



Care needs assessments in adult social care

If you or someone you know needs help with day-to-day tasks and is finding it hard to manage without support, you can ask Barking and Dagenham council for a free care needs assessment.

You may have already been in contact with the council's social care team and be waiting for your care needs assessment to take place. This leaflet will help you understand what an assessment is and what happens next.

**Barking &
Dagenham**



What is a care needs assessment?

An assessment is a conversation about your needs, how these affect your wellbeing and what you want to be able to do in your daily life. The assessment is to decide whether you need support from social care, and what other support might be helpful.

If you need support to take part in your assessment, you should be offered an independent advocate. This is someone who can help you express your needs and wishes.



When can I get a care needs assessment?

We aim to carry out assessments as quickly as possible. Some people will need to be assessed straight away if things are urgent.



Confidentiality

We will treat the information you give us during your assessment as confidential. We will share information with other services if you give your consent, and if this can help in providing support for you. In exceptional circumstances we may be required to share information, for example if we believe someone's safety is at risk or the law requires it.



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Eligibility for social care from the council

We use the 2014 Care Act to decide if you are eligible for social care from the council. The criteria says that a person is eligible for social care if they meet all three of the below three conditions:

1. If they have needs related to a physical or mental health impairment or illness.
2. If they are unable to achieve two or more outcomes related to their health and wellbeing as a result of their needs. Please ask a member of staff for a full list of the outcomes listed in the Care Act, or search online.
3. If there is likely to be significant impact on their wellbeing as a result.

What happens next?

You will be given a copy of the assessment. We can also give a copy to your carer if you want us to.

If you are eligible for support from the council, the next stage is normally to agree a Support Plan. The Support Plan describes the amount and type of support that is right for you and when it will start or change. It is regularly reviewed.

You may need to pay for part or all of your care and support services. Please see our leaflet on charging in adult social care for more information, speak to a member of staff or visit www.lbbd.gov.uk.

If you are not eligible for help from the council, we will still give you information and advice about who you can go to for support and how to stay as well as possible.



If you disagree with a care needs assessment decision

If you do not agree with the outcome of the assessment, you can ask us to reconsider our decision. You can ask the member of staff who visited to carry out the assessment, or you can make a complaint by emailing adultsocialcarecomplaints@lbbd.gov.uk or phoning **020 8227 2323**. Your complaint will be acknowledged within 2 working days and we aim to provide a response within 20 working days.



Support for carers and family members

If a family member or a friend care for you on a regular basis, they will be offered a separate carer assessment. This is a chance to talk about how caring responsibilities are affecting them, what support may be needed and whether the person qualifies for support from the council as a carer.

Information, advice and support for carers is also available from Carers of Barking and Dagenham, on www.carerscentre.org.uk or call **020 8593 4422**.



Adults at risk of abuse or neglect

An adult may be at risk of abuse or neglect if they are not able to protect themselves because of their care and support needs. If you are worried that you or someone you know is being abused or neglected, please contact the Adult Intake Team at the council on **020 8227 2915** or **intaketeam@lbbd.gov.uk** and call **999** if it is an emergency.



Contact us

If you or someone you know needs a care needs assessment or review, or has a question about their care and support, you can contact the Adult Intake Team at the council on **020 8227 2915** or **intaketeam@lbbd.gov.uk**



More information

You may find the following national websites useful in explaining more about care needs assessments:

www.nhs.uk

(search 'getting a care needs assessment')

www.nice.org.uk

(search 'what to expect during assessment and care planning')

www.carersuk.org

(search 'having a needs assessment')

www.thinklocalactpersonal.org.uk

If you need this document in another language or format, call **020 8227 2915** or email **intaketeam@lbbd.gov.uk**.