

What matters to me

Assessment and care planning under the Social Services and Well-being (Wales) Act



Easy read guide for people with a learning disability and their families

February 2019

How to use this document



This leaflet is easy read. The words and their meaning are easy to read and understand.



You may need support to read and understand this document. Ask someone you know to help you.

Some words may be hard to understand. They are in **bold blue writing**. They have been explained in a box below the word.

If the hard word is used again it is in **normal blue writing**. You can check what they mean in **Hard words** on page 36.



To get more copies of this easy read version please contact **Learning Disability Wales**.



Email: enquiries@ldw.org.uk



Telephone: 029 2068 1160



This document was written by Easy Read Wales using Photosymbols.

Contents

Page

How to use this document.....	2
About this leaflet.....	4
Social Services and Well-being (Wales) Act.....	6
What to do if you need care and support.....	8
Your assessment.....	11
What they will talk to you about.....	14
What you can get help with from your local authority.....	20
Result of your assessment.....	22
If you are not happy with the result of your assessment.....	24
Your Care and Support Plan.....	25
Checking your Care and Support Plan.....	30
Paying for your care and support.....	33
What else might help you?.....	34
More information.....	34
Hard words.....	36

About this leaflet

Assessment and care planning has changed.



Assessment and care planning is the process you go through with your **local authority** to see if you need care and support. What care and support you need. And how you will get it.



The **local authority** is your council. They provide lots of services in your area like social services, education, roads, lighting and rubbish collection.



Assessment and care planning has changed because of the **Social Services and Well-being (Wales) Act**. This is a new law that started in April 2016. It aims to give you more of a say in what care and support you get.



This leaflet will help you know about your rights to care and support from your **local authority**.



This leaflet looks at what your rights are and will help you know what to expect when you go through **Assessment and care planning**.

This leaflet will tell you:



- What your rights are. And what your carer's rights are.



- What **local authorities** must do when you let them know that you or someone you know needs care and support.

This information has been taken from the:



- Welsh Government Codes of Practice and 'Technical Briefings'.



- The Information and Learning Hub called "**Getting in on the Act**" that has been written by **Social Care Wales**.



Learning Disability Wales has also written a training course. It is to help people learn about **Assessment and care planning**.

Social Services and Well-being (Wales) Act



In 2016 a new law came in called the **Social Services and Well-being (Wales) Act**.

The Act aims to:



- Give you a stronger voice about what you want in your life.



- Give you greater control of your life.



- Help you have **well-being**.

Well-being means a person is happy, healthy and is comfortable with their life and what they do.



- Get you services and support as early as possible to help stop needs getting greater.



- Get organisations and people to work together to plan and run services.



The Act sets out a new way of finding out what care and support you need. And what your carers need.

What to do if you need care and support



If you think you need care and support you should contact your **local authority**. They have an **Information, Advice and Assistance** service.



You might want to ask your family, a carer or a friend to help you.



You can phone them or you can arrange to meet with them.



This service must:

- listen to you about what help or support you need



- give you information that is easy to understand



- tell you what to do if you are worried about someone else's **well-being** and how to raise concerns



- tell you about things going on in your community that could help you. This includes things like:



- clubs and activities



- support and self help groups



- volunteering.



If you need more than just information then your **local authority** must tell you clearly how to ask for an **assessment** of your needs.



An **assessment** is when **local authority** and other services like health talk to you and look at how your care and support needs can be met.



You have the right to ask for an **assessment** no matter what needs you have.



If the **local authority** thinks that you might have care and support needs they must carry out an **assessment**.



You also have the right to ask for an **assessment** if you are a carer who needs support.

Your assessment



The person in **local authority** that will do your **assessment** is called an **Assessment Co-ordinator**. You have the right to know their name.



The **Assessment Co-ordinator** will get to know you. They must take time to talk with you about **what matters to you**.



Your **assessment** can take place where you choose.



At your **assessment** you can have help from your family, a friend or a carer.



You will be an equal partner in your **assessment**.



Your **Assessment Co-ordinator** will assume that you are the best judge of your needs and **well-being**.

You have the right to help from an **advocate**.



An **advocate** is someone who speaks up for you to help you say what you want to say and get your needs met.



You may have more than one **assessment** if your needs require this. For example someone who is deaf/blind will need a specially trained person to **assess** their needs.



Other special workers may be involved if they know you and your life. This is so they can help with your **assessment**. This might include health workers.



If you do **not** have **capacity** to make decisions yourself, a specially trained person may be involved in your **assessment**.



Capacity is when someone is able to make their own decisions. If someone 'lacks **capacity**', it means they are **not** able to make some or all of their own decisions.

The **assessment** must be done so that you are able to:



- communicate in the way you choose



- speak in Welsh if you choose



- understand. You might need information in easy read.



You can turn down an **assessment** if you want to.



But if you cannot make a decision or you are at risk of **abuse** or **neglect**, then the **local authority** can still do an **assessment**.



Abuse is when someone hurts you or treats you badly.

Neglect is when someone does not look after you properly or keep you safe.

What they will talk to you about



There are 5 things that you will be asked about at your **assessment**:



1. Your **personal circumstances**

Personal circumstances are facts about your life that make things the way they are.



2. Your **personal outcomes**

Personal outcomes are what matters to you and what you want to do with your life.



3. What is stopping you?



4. What is the risk?



5. Your strengths and abilities.

1. Your personal circumstances



You will be asked what you can do for yourself. This may be things like:



- what personal care you might need



- what household tasks you are able to do yourself



- your daily routines.



Make sure you tell them about everything you need help with.



If you are a carer you will be asked what care you are able to give the person that needs support. The **local authority** should **not** rely on carers for too much care. Especially if it affects their **well-being**.

2. Your personal outcomes



Your **Assessment Co-ordinator** will talk to you to find out what is important to you. And what things you can do for yourself.



You will have the chance to tell them about your skills and talents. You can tell them about what you are good at and not so good at.

They will ask you about:



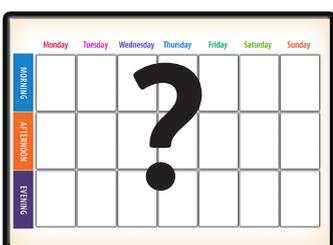
- what support you have already



- what you want support with



- who you want support from



- when you would like support.



Your **personal outcomes** will be linked to the things listed in the **Well-being Statement**. This was written by Welsh Government.

It says **well-being** is things like:



- having good care and support



- knowing what care and support you can get



- being healthy, eating well and doing exercise



- having enough money to live on



- being listened to and making your own choices



- having somewhere nice to live



- meeting people and doing things you enjoy



- having the chance to learn new things



- having a job with support if you want one



- feeling safe from **abuse** and **neglect**.

3. What is stopping you?



Your **Assessment Co-ordinator** will find out about the things stopping you from doing the things you want to do.

4. What is the risk?



Your **Assessment Co-ordinator** will look at what is the risk to you or others if your **personal outcomes** are not met.



They will also check to see if you are at risk of **abuse** or **neglect**.

5. Your strengths and abilities

They will want to find out about:



- your skills



- what you can do yourself



- what support you already have.



It is important that your **Assessment Co-ordinator** knows that your needs and support might change over time.



All of your answers must be written down.



You will be asked to check that you are happy with what is being written down.

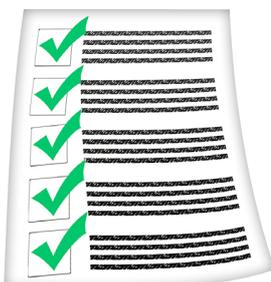


The **assessment** should say what your needs are. It should explain any advice given to you. And should say how that advice will help you.

What you can get help with from your local authority



The **assessment** will check whether you are **eligible** to get support from your **local authority**.



Eligible means you have the right to support because you meet all the checks.

If you are **eligible** for support you can get help with:



- looking after yourself like making food, eating or getting washed



- being able to communicate



- keeping safe from **abuse**



- getting a job, going to school or college



- taking part in leisure activities like playing sport or going to the cinema



- making and keeping friends and keeping in contact with your family



- being able to care for someone else.

You are **only eligible** for support if:



- you **cannot** get the help you need from friends, family or from support and services in your local community.



- you **cannot** meet your **personal outcomes** unless the **local authority** helps you.

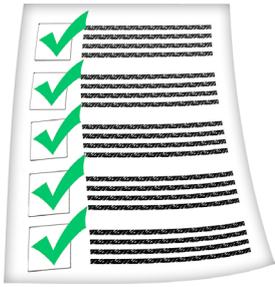
Result of your assessment



After you have had your **assessment** your **local authority** must tell you the result.



They must tell you in a way you can understand. For example, in easy read.



For **each 1 of your needs** they must tell you:

1. If your need is **eligible** for care and support. If your need is **eligible**, a **Care and Support Plan** will be written. The next section of this guide will explain the **Care and Support Plan**.



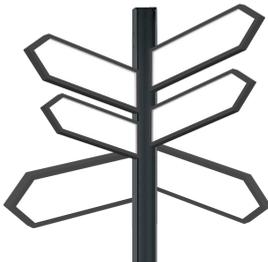
2. If they need to do a more detailed **assessment** to decide whether you need care and support.



3. If your needs can be met by family, friends or support and services in your local community.



4. If they think you can meet your own needs yourself.



5. If other things can help you with your **personal outcomes**.



6. If you can get support from the **local authority's Information, Advice and Assistance** service.



7. You do **not** need care and support.



The **assessment** should think carefully about whether your needs can be met through **direct payments**.



A **direct payment** is money you can be given instead of a service. You can use it to buy your own support and services.

If you are not happy with the result of your assessment



If you are not happy with the result of your **assessment** you have the right to talk to your **Assessment Co-ordinator**. You can ask them to explain the decision.



If you are still not happy with your **assessment** you can make a complaint.



To make a complaint you will need to contact the **Complaints Officer** in your **local authority**. They must give you information about how to make a complaint. They must give it to you in a way you can understand.



If you want to make a complaint it is best to get help and advice from an **advocacy** organisation. Or an advice group like **Citizens Advice**.

Your Care and Support Plan



You **Care and Support Plan** explains what care and support you need and how you will be supported.



The **local authority** must work with you to write your care and support plan.



You can have a friend, family member or an **advocate** to help you.



The **local authority** must get you an **advocate** if you want one.



The **local authority** need to work with other services like health or other special workers when writing your plan.



The **local authority** must tell you the name of the person who will write and check your plan. This person is called a **Care and Support Plan Co-ordinator**.



The plan can be written at a place of your choice. You may wish to have it written in your own home.



You should have a copy of your plan in a way you can understand. For example in easy read.



You can choose the language you want to get your plan in. You may want your plan to be in Welsh.



You should be given the choice to have a **direct payment** to pay for your care and support.



You **cannot** be turned down for a **direct payment** just because you are worried about managing it. The **local authority must** support you to manage your **direct payment**.

Your **Care and Support Plan** must include:



- Your **personal outcomes** you agreed on in your **assessment**.



- What the **local authority** need to do for you.



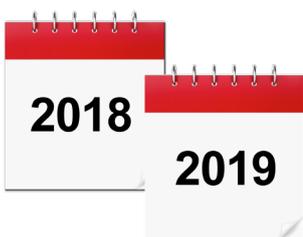
- What others need to do for you.



- What needs will be met through care and support.



- How they will check you are reaching your **personal outcomes**.



- The date the plan will be checked. The plan needs to be checked within 1 year.



- How much your care and support costs. And who will pay for it.



- The needs that will be met by **direct payments** if you are getting them.



You may want to think about using **personalised technology** to help you achieve your **personal outcomes**.



Personalised technology is any equipment or technology that helps you lead your life more independently. For example, a hoist to lift you out of bed or a computer to help you speak.



Your **Care and Support Plan** will say how to check how well you are doing on reaching your **personal outcomes**. You will be asked what life will look like to you if you do the things that matter to you.



Your **Care and Support Plan Co-ordinator** will score how well you are doing. The scoring needs to be easy to understand.

0 → 10

Worst

Best

They will score each **personal outcome** between 0 and 10. They will ask you for your scores. 0 is the worst it could be. 10 is the best it can be.



Reasons for the scores will be written down.



If you are **not** able to take part in the scoring, another way needs to be agreed between you, your family member or **advocate**, and the **Care and Support Plan Co-ordinator**.



If you do **not** want to take part in scoring, your **Care and Support Plan Co-ordinator** will need to write down your reasons.



It is okay to change your mind about the things that matter to you, but you need to let people know. Any changes must be written down and added to your plan as soon as possible.

Checking your Care and Support Plan



Your **Care and Support Plan** must be checked at least once a year. This is called a Review.



You must be told the date when your plan is due to be checked.



Knowing when your plan will be checked gives you time to think about what you want to say about what you have been doing. And you will have time to work out what changes you want to make. Or what you want to do next.



You have the right to be involved in checking your plan as an equal partner.



You have the right to have an **advocate**, friend, family member or carer help you to check your plan.



Other special workers such as health may also be involved in checking your plan.

You will be asked about:



- what you have been doing



- what worked well for you



- if anything did **not** work well for you.

The check will look at:



- how well you are doing in achieving your **personal outcomes**



- what changes need to be made



- how the plan is meeting your needs



- what support is needed in the future.



This helps to see if your plan is still right for you and if changes need to be made.



If your **personal circumstances** change, your **Care and Support Plan** should change and the **local authority** must carry out another **assessment**.

Paying for your care and support



Local authorities can charge for the care and support a person gets.



To decide how much to charge, the **local authority** must carry out a **financial assessment**.



If there is a charge for your care and support you will be told how much it is.



You can ask for any charge made by your **local authority** to be checked if you think it is wrong.



You can ask about any benefits that you might be able to claim for. Your **local authority** must give you information about how to do this.

What else might help you?



To help plan your life and what care and support you need, you might like to use **Person Centred Planning**. This puts you in the centre of your planning and helps you look at what you have been doing and how far you have come.

More information

Useful videos on YouTube:



- [Care and support in Wales is changing](#)



- [The driving seat 2016](#)



- [Granville's story – Integrated Health and Social Care Centre](#)

Useful documents and websites:



- [Easy Read Well-being Statement](https://gov.wales/topics/health/publications/socialcare/strategies/statement/?lang=en)

<https://gov.wales/topics/health/publications/socialcare/strategies/statement/?lang=en>



- [Easy Read Social Services and Well-being Act](https://gov.wales/docs/dhss/publications/141117acteasymen.pdf)

<https://gov.wales/docs/dhss/publications/141117acteasymen.pdf>



- [National Outcomes Framework for people who need care and support and carers who need support.](https://gov.wales/docs/dhss/publications/160331ss-outcomesen.pdf)

<https://gov.wales/docs/dhss/publications/160331ss-outcomesen.pdf>



- www.helensandersonassociates.co.uk

Hard words

Abuse

Abuse is when someone hurts you or treats you badly.

Advocate

An advocate is someone who speaks up for you to help you say what you want to say and get your needs met.

Assessment

An assessment is when the local authority and other services like health talk to you and look at how your care and support needs can be met.

Assessment and care planning

Assessment and care planning is the process you go through with your local authority to see if you need care and support. What care and support you need. And how you will get it.

Capacity

Capacity is when someone is able to make their own decisions. If someone 'lacks capacity', it means they are not able to make some or all of their own decisions.

Direct payment

A direct payment is money you can be given instead of a service. You can use it to buy your own support and services.

Eligible

Eligible means you have the right to support because you meet all the checks.

Local authority

The local authority is your council. They provide lots of services in your area like social services, education, roads, lighting and rubbish collection.

Neglect

Neglect is when someone does not look after you properly or keep you safe.

Personal circumstances

Personal circumstances are facts about your life that make things the way they are.

Personal outcomes

Personal outcomes are what matters to you and what you want to do with your life.

Personalised technology

Personalised technology is any equipment or technology that helps you lead your life more independently. For example, a hoist to lift you out of bed or a computer to help you speak.

Well-being

Well-being means a person is happy, healthy and is comfortable with their life and what they do.