

Your guide to Adult Social Care



Care for the future – a life not a service

We are completely changing the way we deliver social care services in Manchester. Our guiding principle is that everyone has a positive contribution to make to society and that you have a right to control your own life.

We want to give you more control over the services you receive and the way you receive them. We will offer you more choices and help you decide how your needs can best be met. We will give you the chance to do the things other people take for granted and give you better access to advice and information about opportunities that are out there for you.

If you are looking for a social care service in Manchester for yourself, a relative or friend, this booklet is for you.

This booklet focuses on social care services for adults. It takes you through the process of finding and choosing the right service for you. It will give you the information you need to find and talk to the right people. It will also help you and your family ask the right questions and tell you what you need to think about before making any decisions.

Asking for help is sometimes the hardest thing we have to do. But help is there and can really improve the quality of your life. The best services help people live their lives to the full and are a positive experience for the people who use them.

Where to start

Your starting point for finding the right social care service is to speak to someone at Manchester City Council's Adult Social Care department. The easiest way to get in touch is to ring our Contact Service for Social Care on 0161 255 8250. You can also use our website: **www.manchester.gov.uk/adultsocialcare** and use the web referral form to contact us. If it's easier, you can get a friend or relative to contact us on your behalf.

When you get in touch, we will ask you some questions about yourself to begin to assess your needs according to criteria set out by the Government. You can read more about these criteria in our leaflet **Fair Access To Care Services**.

You may want to ask for the help of an advocate. This is someone who can help who is independent of the Council. An advocate can be a member of your family or a friend, or someone from a voluntary sector organisation.

You are also entitled to an assessment if you are a carer. The carer's assessment will cover many things, including employment, lifelong learning and your wish to take part in leisure activities. See our **Carers Information** leaflet for more details.

If we can't provide you with services ourselves, we will give you details of other services that may be able to provide some help. You can also find details on our online service directory, www.manchester.gov.uk/MyManchesterServices

Getting back up to speed – reablement

People often get in touch with us for the first time after a change in circumstances. It might be a fall or an accident that means that you can't manage things yourself for a while. Perhaps the death of a partner or a problem with a carer has left you struggling to manage on your own for the first time.

We think the best way to deal with this is to help you regain your independence as soon as possible so you can get on with your life. It might mean making some changes to your home to make it easier to get about, or helping you learn to pay bills and manage money for the first time. We call this reablement and you can find out more in our leaflet called **Reablement**.

Reablement isn't right for everyone, so some people with more complex, longer-term needs won't use this service.

Assessment

Often, after reablement, people find they can manage on their own and don't need any more help, but others will need continuing help, called a support package. We will check throughout reablement whether we think you'll need more support, and if we do, we'll complete a full assessment of your needs. This involves coming to see you to help you decide what help you need and what sort of support will be best for you. Find out more in our leaflet called **Planning Your Support**.

Individual budgets

When we complete an assessment, we look at how much help you need and work out how much we think that support should cost, which gives you a total budget. We may be able to make a contribution to the cost of your support, and we will be able to let you know exactly how much you will have to pay when we have completed a financial assessment.

We then give you several options:

- You can organise your care yourself. We call this a **Cash Individual Budget**.

- You can choose someone else to organise care for you, though they may ask you to pay them for this. We call this an **Individual Service Fund**.
- You can choose to have the Council organise your care. We call this a **Virtual Individual Budget**.

A **Cash Individual Budget** gives you the ability to organise your own care. The council pays you an agreed amount of money. You can then hire the support service of your choice. That way they work for you and not for the Council.

Even though the money for all or part of your support might come from an **Individual Service Fund** or a **Virtual Individual Budget**, you are the customer. You have a right to be listened to and your opinions should be respected. We are here to help you and will do everything possible to respect your needs.

You will need to do your homework if you want to organise things yourself. In Manchester you can speak to your Care Manager or the Self-Directed Support Team before you make a final decision. They can tell you the different choices available for you.

You can find out more in our leaflets **Planning Your Support** and **Paying For Your Support**.

Planning the support you need

Services come in many different shapes and sizes. Some will suit you more than others. Social care services are not simply split between home care and residential care. Many social care providers now offer new schemes, like extra care housing or sheltered housing, that help you to stay as independent as possible with support available if and when you need it. You may be able to mix and match different types of support, including regular short breaks (respite care) for a relative or friend who supports you.

You can get a list of all social care services local to you by calling us on 0161 255 8250 or by searching the directory on www.manchester.gov.uk/MyManchesterServices.

Once we've agreed with you how much support you need, we will help you to organise the right mix of services to help you achieve the goals you have set with your care manager. This is your support plan, and you will be able to use your individual budget to buy the support you need. Find out more in our leaflet, **Planning Your Support**.

You need to make sure you tell us about any problems you have, or any changes in your circumstances to make sure we are all in agreement over your support plan.

Organising your support

It is important that you choose the right support provider. Any good provider will be more than happy to answer any questions you have before you make your decision. You should feel totally comfortable that you have chosen the right support service. You may even be able to set up a trial period before deciding whether a support service or care home is the right one for you.

Consider these questions before you speak to any service provider and think about their answers after any discussions or visits have taken place.

Were the staff helpful in setting out exactly what services they provide?

- Did they explain their costs and charges properly?
- If you are going to pay for your own care, were they willing to give you a blank copy of their contract for you to look at after your visit?
- Were they confident to allow you to meet and talk to existing clients?
- How does this meet my needs?
- Can I have this support at a time that suits me?
- Can I choose my own staff?

If you are considering a care home:

- Did they offer to show you their latest inspection report?
- Did they ask many questions about you – your likes and dislikes – or were they more interested in setting out their routines for each day?
- Did you get the impression that you would have to fit into their routine instead of living your life the way you choose?
- Did they seem happy to answer all your questions?

If you are looking around a care home, think about the following:

- Can residents have personal possessions in their rooms, such as pictures, plants and furniture?
- Are you allowed to take your pet?
- Do you have a choice of what and when to eat every day? Are special diets catered for? And can you invite your relatives and friends to come and have a meal with you, as you would do at home? Can you prepare food or drink yourself if you get hungry or thirsty in the middle of the night?

- **Will you be free to have people visit you at any time, as they would be able to if you were living at home?**
- **Will you be able to have a phone in your room to make private calls? If there is a shared phone, is it in a place where you can talk without being overheard?**
- **Will you be able to come and go as you please, for example, to the shops, to the pub or a club in the evening?**

Try and talk to the people using the support service you are interested in and see what they have to say about it.

Paying for your support

Social care, unlike healthcare, is not free to everyone. Councils only have a limited amount of money, and cannot provide services for everyone. That's why we use the Government's Fair Access to Care Services criteria to help us make decisions, and you can find more details of this in our **Fair Access to Care** leaflet.

If your needs do match the level set by the Council, we will also want to carry out a financial assessment. Depending on your income, savings or assets, such as your home, you may have to pay for some or all of your support. There are also Government guidelines on how much you can have in savings or assets before you will be asked to pay for your care. You can find out more in our **Paying for your Support** leaflet.

You may find it useful to get some independent financial advice before deciding how to manage your money. Always make sure the firm you use is on the Financial Services Authority (FSA) register. You can check this by going to www.fsa.gov.uk/register or by calling 0845 606 1234.

You may also want to talk to a solicitor, for example, if you want to set up a power of attorney to let a relative or friend act on your behalf.

Even if your needs are low, or you have to pay for your own support, we are able to give you information and guidance about the kinds of services that would help you. These may be from the private sector, voluntary organisations or charities, and are listed on our Service Directory on:

www.manchester.gov.uk/MyManchesterServices.

Reviewing your support

Adult Social Care will review your support plan regularly, especially if your circumstances change. We need to make sure that you are getting what you need and what you are paying for.

For example:

- You have a right to be treated politely and with dignity
- You have a right to privacy for yourself, and your relatives and friends when they visit
- You have a right to deal with your own finances and spend your money in the way you choose

- You have a right to express your views
- You have a right to eat food that is prepared in line with your faith, and to worship when and where you want to
- You have a right to be safe
- You have a right to choose the food you eat and be given the time and space to relax and enjoy your meal
- You have a right to be involved in activities such as work, education and parenting
- You have a right to get up in the morning and go to bed at night when you choose
- You have a right to have relationships, including intimate relationships
- You have a right to complain if you are not happy with the support you get.

To find out more, you can get a copy of the national minimum standards relevant to your type of service. You can find national minimum standards for care services on the Department of Health's website at www.dh.gov.uk or by calling their Customer Service Centre on 020 7210 4850.

Your care worker is always there to help you sort out any problems you might have, either with providers, or with managing money.

If you are not satisfied

If you are not happy with the care you receive, you should tell your service provider. A good service provider will want to hear your views and sort out any problems. If they can't do this, they should clearly explain the reasons why not.

All providers must have procedures for handling complaints and provide information on how you can make a complaint to the manager or owner. If it is a Council-run service, or if the Council pays for your care, you can also complain to us. See our **Tell Us What You Think** leaflet.

Abuse and neglect

Despite what you might read in the media, available evidence suggests that abuse and neglect of people using social care services is not widespread. However, it can happen, and it needs to be stamped out.

Abuse and neglect of people using social care services is a criminal offence.

The simple fact is this – abuse and neglect of people receiving social care services is a criminal offence. People can and do go to prison for it. Find out more in our leaflet, **Keeping Safe – Free from Abuse or Neglect**.

Contact details :

Adult Social Care Contact Service: 0161 255 8250

Fax: 0161 255 8266

Textphone: 0161 272 8770

Websites: www.manchester.gov.uk

www.manchester.gov.uk/MyManchesterServices

This information is available in alternative formats on request, please ring Promotions and Publicity on 0161 234 3880