

Discussing your care and support needs

All our information sheets are available on the **My Care North Tyneside** website – mycare.northtyneside.gov.uk – or you can ask your social care worker to give you a copy.

If you might need ongoing support from Adult Social Care, a social care worker will be assigned to you.

They will find out what is most important to you in life, what you're managing for yourself, and what challenges you are facing. You might hear workers call this a 'needs assessment' or 'wellbeing assessment'.

This information sheet will help you to know what to expect during these conversations, and what might happen next.

What will the worker ask me?

Our workers will first get to know you as a person, your current situation, and any challenges you are facing. Your worker will ask you about:

- What you value in life
- Who is most important to you
- What you are managing yourself
- What challenges you are facing
- What you would like to change

Having this conversation, followed by tailored information and advice about support in the local area, or referral to other services, is sometimes all the help that's needed.



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mycare.northtyneside.gov.uk

This is conversation 1 in Ways to Wellbeing: the way our workers are trained to work with people. You can find out more about this in our **Ways to Wellbeing** information sheet.

What happens if I need more support?

If it appears that you might need more support, your worker will discuss your daily activities in more detail. They will discuss how you are managing with the activities listed in the table below.

Many people find it helpful to make notes about how they are managing in these areas before their appointment with a social care worker.

Daily living tasks	How I am managing in this area
Preparing meals, eating and drinking 	
Washing yourself 	

Getting dressed



Using the toilet







Staying safe at home



Cleaning and maintaining your home



<p>Staying in touch with family and friends</p> 	
<p>Getting and keeping a job, studying or volunteering</p> 	
<p>Getting out and about in the local area</p> 	
<p>Caring for children (if applicable)</p> 	

The worker might ask your permission to speak with health and care staff who also work with you, and/or friends or family members. This is to see how they might be able to support you.

Can I have someone with me?

If you would like someone to be with you during these conversations, you are welcome to invite a trusted friend or a family member.¹

If you would like someone to support you, but do not have anyone able to do this, your worker should discuss advocacy with you. An independent advocate makes sure your views are listened to, supports you to make decisions, and makes sure your rights are respected.

More information about this is in our information sheet about **Advocacy**.

What happens after these conversations?

The worker will write down what they have found out: the things you are managing well, what you find challenging, and the impact this has on you. This document is the 'needs assessment'. You are entitled to have a copy of this, which we call a 'Conversation 3' in North Tyneside.

The worker will also give advice relevant to you, and let you know about the next steps. This might include things like:

- Putting you in touch with sources of support

¹ If the friend or family member is suspected of causing you harm, or they behave abusively towards our workers, we may ask you to choose someone else to support you. If you do not have any other friends or family to do this, we can arrange an independent advocate for you. You can find out more in the **Advocacy** information sheet.

- Technology to help you stay safe, be more independent, or stay in touch with people
- Aids and adaptations to make daily life easier.

If the worker finds that you need support in two or more of the areas of daily life in the table in this information sheet, and this is *significantly* affecting your wellbeing, this is called having 'eligible needs' for support.

If you have 'eligible needs', the worker will offer to work with you to create a support plan. This means working with you (and anyone else you want to be involved) to decide how your care and support needs will be met. More information about this is in the information sheet about **Planning your support**.

How much will I need to pay?


Adult Social Care's needs assessments, information and advice are free of charge.

If you need ongoing care, the council may contribute to some or all of the cost, depending on your income and assets (savings, shares, property, etc.) If you have 'eligible needs', our Financial Assessments team can work out whether the council can help to pay towards the cost of any care.

More information about financial assessments and care costs is available in the **Financial assessment** information sheet.

Alternative formats

If you need us to do anything differently (reasonable adjustments) to help you access our services, including providing this information in another



language or format, please contact the Social Care Contact Centre on 0191 643 2777, or email: childrenandadultscontactcentre@northynteside.gov.uk

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