



My Assessment or Review

What you need to know for an assessment or review meeting with adult social care





Preparing for Your Assessment

This booklet is designed to help you get ready for your assessment. Keep it in a safe place, as you may find it useful during and after your assessment. We also include space at the end for you to jot down notes, helping you to remember key points you want to discuss or questions you want to ask.

Topics to Consider

To make the most of your meeting with a social care worker, it's beneficial to be prepared. Start thinking about your future and consider the following:

- What is important to me and why?
- Who is important to me and why?
- How is my life currently, and what would I change if I could?
- What do I enjoy now or want to enjoy again?
- What challenges do I face, and what might help me overcome them?

Speaking with a Social Care Worker

When you or someone else contacts us about your wellbeing, we will arrange to speak with you. This conversation may take place in your own home, the hospital or care home or over the phone. We will discuss how we can support you in maintaining your independence and the best ways to provide you with the information, advice, and support you need.

We will talk about:

- Your goals and what is important to you
- What you can do to achieve these goals
- The support your friends or family can offer
- How community services, networks, or charities can assist you
- The support we can provide

Together, we will agree on:

- What changes you might be able to make
- What you will ask your friends and family to do
- Which organisations either you or we will contact

If your meeting is for a review, we will also talk to you about the outcomes in your support plan and whether these are being met. We will want to know what you think is going well and if there is anything you would like to change. We will always send you a copy of your assessment and support plan.

If you need help to participate in the meeting, you can have a family member or friend with you. If no one is available, let us know, and we will arrange for someone to assist you. We will ensure you have access to an advocate who can help you during the assessment to say what care and support you need. You can find out more about Advocacy Services by visiting www.voiceability.org/

We will also consider any necessary adjustments to support your participation, whether the assessment is in person or over the phone. This might include providing support with communication, such as offering documents in alternative formats (e.g., large print) or arranging interpreters to overcome language barriers.

Assessing Care Act Eligibility

Under the Care Act 2014, we assess your care and support needs based on national eligibility criteria. This involves determining if your needs arise from a physical or mental impairment or illness, if these needs prevent you from achieving certain outcomes, and if this has a significant impact on your wellbeing.

If you are not eligible, we will give you information and advice and help you to think about other ways to meet your needs. If you do not agree, you have the right to complain.

If you are eligible, we will work together to help you to identify your goals and develop a plan to achieve them.





Adult Social Care Charging

Following your assessment, should you receive care funded by your Adult Social Care- at home, in the community, or in a residential home, you will be asked about your individual circumstances to work out if, and how much, you can contribute to the cost of your care.

You can visit www.bolton.gov.uk/funding-adult-social-care to find out more. In addition, there is an easy-to-use Online Financial Assessment Calculator which can be accessed using the QR code.



How to Contact Adult Social Care

To contact us or if you would like this information in an alternative format or language,

Telephone: 01204 337860 Email: EITTeam@bolton.gov.uk

Alternatively, visit Adult Social Care on the Bolton Council website

www.bolton.gov.uk/adult-social-care

The screenshot shows the Bolton Council website's 'Adult social care' page. At the top, there is a navigation bar with links for Births, Marriages and Deaths, Business and Licensing, Environmental Health, Health and Care, Housing and Council tax, and a 'More' dropdown. A search bar is present with the text 'I'm looking for...'. The main heading is 'Adult social care'. Below this is a photograph of an elderly man and a woman looking at a document together. A sub-heading reads: 'Find out your options and where you can get support if you or someone you know needs help with day-to-day living because of illness or disability.' The page features a grid of nine service categories, each with a 'Read more' link:

- Living well at home**: Information and support to help you to live at home in your own community.
- Assessments and reviews**: Helping you prepare for the adult social care assessment and review process.
- Funding adult social care**: Information on paying for home care, day care, extra care and meals.
- Adult social care services**: Services you might access following an adult social care assessment.
- Caring for a friend or relative**: Assessments, support and breaks for carers of adults.
- Compliments and complaints**: How to complain or let us know what you think of our services.
- Safeguarding adults**: What adult safeguarding is, how to report it and Bolton's Safeguarding Adults Board.
- About adult social care in Bolton**: What adult social care is and how we deliver this in Bolton.
- Information for social care providers**: Information for providers of adult social care services in Bolton.

The footer contains accessibility icons (Accessibility, Translations, Contact us), social media icons (Twitter, Facebook, YouTube), copyright information (Copyright © Bolton Council. Privacy and terms. Designed and Powered by Jaxu), and the Bolton Council logo.

This is space for you to make a note of anything important to you, that you might want to share during the conversation



How to Appeal or Complain

If you do not agree with a decision about your support package, contact Adult Social Care in the first instance.

If you are still unhappy with the decision, you can contact:

- Email: quality@bolton.gov.uk
- tell someone working in the service or
- phone 01204 338021

If you are still not happy, you can go to the Local Government Ombudsman. <https://www.lgo.org.uk/>

The Local Government Ombudsman make decisions on complaints about all councils in England.



Local Government &
Social Care
OMBUDSMAN