

## Ways to Wellbeing

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

‘Ways to Wellbeing’ is Adult Social Care’s way of working. It is designed to be easily understood, with a focus on what matters most to you.

The Ways to Wellbeing approach has one simple goal: to improve your quality of life. It is a series of conversations about how to achieve this. Our social care workers follow the Ways to Wellbeing approach with both people with care needs and carers.



## **Conversation 1: what's important to you**

Your worker will first get to know you: who and what is most important in your life, and what is happening for you at the moment. They will look at:

- What is working well?
- What isn't working well?
- What would a better life look like?
- Who or what needs to happen?

Your worker will give you information and advice about what you, people around you, and health and community services could do to support.

For some people, this is all the help needed, and Adult Social Care's involvement will end.

However, if you are in urgent need of support, we continue to conversation 2. If you don't have urgent needs, but you could need longer-term support from social care, we move to conversation 3.

## **Conversation 2: action when most needed**

If you need support urgently, Adult Social Care will respond. This conversation is about putting things in place to get back on track. Your worker will look at:

- What has happened?
- What are the risks?
- What needs to happen to keep you safe?

We know it is difficult to make big decisions in a crisis, so anything put in place following this conversation will be for a short time. Once things are more stable, you will be supported to make longer-term decisions following conversation 3.

### **Conversation 3: your life, your way**

This conversation is a more detailed look at how you are managing in all aspects of daily life. We start with what you are able to do for yourself, then look at what challenges you face, and how it affects your quality of life.

This conversation supports the worker to decide whether you have 'eligible needs' for support from the council, using the criteria set out in the law. You can find out more about what your worker will look at, and the eligibility criteria, in the Discussing your care and support needs information sheet.

If you do not have 'eligible needs', your worker will end their involvement, but will still give you information and advice about what you can do and what could help in the local area.

If you are eligible for support, you and your worker will talk about financial assessments, and put together a support plan.

### **Financial assessment and support plan**

If services which cost money are being considered, you'll be offered a financial assessment. This works out whether the council would pay towards the costs of your care, and how much you will need to contribute.

Read the **Financial assessment** information sheet for a more in-depth look at this.

Your worker will support you to create a plan to meet your needs. Read the **Planning your support** information sheet for more details about this.

## **Staying well**

This conversation is about reviewing what support is in place, and whether it is working. This conversation should happen within the first few weeks of a new plan, and at least once a year afterwards.

If your needs have changed, we will go back to conversation 1 - looking at what's important to you, what's working well, and what is getting in the way.

## **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@northtyneside.gov.uk](mailto:childrenandadultscontactcentre@northtyneside.gov.uk)

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