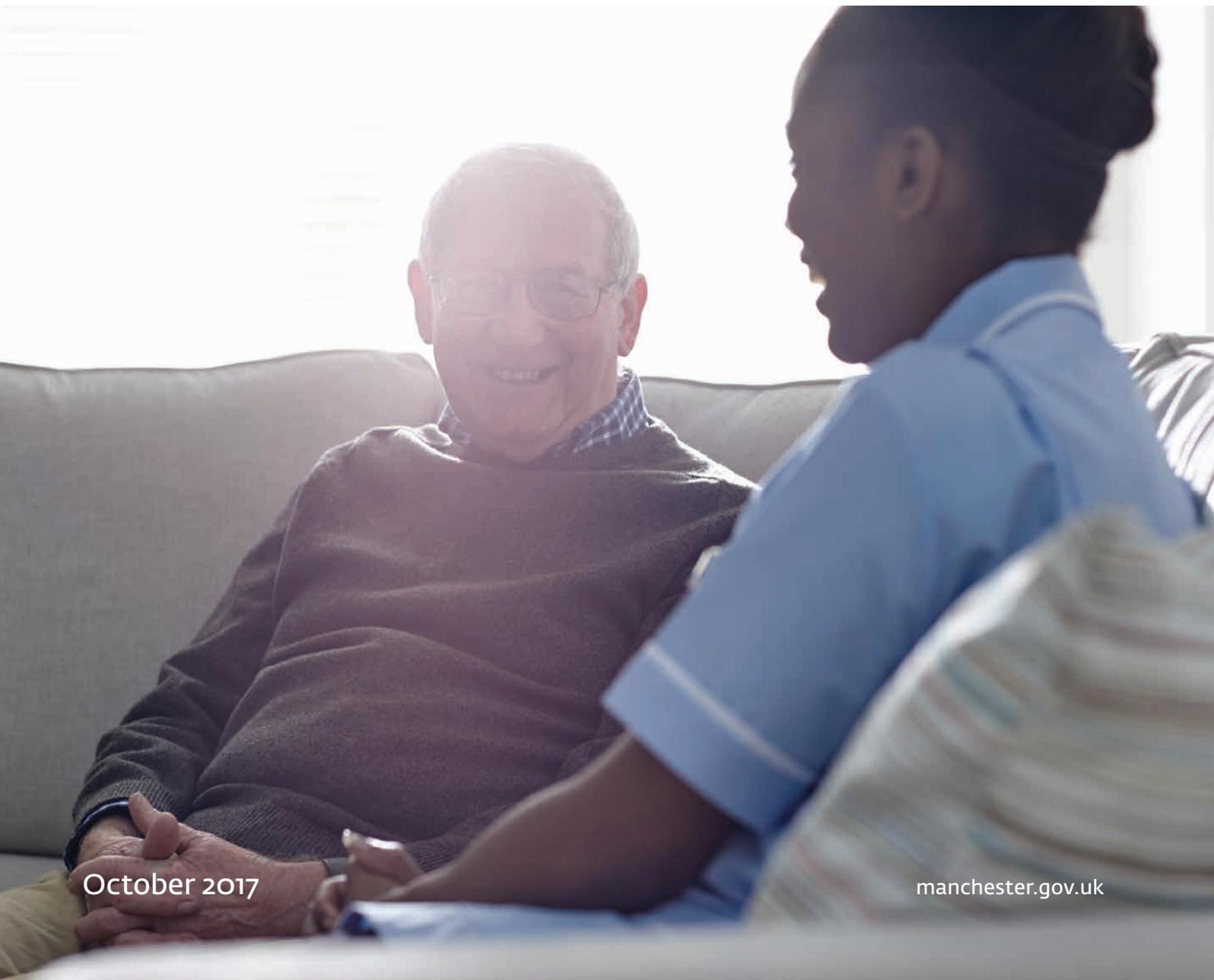


# Guide to social care for adults in Manchester

Adults, Health and Wellbeing



October 2017

[manchester.gov.uk](http://manchester.gov.uk)



## Seeking advice and support from social care

If you or someone you know needs help and support, you can talk to someone in person to seek help and support, make a referral for an assessment, or raise a Safeguarding Adults concern.

When you get in touch we'll ask you some questions. We ask questions so that we can find out quickly how we can help you. For instance, that could be getting you a simple piece of equipment to help you at home, or telling you about other services that could support you to self-care or remain independent at home. If it looks like the Council can help, we'll arrange for someone to contact you to assess your needs further.

If we can't help you ourselves, we'll refer you to other organisations that may be able to help.

If you want, you can have someone contact us on your behalf, such as a relative, friend, neighbour, or another organisation.

You can contact us via the details on page 21.



## How we can help

Often, the first time people get in touch is when something has changed or happened in their lives. This could be a fall or an accident that means you can't manage things yourself for a short period. You may be recovering from an operation and need additional support when you leave hospital, or perhaps a change in your life means you are struggling to manage on your own for the first time.

If so, the best way to help you regain your independence and manage on your own may be reablement. This is a short-term period of assessment and intensive support that can last for up to six weeks. Reablement is available for Manchester residents aged 18 and over. We'll advise whether this is the right option for you.

Throughout your reablement we'll work with you to help you regain your independence. We'll encourage you to set goals and see how you're meeting these each week. Hopefully, at the end of your reablement you'll be able to manage on your own and be ready to get on with your life.

If we think there are additional support services in your local community that could be of benefit, we'll talk to you and help you access them.

Some people may need long-term support. We call this ongoing help a 'care and support package'. This might be help to live at home or to go to work, or it could be a residential or nursing care home. We'll tell you what support is available and whether we are able to make a contribution to the cost.

## **Who will contact you to assess your needs and help you develop a support plan?**

You will be contacted by a social care professional who will work with you to assess your needs.

These professions share and draw on a set of core values and principles relating to:

- The human, legal and civil rights of the individual
- The equality, worth and diversity of all people, respecting their individuality, privacy and dignity
- Protection from discrimination and prejudice
- Personal autonomy, independence, choice and control

The initial assessment will determine whether you have any social care needs. If you do, then the assessor will work with you to develop a care and support plan.

The focus of the assessment will help to draw on your strengths and look at natural forms of support e.g. from family and friends. We will look at areas where you are managing well, areas that could be improved or are currently difficult for you and see how this impacts on your wellbeing. We will look to build on your goals and aspirations to help create your own personal support plan.



## Who we can help

We use the Government guidance under the Care Act 2014. This came into force on 1 April 2015 and sets out how we should assess people using new national eligibility criteria.

To be eligible for social care, you must qualify in three parts, as follows:

### Part 1

You qualify because your needs arise from (or are related to) a physical or mental impairment or illness.

### Part 2

You qualify because you are unable to achieve two or more of the following ten specified outcomes:

1. Eating and drinking
2. Maintaining personal hygiene
3. Managing toileting needs
4. Being appropriately clothed
5. Being able to make use of your home safely
6. Maintaining a habitable home environment
7. Developing and maintaining family or other personal relationships
8. Accessing and engaging in work, training, education or volunteering
9. Making use of necessary facilities or services in the local community, including public transport, and recreational facilities or services
10. Carrying out caring responsibilities for a child

### **Part 3**

You qualify because this is causing or is at risk of causing a significant impact on your wellbeing (ie. it has an important effect on your daily life, independence and wellbeing).

If you are not entitled to receive support under the Care Act eligibility, we may still be able to help you. This may include telling you about other local services in the community that can meet some of the needs you have told us about.

You might also want to consider how family, friends and neighbours could help to meet your needs, or you could choose to buy services from local care providers if you wish.



## Paying for support

Our support package tells us the type and level of support you need and how much this should cost. We call this your support budget, or your Personal Budget. To help you get the right support we award points for each area of your needs. Each point is worth money in your support budget.

Unlike health services, most social care services are not free. We may be able to contribute to some or all of the costs of your support package if you have eligible care and support needs. To find out, we need to ask you some questions about your finances – your money – to see if you can afford to pay towards the cost of your support.

This is called a financial assessment and looks at your income and any savings you may have.

If you choose not to have a financial assessment, you will have to pay the full cost of the services you receive.

All financial assessments are made under the Government's Care and Support (Charging and Assessment of Resources) Regulations 2014.

Although the financial assessments are similar, different rules apply depending on whether you receive care while living at home (non-residential care) or in a residential care home setting. The main differences are outlined below:

### **Non-residential**

- We don't take the value of your property into consideration unless it's a second home or you don't live in it.
- You may be entitled to financial support even if you have savings/assets over the capital threshold of £23,250.

- Your assessed charge will take into account the minimum income guarantee levels set by the Department of Health, which aim to ensure that you are left with enough weekly income to meet your living costs.
- Your assessment will take any eligible disability-related expenditures (DREs) into consideration.

### **Residential**

- If you have savings/assets over the capital threshold of £23,250, the Council is not allowed to contribute towards your care costs.
- If you are in permanent residential care, the value of your home may be taken into consideration. If assessable, the value of your property counts as capital 12 weeks from your admission date, and at that point you will be responsible for meeting the full cost of the residential home. If your home is taken into account, the Council may be able to offer you a deferred payment agreement, which will provide you with a loan to fund your care until your home is sold or until you no longer require funding. The deferred amount must be paid back to the Council.
- If you are in permanent residential care and receive a superannuation, you may choose to give 50% of it to your partner.

You can find out more about non-residential financial assessments in the charging policy citizen handbook.

We can provide information on residential financial assessments and deferred payments if required. Please ask for a copy of this information.



## Managing your support budget

Once you know your support budget and the agreed outcomes it will deliver, there are a number of ways you can manage your support.

You can choose to:

- have more choice and control over your care and organise your own support, manage your budget, and make all payments yourself. We call this a cash budget or direct payment
- have the Council organise your support for you within the levels of your budget and make all the payments. Any contribution you make towards the cost of your support package is paid to the Council. We call this a virtual budget
- have someone else to organise your support for you, manage your budget, and make all the payments on your behalf. We call this an Individual Service Fund.

We'll talk to you about your options to help you make your decision.



## Getting the right support

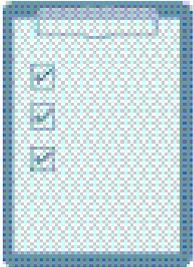
The most important part of your support is carefully planning how you will meet the needs identified in your care assessment. You do this in your support plan. This tells us your goals – what is important for you to be able to do yourself or with some help. Sometimes these are called your outcomes. Another key feature of the new Care Act is that any care and support must promote your wellbeing, so we will talk to you about this aspect.

Once you know what your goals are you can start to think about the best way to meet them. This might include help and support from family, friends and neighbours, social services from the Council, or support from voluntary and community organisations.

You can also get help from an advocate or brokerage service. Brokerage services work with you to get the most from your support budget.

Information about services and organisations that can help you meet your needs can be found on our:

- Council website: **[manchester.gov.uk](https://manchester.gov.uk)**
- online directory Help and Support Manchester (HSM): **[manchester.gov.uk/helpandsupportmanchester](https://manchester.gov.uk/helpandsupportmanchester)**
- new portal, Connect to Support, where carers can complete a simple online self-assessment about their caring role and access services to support them in their local area: **[manchester.connecttosupport.org/selfassessment](https://manchester.connecttosupport.org/selfassessment)**



## Reviewing your support

People's needs can change over time. To make sure you continue to get the correct level of help and support, we will review your support package at least once a year to take into account any changes in your circumstances and needs. This might mean you need less support, your support package doesn't change, or you may need more support.

If your needs change, you can contact us and arrange a reassessment. Your reassessment will consider your needs and the support we are able to offer, which may have changed.



## Going into and leaving hospital

There may be a time when you have to go into hospital for planned treatment or an emergency. If you know in advance, you should let your care providers know the name of the hospital, when you will be going in, and how long you are likely to stay. You may also need to make arrangements for things at home, such as care of a pet, or managing your post.

If you are someone's carer or your own carer is going into hospital, it is important to make alternative arrangements.

If your hospital stay is an emergency, you should let one of the nurses on the ward know as soon as possible if any of the above situations affect you. Carers can carry a carers emergency card, which informs staff they care for someone and who to contact. You can find out more in the Carers Information booklet.

If necessary, when you're ready to leave hospital, a discharge team (made up of social workers and NHS staff) will discuss the support you have in place to meet any ongoing needs you may have.

## Supporting carers

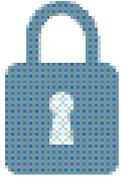
Unpaid carers play a vital role providing support for relatives, friends and neighbours. Often, people don't realise they are a carer. Someone is a carer if they support a relative, friend or neighbour due to age, physical or mental illness, impairment, or substance misuse – including alcohol and drugs.

Under the Care Act 2014, carers are now entitled to an assessment of their needs as a carer.

Lots of information on agencies that support carers can be found on our carers directory, which can be accessed via our website: **[manchester.gov.uk/carers](https://manchester.gov.uk/carers)**

You can also find out more in the Carers Information booklet.

To request a copy, or to arrange a carer's assessment, call **0161 234 5001**.



## Safeguarding adults

If you are worried about something that is happening to you, or about someone you know, we will work with you to make sure that you, or they, are safe.

We will treat you with respect and listen to everything you tell us.

### Types of abuse

The Care Act 2014 provides the following categories of abuse and neglect:

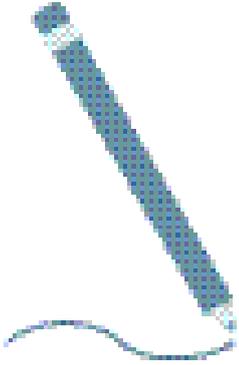
- **Physical:** including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions
- **Domestic violence:** including psychological, physical, sexual, financial or emotional abuse; forced marriage, female genital mutilation, and so-called honour-based violence
- **Sexual:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented to or was pressured into doing so
- **Psychological:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, or unreasonable and unjustified withdrawal of services or supportive networks

- **Financial and material:** including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements (including in connection with wills, property, inheritance or financial transactions), or the misuse or misappropriation of property, possessions or benefits
- **Modern slavery:** encompassing slavery, human trafficking, forced labour, sham marriage and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment
- **Discriminatory:** including hate crime or other forms of harassment, slurs or similar treatment due to race, gender and gender identity, age, disability, sexual orientation or religion
- **Organisational:** including neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to provision in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation

- **Neglect and acts of omission:** including ignoring medical, emotional or physical care needs; failure to provide access to appropriate health, care and support or educational services; and the withholding of the necessities of life, such as medication, adequate nutrition and heating
- **Self-neglect:** covering a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings, and hoarding
- **Radicalisation:** this is the process by which a person comes to support terrorism and forms of extremism that lead to terrorism. Adults at risk can be exploited by people who seek to involve them in terrorism or activity in support of terrorism.

If you think you are being abused or neglected, or you know of someone who may be, call Manchester City Council on **0161 234 5001**, or Greater Manchester Police on **101** (non-emergency number).

In an emergency ring **999**.



## Information about you

To help us understand and meet your needs, we ask you to give us information about yourself. Usually, this information will be written down and held on a secure computer.

The information we keep includes your name, address and date of birth, as well as the names and contact details of close relatives and carers. During your assessment, we also gather information about your health support needs. We keep a record of meetings and any letters or correspondence about the support you receive.

Where we work with other people to plan and provide your support, we will need to share information with them. We'll ask you to agree that we can do this.

We are committed to keeping your records safe and confidential, and have strict guidelines to ensure that we respect your rights. You can request to see your social care record at any time. You can find out more here:

**[manchester.gov.uk/dataprotection](https://manchester.gov.uk/dataprotection)** or call **0161 234 5001**.

## Help and Support Manchester (HSM)

HSM is the online resource for adults, carers of adults, their friends and relatives who want to find support services and a wide range of opportunities to help you get the most out of your life.

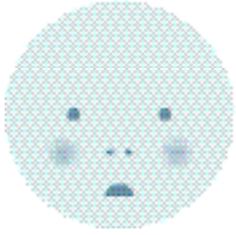
This new directory has detailed information about more than 4,000 services and community-based activities in and around Manchester. It includes advice about benefits, yoga classes for disabled people, social opportunities, and other services to help improve residents' quality of life.

To find out about the range of services and support, go online at: [manchester.gov.uk/helpandsupportmanchester](https://manchester.gov.uk/helpandsupportmanchester)

## How you can get involved

Manchester City Council greatly values the input of citizens to help in the design and delivery of services, and has a number of ways you can get involved, including citizen surveys, feedback requests, citizen groups and co-production.

To find out more about how you can get involved call **0161 234 5001** or email [getinvolvedadultsocialcare@manchester.gov.uk](mailto:getinvolvedadultsocialcare@manchester.gov.uk)



## What to do if you're not happy

If for any reason you are unhappy or dissatisfied with the support and advice you receive, the best way to resolve the issue is to discuss the situation with your care contact.

After an assessment, if you feel the outcome is incorrect and have been unable to resolve this with your care contact, you can appeal. The appeal will look at your needs and any new or additional evidence you provide. The appeal may result in an increase in your budget, no increase, or it may result in a reduction.

If you are unable to resolve a problem or an issue about a service you receive informally, you can find out more about how the Corporate Complaints Team can help you in the Comments, Compliments and Complaints leaflet.

To request a copy, call **0161 234 5001**.

If you need this information in another language or another format – such as large print, Braille or audio – you can contact us via the details opposite.

You can also contact us by completing the online complaints form at: **[manchester.gov.uk/complaints](https://manchester.gov.uk/complaints)**

## Contact us



Website: [manchester.gov.uk](https://manchester.gov.uk)



Telephone: **0161 234 5001**



Email: [mcsreply@manchester.gov.uk](mailto:mcsreply@manchester.gov.uk)



SMS text: **07860 003160**



Sign-video: [manchester.gov.uk/signvideo](https://manchester.gov.uk/signvideo)

Online service directory: You can also find details of other services and support at Help and Support Manchester: [manchester.gov.uk/helpandsupportmanchester](https://manchester.gov.uk/helpandsupportmanchester)





