

Adult  
Social  
Care

# Care and Support in Cumbria



## About this booklet



This booklet is for all adults living in Cumbria who need help to live healthy and independent lives or who think they may need such help in the future. It is also for carers, like family and friends, who help look after other people.

This booklet will tell you:

- Adult Social Care and how care and support works in Cumbria;
- what you should expect from us; and
- where to find out more.

The booklet covers the key stages of how care and support works:

- information and advice
- preventative services
- getting an assessment
- carer's assessment
- care and support planning
- arranging your support
- your contribution towards the cost of care and support
- promoting independence reviews of care and support



In this booklet,

- when we say 'you', we mean someone receiving or interested in care and support; and
- when we say 'we' or 'us' we mean Adult Social Care, part of Cumbria County Council's Health and Care Services Directorate.



## About Adult Social Care



Adult Social Care is responsible for providing you with help to access the care and support that you need. Following the introduction of a new law called the Care Act, we must provide a wider range of care and support than we did before. This includes helping people who pay for their own care. Examples of what we can help with include:

- general information, advice and sign-posting to organisations that can help you;
- advice about housing including how to adapt your home and the range of accommodation options available;
- equipment that can help you to remain independent at home;
- short-term services, for example, help you need when coming out of hospital;
- an assessment where you can talk about your longer term needs and how you think these could be met;
- a care and support plan about how your needs will be met;
- help to understand how your care and support is funded – what we pay for and what you might be asked to pay if your service is not free; and
- your personal budget you can use to arrange your own care in the way that best suits you.

If you care for someone, you can have an assessment from us. We can help you develop a support plan to make it easier for you to care. We can also help you and the person you care for to get the financial help you need.

We can also help any member of the public or family who is worried about the safety of a vulnerable adult living in Cumbria. We call this '**safeguarding adults**'.



## Getting information and advice

Getting access to good quality information and advice is vital to getting the most out of life, staying healthy and remaining independent for longer. Some people just need to know what is available to them in their local area. Leaflets, directories, information providers and the internet can help with this. Others need advice and the opportunity to discuss their situation with someone with the time and knowledge to talk through the options and help them make choices.

The Care Act says information and advice should be available to the whole population and about a wide range of topics, not just care and support. This should focus on helping people get access to the care and support they need. We work closely with the many organisations in Cumbria who provide information and advice to ensure this is available to people when they need it. For example, information and advice is available from:

- the Cumbria County Council website and our online Cumbria Support Directory [www.cumbriasupportdirectory.org.uk](http://www.cumbriasupportdirectory.org.uk);
- local Cumbria County Council libraries and 'Local Links';
- Neighbourhood Care Independence preventative services  
**0844 967 1885** for Carlisle, Eden, Barrow and South Lakeland  
**0844 384 3843** for Allerdale and Copeland;
- staff in your local Adult Social Care office (see contact details at the end of this booklet);
- Carers Support Cumbria - for carers who help look after others (see contact details at the end of this booklet); and
- the Prison Information Service.

You may also find useful information through:

- local district council housing departments and housing associations;
- health services such as your doctor, nurse, pharmacist, NHS 111 helpline or NHS Choices website [www.nhs.uk](http://www.nhs.uk);
- voluntary organisations and charities like Age UK, Citizen's Advice Bureau, Alzheimer's Society, Mind and Mencap; and
- Citizens Advice consumer service **03454 04 05 06**



## Preventative services

Preventative services are about helping people to live healthy lives and maintain their independence. Having the right preventative services can stop people being unnecessarily admitted to hospital or to a nursing or care home, helping them to live full lives with their own families and in their own communities.

You don't have to have a high level of needs to benefit from preventative services. Some people could get involved in something going on in their local community, for example activities and social groups organised by local charities to help them keep active and improve their wellbeing.

Some people can benefit from having equipment that helps with walking and carrying out everyday tasks. People can build their confidence and peace of mind from having a pendant alarm that lets them call for help if they need it in an emergency.

Some people need short term help at key times in their lives. For example, they may not be able to look after themselves properly or need help to carry out everyday tasks by themselves following discharge from hospital. There are intermediate care services like '**reablement**' that help people build their confidence and become fully independent again.

We can help you access preventative services and in some cases we may be able to pay for some or all of these services. You can find out more from:

- the Cumbria County Council website and our online Cumbria Support Directory [www.cumbriasupportdirectory.org.uk](http://www.cumbriasupportdirectory.org.uk);
- local Cumbria County Council libraries and 'Local Links';
- Neighbourhood Care Independence preventative services
  - **0844 967 1885** for Carlisle, Eden, Barrow and South Lakeland
  - **0844 384 3843** for Allerdale and Copeland;
- staff in your local Adult Social Care office (see contact details at the end of this booklet);
- Carers Support Cumbria - for carers who help look after others (see contact details at the end of this booklet); and
- the Prison Information Service.



## Getting an assessment from Adult Social Care

We can provide a care and support assessment for any adult in Cumbria who requests one. This includes a wide range of people in different circumstances, for example:

- people who need or who think they need care and support;
- people who have always organised and paid for their own care and support;
- people who look after others (this is called a Carer's Assessment see the next section);  
and
- people who are in prison in Cumbria.

You can ask for an assessment from us or you can ask for someone to do this on your behalf. You may also be able to carry out part of an assessment yourself. An assessment will help us identify:

- your care and support needs;
- how these needs impact on your wellbeing and quality of life;
- the outcomes you'd like to achieve in your day to day life;
- if you would benefit from preventative services;
- if you are eligible for care and support from the council; and
- an indication of how much money could be made available to meet the cost of this care and support.

Your assessment will be carried out by a member of our staff such as a Social Worker, Social Care Worker or Occupational Therapist or by another organisation we have chosen to work on our behalf such as Carers Support Cumbria. Your assessment will be proportionate your level of your needs, so people with less complex needs will have simpler assessments.

If you have a carer who helps support you, you can ask to involve them in your assessment. They may also ask for an assessment of their own care and support needs and also a carer's assessment (see later section). Your assessment will take into account any support your carer provides to you.

It is very important that your assessment reflects your own preferences and how you like to live your life so we like to involve you as much as possible. If:

- you have substantial difficulty in being involved in your assessment, perhaps as a result of a learning disability or dementia, and
- you have no family, friend or neighbour to advocate for you by helping you with the assessment,

we will arrange for an independent advocate to help you express your point of view to us.

After your assessment, we will give you information and advice. If you would benefit from prevention services, we will help you to put these in place as part of an overall care and support plan. We will do this whether or not you are entitled to long-term support.

The assessment will help us decide if you are eligible for longer term care and support from us. The Care Act has introduced a national eligibility threshold for care and support. This means that all councils consider the same level of care and support needs when they assess what help they can give you. This eligibility threshold is described in detail in a separate factsheet '**Eligibility for Care and Support in Cumbria**'. If you have any queries about this, please ask your social worker.

As soon as possible after your assessment, we will also carry out an assessment of your finances to work out how much, if any, you would be expected to contribute to the cost of your care and support.

We will then advise you:

- what level of support we think you need – we call this your '**assessed needs**';
- what level of financial support we may be able to offer – called your '**indicative amount**';  
and
- how we can help you to make arrangements to put in place the support you need.



## Carer's assessment

Carers can have two kinds of assessment:

- an assessment of your own care and support needs; and
- a carer's assessment.

Your carer's assessment will identify:

- your care and support needs as a carer;
- the sustainability of your caring role considering the your potential future needs for support;
- how these needs impact on your wellbeing;
- the outcomes you'd like to achieve in your day to day life, your activities beyond the caring role and the impact of caring on their activities;
- if you would benefit from preventative services;
- if you are eligible for care and support from the council; and
- an indication of how much money could be made available to meet the cost of this care and support.

Carer's assessments can be carried out by our staff or by carer's organisations linked to Carers Support Cumbria. You will find contact details of our local Adult Social Care offices and local carer's organisations at the end of this booklet.

The carer's assessment will help us decide if you are eligible for care and support from us. The Care Act has introduced a national eligibility threshold for care and support for carers. This means that all councils consider the same level of care and support needs when they assess what help they can give you. This eligibility threshold is described in detail in a separate factsheet '**Eligibility for Care and Support in Cumbria**'.

If you have any queries about this, please ask your social worker or carer's organisation.



## Care and support planning

If you are eligible for care and support from us, we will then work with you to develop a **'promoting independence'** care and support plan. If you prefer, you can produce your own plan or you can ask a relative, friend or someone else to help you.

If your assessment identifies that your needs can be best met in a residential or nursing home, we will work with you to help you choose a home that suits you. You will have a care and support plan which sets out how your needs will be met in the home.

The rest of this leaflet describes how care and support will be arranged to meet your needs when living at home in the community.

Your care and support plan will say how your care and support needs will be met and how much this will cost. Your assessment will have identified your needs and also your **'indicative amount'** which gives you an idea of how much money could be made available to pay for your care and support.

Your indicative amount is a guide, not an allocation of money to you. While many people will find they can meet their needs within their indicative amount, some may find they need more than this. If this is the case, you should discuss this with us, using your care and support plan to show why more money is needed.



Your care and support plan can be in any format or style but needs to answer eight questions:

1. What is important to you?
2. What outcomes do you want to achieve?
3. How do you want your support to be arranged?
4. Who would provide your support and how much would this cost?
5. How will you manage your support?
6. How will you stay in control?
7. What are you going to do to make this support plan happen?
8. How will you ensure your cultural needs are met?

Everyone's care and support plan will be different. By being involved in making your plan, you can think about how you would like your needs to be met and how you will achieve your outcomes. It is important that your plan aims to support you to be as independent as possible.



## Different ways to arrange your care and support

When your care and support plan is complete, we will need to agree this with you. We will want to make sure your plan:

- meets your assessed, eligible needs as identified in your assessment;
- is safe and legal; and
- is reasonable and offers value for money.

Your plan will say how much your care and support will cost. While your **'indicative amount'** gives you a guide to how much money could be made available, the cost of your care and support plan could be more or less and this amount.

Once we've agreed your care and support plan with you, we will make available the money needed to pay for what's included in your plan. This money is your 'personal budget' and this is then used to arrange your care and support.

There are different ways in which your care and support can be arranged:

- we can give you your personal budget as a 'direct payment';
- we can arrange to pay your personal budget as an 'individual service fund' to a provider of your choice;
- you can ask us to arrange your care and support on your behalf; or
- you can have any combination of these.

Here is some more information about each of these:

A **'Direct Payment'** is where we pay you money which you then use to arrange your own care and support. This has many advantages as it puts you in control of your care and support. You can use the money flexibly to provide care and support when you need it. Direct Payments can offer you greater choice in the kinds of care and support you receive. You can use this to buy support from agencies and self-employed people. You can also choose to use a Direct Payment to employ your own staff such as a personal assistant. Using a Direct Payment has some responsibilities but we can help you arrange advice and support to make using a Direct Payment easy.

An **'Individual Service Fund'** is where we pay your personal budget to a provider of your choice. The provider will then use this fund to arrange the care and support you choose. They can use it to arrange their own services and also to buy services from other organisations of your choice.

If you prefer, we can arrange your care and support on your behalf. We will aim to offer you as much choice and control over this support but we can only arrange services from people we hold contracts with. This will offer you less choice and flexibility compared to Direct Payments and Individual Service Funds.

Direct Payments and Individual Service Funds are paid using a pre-paid card account. This provides you with a special bank account which you (or your provider) use to pay for the care and support you choose. Payments can be made over the phone or online.

## Your contribution towards the cost of your care and support

As soon as possible after your assessment, we will have carried out an assessment of your finances to work out how much, if any, you would be expected to contribute to the cost of your care and support.

Once your support plan and personal budget are agreed, we will be able to confirm with you how much you will be required, if any, to contribute to your personal budget.

If you choose to have a Direct Payment or Individual Service Fund, your payments will be reduced by the amount you have been assessed to contribute. You will then need to add your contribution to your pre-paid card account on a weekly or four weekly basis.

If you ask us to arrange your services, we will send you a bill for your contribution.



## Promoting independence reviews

People's care and support needs change. Some people are able to gain or regain some of their independence through reablement or use of other preventative services (see earlier section). Other people have long term health conditions which mean their care and support needs increase with time. To make sure the care and support provided continues to meet people's needs, they can achieve their desired outcomes and they are able to remain independent for longer, we will carry out 'promoting independence' reviews.

Once your care and support is set up, we will arrange with you to review your care and support plan within 6 weeks and then at least once a year after that. You can ask for a review at any time if you think your needs have changed.

In April each year, we will also reassess your finances to work out your contribution, if any, to your personal budget.

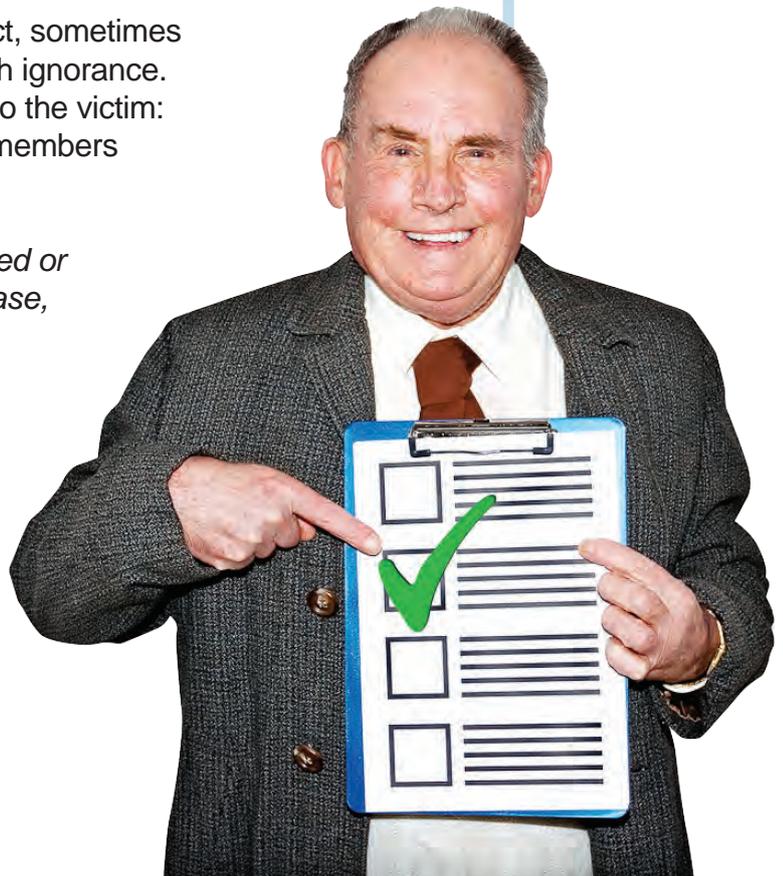
## Safeguarding adults

While most people receive the care and support they need within the community, some people are subjected to some kind of abuse or neglect.

There are many types of abuse and neglect, sometimes deliberate or sometimes happening through ignorance. The people responsible tend to be known to the victim: family, friends, carers or paid or voluntary members of staff.

*If you or someone you know is being abused or neglected, or you think that might be the case, please tell someone.*

You can contact Adult Social Care through your local office (see telephone numbers later in this booklet) or Cumbria Police on **0845 33 00 247**. While it is helpful if you tell us who you are, you can report concerns anonymously if you prefer.



## Your compliments, comments and complaints

We welcome all feedback about our services. If you have a compliment, comment or complaint about our work, or a decision or action we have taken, then please let us know about it. We will try to use the feedback you provide as a way of improving our service to you and to others.

### Compliments

If you think we are providing a really good service then please let us know that we have got things right. We appreciate being told when we are doing things really well.

### Comments

We will listen carefully to any comment you make. You don't have to make a complaint in order to get things changed.

### Complaints

If you do want to make a complaint you can do so in whatever way you choose to any member of staff. We also have a procedure explaining in more detail how to make a complaint and how we will deal with it. When we receive a complaint we will usually try to speak or meet with the person to find out a bit more about it and how they think we can deal with it. We will put things right if we can, within an agreed timescale. If we cannot resolve a complaint we will always provide a full and open explanation for any of our decisions or actions.

To let us know about compliments, comments, concerns or complaints please contact:



### **Complaints and Information Team**

Health and Care Services

Cumbria County Council,

Lower Gaol Yard

The Courts

Carlisle

CA3 8NA

tel: **01228 227140**

email: **[socialcare.complaints@cumbria.gov.uk](mailto:socialcare.complaints@cumbria.gov.uk)**

## Data protection and your information

We need to keep personal information about you in our records so we can carry out our duties and arrange care and support that is suitable for you. Information we hold about you will be held securely, usually on computer but sometimes in a written file.

We may need to share information about you with others such as the health service and people who will provide services to you. Generally, we will ask for your permission before we do this. However, there are some circumstances where we are required by law to share information about you without your consent. This would include times where someone, either an adult or a child, is potentially at risk and we need to make them safe.

You have the right to ask to see information we hold about you. If you would like to do this you can make a request in writing to the following address:

### **Access to Records Requests**

Complaints and Information Team  
Health and Care Services  
Lower Gaol Yard  
The Courts  
Carlisle  
Cumbria  
CA3 8NA



## Where to find out more

### Adult Social Care:

If you live in **Allerdale** borough area, call:

Allerdale **01900 706301**

Keswick **01768 812233**

Or you can email **workingtonssd@cumbria.gov.uk**

If you live in the **Carlisle** city area, call:

Carlisle **01228 221590**

Or you can email **carlislessd@cumbria.gov.uk**

If you live in the **Copeland** borough area, call:

Copeland **01946 506352**

Or you can email **whitehavenssd@cumbria.gov.uk**

If you live in the **Eden** district area, call:

Eden **01768 812233**

Or you can email **penrithssd@cumbria.gov.uk**

If you live in the **Furness** area, call:

Furness **01229 407446**

Or you can email **barrowssd@cumbria.gov.uk**

If you live in the **South Lakeland** district area, call:

Kendal and South Lakes **01539 713378**

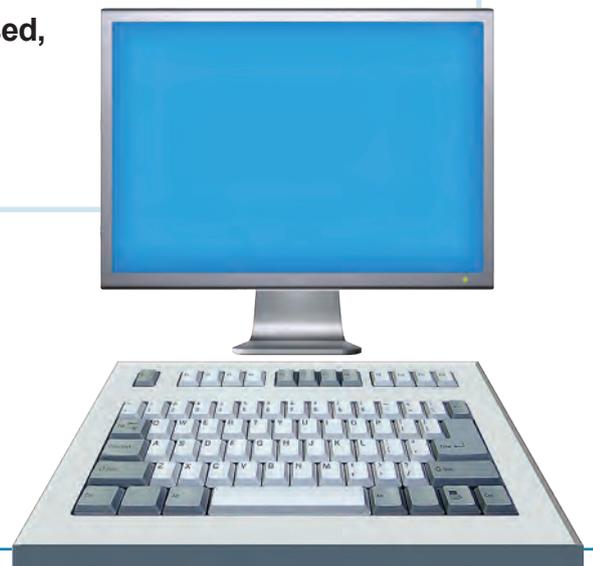
Ulverston and High Furness **01229 407446**

Or you can email **kendalssd@cumbria.gov.uk**

If you have an **emergency** during office hours, contact your practitioner or your local Adult Social Care office. We are open 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

**If you have an emergency when our offices are closed, ring our Emergency Duty Team on 01228 526690.**

They cover the whole of Cumbria and work overnight, at weekends and bank holidays.



Carers' organisations (linked to Carers Support Cumbria):

**Carlisle Carers**

Carers Resource Centre  
1st Floor  
Fusehill Medical Centre  
Fusehill Street  
Carlisle  
CA1 2HE

t: **01228 542156**

e: **admin@carlislecarers.co.uk**

w: **www.carlislecarers.com/**

**South Lakeland Carers**

Unit 16  
Shap Road Industrial Estate  
Kendal  
LA9 6NZ

t: **01539 815970**

e: **admin@slcarers.org.uk**

w: **www.slcarers.org.uk**

**Eden Carers**

The Office  
Mardale Road  
Penrith  
CA11 9EH

t: **01768 890280**

e: **enquiries@edencarers.co.uk**

w: **www.edencarers.co.uk**

**West Cumbria Carers**

Suite 7F  
Lakeland Business Park  
Lamplugh Road  
Cockermouth  
CA13 0QT

t: **01900 821976**

e: **general@westcumbriacarers.co.uk**

w: **www.westcumbriacarers.co.uk**

**Furness Carers**

Hindpool Community Centre  
Nelson Street  
Barrow-in-Furness  
LA14 1NF

t: **01229 822822**

w: **www.furnesscarers.co.uk**



Websites:

Cumbria Support Directory – this is an online directory of care and support services available to people in Cumbria **www.cumbriasupportdirectory.org.uk**

Adult Social Care website - **http://www.cumbria.gov.uk/healthandsocialcare/adultsocialcare**

Booklets and factsheets:

**Carers – People who look after others:** describes arrangements for support for carers looking after people in Cumbria.

**Direct Payments:** describes in detail how Direct Payments work.

**Eligibility for Care and Support in Cumbria:** includes details of the national eligibility threshold we use to decide if you are eligible for care and support from us.

**Guide to charges for community based services:** describes how contributions are worked out for care and support for people living in their own homes

**Guide to charges for residential accommodation:** describes how contributions are worked out for care and support in residential and nursing homes

**Individual Service Funds:** describes in detail how Individual Service Funds work.

## Glossary of terms



### **Assessment**

We carry out an assessment with you to identify your care and support needs and the outcomes you'd like to achieve. It also helps us work out if you are eligible for care and support from the council and if so, how much money could be made available to meet the cost of this.

### **Care and Support**

The help some people need to live as well as possible with any illness or disability they may have. It can include help with things like washing, dressing, eating, getting out and about and keeping in touch with friends and family.

### **Care and Support Plan**

This is a plan which sets out how your care and support needs will be met and how much this will cost. Sometimes called 'promoting independence' support plans.

### **Carer**

This is someone who helps look after you. They might be a relative, a friend or a neighbour. Apart from state benefits, they will not be paid for the help they provide to you.

### **Contribution**

Amount of money you are asked to contribute towards your personal budget.

### **Direct Payment**

Money we give you to enable you to arrange and be in control of the care and support you choose to meet your assessed needs.

### **Eligibility threshold**

This is nationally defined and used by all councils to ensure they all consider the same level of care and support needs when they assess what help they can give you.

### **Financial assessment**

An assessment of your finances used to work out what, if any, your contribution should be.

### **Indicative amount**

An indication of the level of funding that could be made available by Adult Social Care to pay for services to meet your assessed needs. This is a guide, not a right to an allocation of money.

**Individual Service Fund**

Payments made to a provider of your choice so they can use this to arrange the care and support you choose.

**Outcome**

Something you want to achieve in your life.

**Personal assistant**

Someone is paid to provide care and support to you. You can employ them or they can be arranged through an agency.

**Personal budget**

The actual amount of money we will make available to meet your care and support needs as identified in your assessment.

**Review**

These are regularly carried out to ensure that the care and support continues to meet your assessed needs. They are also called 'promoting independence' reviews.

**Safeguarding adults**

Procedures used by Adult Social Care and other agencies to protect people who may be at risk of being hurt or harmed by others. These apply to adults aged 18 and over who need help from health and social care services.

**Social Worker, Social Care Worker, Occupational Therapist**

People who work for us to carry out assessments and work with you to ensure your care and support needs are met.

**Wellbeing**

Defined by the Care Act to include your personal dignity, your physical and mental health and emotional wellbeing, protecting you from abuse and neglect, your control over your day-to-day life, your participation in work, education, training or recreation, your social and economic wellbeing, domestic, family and personal, the suitability of your living accommodation and your contribution to society.

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone [01228 227113](tel:01228 227113).

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 227113 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，  
请致电 01228 227113

Jeigu norétumėte gauti šią informaciją savo kalba,  
skambinkite telefonu 01228 227113

W celu uzyskania informacji w Państwa języku proszę  
zatelefonować pod numer 01228 227113

Se quiser aceder a esta informação na sua língua,  
telefone para o 01228 227113

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen  
01228 227113 numaralı telefonu arayınız

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