

Waiting Well Pack

How was this pack created?

This pack was created by people who draw on care and support, carers, staff from your council and staff from partner agencies from across the East Midlands. It was created as part of a joint Demonstrator project between IMPACT (the UK centre for Improving Adult Care Together) and East Midlands Association of Directors of Adult Social Services (EMADASS).

Information on IMPACT:



Why have I received this pack?

This pack is a guide on what to expect when you contact Lincolnshire County Council Adult Care and Community Wellbeing.

The pack also gives information on services that anyone can access. These services may meet all of your current needs, or they may offer support whilst you are waiting for services. This could be if you are someone who needs to draw on care and support, or if you are caring for someone.

Who is this information for?

You will find this information useful if you:

- are waiting for a further conversation, a needs assessment or a carer's assessment.
- are waiting for adult care services to start after a needs or carer's assessment.
- are currently drawing on care and support and have a change in your needs.
- experience a change in your physical and/or mental health and want to understand what local support is available.



How do I contact adult care?

If you are contacting to discuss your needs, please contact the **Customer Service Centre on 01522 782155.**

If you are contacting to discuss your needs as a carer, please contact the **Lincolnshire Carers Service on 01522 782224.**

What to expect when you contact adult care

If you are over 18 and need help with your daily life or personal circumstances, or if you are over 18 and provide regular unpaid care for someone, we will work with you to find out what help and support you need. This may include a needs assessment and/or further discussion on how we can best work with and support you.

For people who are over 18, a needs assessment under the Care Act 2014 can be to assess:

- Your needs for care and support
- Your needs for support as a carer

Your needs may meet the eligibility criteria if there is likely to be a significant impact on your wellbeing because of your health or your caring role. If your needs can be met without a needs assessment, we will give you information and advice on alternative services.

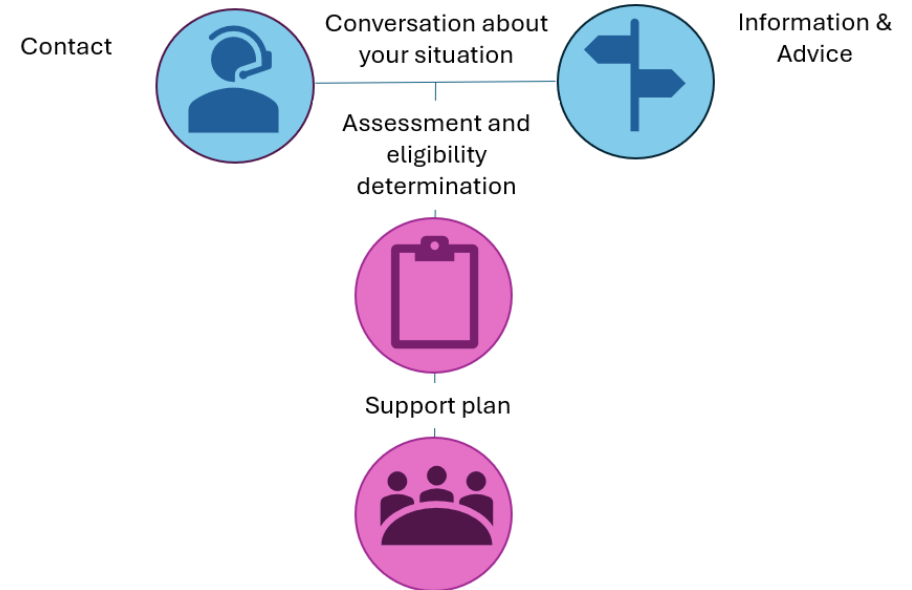
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Notes

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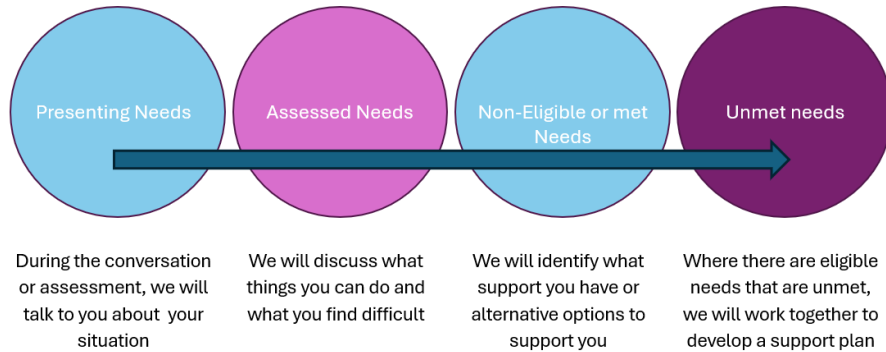
The following charts have been adapted from the Social Care Institute for Excellence (SCIE) website. They show the route through assessment and determination of eligibility under the Care Act 2014.

The first chart shows the stages of completing an assessment:



During our conversations, you may also be offered support that does not require an assessment and meets your needs. For example, you may be offered alternative help through voluntary/community organisations. This is shown in the following chart:

Additional support available



[Section 13 of the Care Act 2014](#) and the [Care and Support \(Eligibility Criteria\) Regulations 2015](#) sets out the national eligibility criteria which must be followed to decide if an individual has needs that are eligible for services and/or support.

If you are regularly helping to look after someone – for example, you are cleaning regularly, helping them move around indoors or outdoors, or supporting them with their personal needs, and you are aged under 18 years old (a young carer) or aged between 16-25 years old (a young adult carer), you can find information on your rights and support available at **Carers UK** and **Carers Trust**. You may also be eligible for a carer’s assessment to determine your needs as a carer.

Carers UK: <https://www.carersuk.org/>

Carers Trust: <https://carers.org/>

Whilst you are waiting for a conversation about your needs, you may be thinking about other things such as money, work and relationships. Scan the QR code below to find out about:

- Financial support and advice (including benefits)
- Reporting abuse or neglect
- Community-led activities and other support groups
- Legal support and advice
- Applying for a blue badge



You can also access this information at <https://lincolnshire.connecttosupport.org/> or call 0300 303 8789.

Alternative support whilst waiting for adult care services

Advice on keeping well

Taking positive steps to look after your health and wellbeing while waiting can help to build on your strengths. General information and advice on keeping well is available at <https://www.nhs.uk/live-well/>.

For local support, go to:

- Wellbeing Lincs: <https://www.wellbeinglincs.org/>
- One You Lincolnshire: <https://www.oneyoulincolnshire.org.uk/>
- Connect to Support: <https://lincolnshire.connecttosupport.org/>
- HAY Lincolnshire: <https://haylincolnshire.co.uk/>

Support for carers, including young carers

Research tells us that being a carer can be rewarding but can also be stressful. Carers often feel lonely and may worry about the financial aspects of organising care. Here is a list of support services available that can help carers to manage the demands of their role.

For local support, go to:

- Lincolnshire Carers Service: <https://www.lincolnshirecarersservice.org.uk/>
- Young Carers: <https://www.lincolnshirecarersservice.org.uk/young-carers/>

For online support, go to:

- Carers UK: <https://www.carersuk.org/>
- Carers Trust: <https://carers.org/>

What information will adult care want when I call them?

We will want to understand your current situation and what you think you need, to be well and as independent as possible.

We will work with you to understand what is important to you, your hopes and goals, and what help you would need to achieve those.

On the next page are some questions that might help you to prepare for your conversation or assessment.



Preparing for a conversation or an assessment

For a conversation or needs assessment, you can get ready by thinking about:

- What health conditions do you have and how do they affect you?
- What can you do for yourself?
- Who gives you the support and friendship to help you do the things you want?
- How often do you need support?
- What would you like to be different or better?
- What is stopping you from getting there?
- What living arrangements would help you maximise your wellbeing and independence?

For a conversation or carer's assessment, you can get ready by thinking about:

- What activities do you help the person you care for with?
- How many hours a week do you provide care?
- Do you have to help during the day or night, or both?
- Does the person you care for have any health problems you find hard to deal with?
- Do you have any health problems? If so, are they made worse by your caring role?
- Do you work? If so, for how many hours a week?
- What would make working/caring easier for you?
- What would you most like to change about your situation?

Support for your assessment

During your conversation, needs assessment or carer's assessment, you have the right to have someone with you who knows you well, like a carer or a family member. They can help you to share your thoughts and needs with the person you are talking to about your needs. If you can't bring a carer or a family member, you can access an independent advocate. They can sit in assessments and help you understand your rights and make sure you are listened to. Advocates do not work for the Council or the NHS.

The local advocacy service for Lincolnshire is **VoiceAbility**. It is not possible to access this service directly, so please let us know if you think you need an independent advocate.



Do I have to pay for help?

If you have eligible social care needs met by a service we provide, you will have a financial assessment. This will determine how much you will be required to pay and how much the council will contribute to the cost of the care. More information on this can be found at:

<https://www.lincolnshire.gov.uk/adult-social-care/paying-care>

If you are eligible for services, we will connect you with the team that will complete your financial assessment.

You can use the [Adult Care Charges Calculator](#) to find out if you are likely to have to pay for your care and an estimate of how much that will be.



What do I do if my needs change?

If there is a change in your care needs, get in touch with us and we can have another look at your assessment.