kalba ir forma. Jei turite kokių nors klausimų, prašome skambinti numeriu aukščiau

### **Slovak**

Táto informácia je k dispozícii aj v inom jazyku a formáte. Ak máte nejaké otázky, zavolajte prosím na číslo vyššie