

Social Care, Health & Housing

Social Care Assessments and Care Plans



**If you require this
information in
Braille, large print
or on audiotape
please**



01267 228925

Information about services provided by Carmarthenshire
County Council can be found on the council's website:
www.carmarthenshire.gov.uk

SCH10/29/07/b

Inside this leaflet you will find essential information on:

- What is Social Care?
- Getting help via a Social Care Assessment
- Who is involved in the assessment?
- Agreeing on a Care Plan
- What services can I receive?
- What will services cost me?
- What can I do if something goes wrong?
- How can I appeal?
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What is Social Care?

Many people through age, disability or infirmity need care and support. Most prefer to stay in their own homes but may need help in order to do so. **Social Care** is about offering people a range of services to support them and their carers in their wish to remain at home. If and when required, assistance in moving into a residential or nursing home is also provided.

Who is eligible?

People from these groups are eligible for assessments of their needs and to receive services to meet these needs:

- Older People with care needs;
- People with physical disabilities;
- People with learning disabilities;
- People with sensory impairment;
- People with mental health needs;
- People who misuse substances;
- Carers who need support to enable them to continue caring for others.

N.B. **Like any other organisation we have to live within our means so it is important that services are targeted on those in most need. To find out how we try to ensure this, please refer to our sister leaflet “Am I Eligible for Services and Support?” (Access to Social Care Services in Carmarthenshire).**

Getting help via a Social Care Assessment

If you require help to remain in the community or to move to a residential or nursing home, you or your carer can contact the Social Care, Health and Housing Department. You may choose to ask someone you trust to do this on your behalf, for example your G.P. A Care Manager or Social Worker will then arrange to visit you to discuss your needs and, if requested, the needs of your carer, to find out how they can best be met. This is called a **Social Care Assessment** and can take place in your home or within a hospital before you are discharged (other venues can also be used as required). Areas for discussion would normally include:-

- Your own views and feelings about how and where you want to live;
- Your state of health;

- Your ability to live independently at home, and your possible need for support;
- Your need for temporary or long term alternative accommodation including, sheltered accommodation, residential or nursing home care;
- The needs of your carer;
- The services you require to meet your identified needs.

Who else will be involved in this assessment?

A close relative, friend or carer can be involved in this assessment and can also ask for an independent assessment of their own needs as carers if they are looking after you.

If you have an illness or disability, the Care Co-Ordinator or Social Worker may wish to involve your doctor, district nurse or other specialist workers in your assessment. This can happen when you are at home, and especially if you are being discharged from hospital and are in need of ongoing support.

Agreeing on a Care Plan

The Care Co-Ordinator or Social Worker will discuss with you the various options available to you and make

arrangements to set up the support that you need and you wish to receive.

He/she will then arrange for a **care plan** to be written up that will state the type and level of care that you can expect. This will be reviewed from time to time as your needs change. You will be given a copy of your care plan. (These plans are also sometimes referred to as “a statement of need”).

What services can I receive?

Care Co-ordinators and Social Workers have access to a wide range of information and services, any of which may be appropriate for potential individual users. Everyone’s needs are different so we aim to work with each person to prepare a suggested package of care support designed specifically for them.

Domiciliary or Home Care might provide assistance with tasks that you are unable to manage or have difficulty in undertaking alone.

Meals on Wheels/Frozen Meals Scheme seeks to deliver a quality and nutritious meal at an appropriate time for a reasonable price.

Adaptations to your home (e.g. a ramp) **and daily living appliances** (e.g. bathing aids) are available to assist you. These are assessed by Community

Occupational Therapists employed by the Social Care, Health and Housing Department.

Day Clubs and Luncheon Clubs can provide essential support, company, meals and maybe a chance to develop new interests.

Respite Care can be arranged. For example, you might be able to spend a week in a residential home so that the person who looks after you could go on holiday.

These are just a few examples; the help you may receive really depends on what your needs are.

What will it cost me?

There will be no charge for a Social Care Assessment or for visits from Social Care staff such as Social workers and Occupational Therapists. However, there will be a charge for some services. The amount you contribute may depend upon the level and type of services you receive. The Care Co-Ordinator or Social Worker will be happy to advise you about such charges.

How can I appeal?

During your assessment a decision as to how best meet your identified needs is made. Sometimes a need for a service may not be identified as there are various options to help support you. If you are not happy with

this decision there is an opportunity for you to appeal. More information on this can be found in the sister leaflet “Am I Eligible for Services and Support?” (Access to Social Care Services in Carmarthenshire).

What can I do if something goes wrong?


If you are unhappy about any of our services, or about the way you have been treated, you have the right to complain. If you wish, you may have someone with you to speak on your behalf or to support you.


Further details of how to use the department’s complaints procedure can be found in the leaflet “Are you happy with your services?” or by contacting the Complaints Officer based at the department’s Headquarters, 3 Spilman Street, Carmarthen. Telephone number 01267 228835.


Where can I get more information?


This leaflet is for general advice only. If you need advice about your individual needs please do not hesitate to contact your nearest or most appropriate Social Services office, the addresses of which are listed as follows:

Services for older people and adults with physical disabilities:

Carmarthen Team, Cambrian Place, Carmarthen
 01267 224421

Llanelli Team, 3 Crown Precinct, Llanelli
 01554 779621

Ammanford Team, Civic Buildings, Crescent Road,
Llandeilo
 01558 825371

Carmarthen Hospital Team, West Wales General
Hospital, Glangwili, Carmarthen
 01267 227562

Llanelli Hospital Team, Prince Philip Hospital, Bryngwyn
Mawr, Dafen, Llanelli
 01554 756567

Services for people with mental health needs:

Carmarthen Team, Wellfield Resource Centre,
22 Wellfield Road, Carmarthen
 01267 236017

Dinefwr Team, Swn-y-gwynt, Tirydail Lane, Ammanford
☎ 01269 595473

Llanelli Team, Brynmair Clinic, 13 Goring Road, Llanelli
☎ 01554 772768

Llangadog Team, Yr Hen Laethdy, Station Road,
Llangadog
☎ 01550 777771

Services for People with learning disabilities:

Carmarthen CTLD Team, 1 Penlan, Penlan Road,
Carmarthen
☎ 01267 236899

Llanelli CTLD Team, 12 Bay View, Capel Road, Llanelli,
☎ 01554 775916

Substance Misuse Team (County Wide)

3 Crown Precinct, Llanelli, SA15 3UT
☎ 01554 779649