



This is your guide to...



# Adult Care

SERVICES FOR EVERY LEVEL OF NEED  
IN REDCAR & CLEVELAND

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## Introduction

It can be a worrying time for you or someone you care for when they need support from social care. Different people find themselves approaching social care for support at different times of their lives and with different needs. We recognise that providing the right support at the right time is fundamental to your wellbeing, quality of life and your experience of Adult Care.

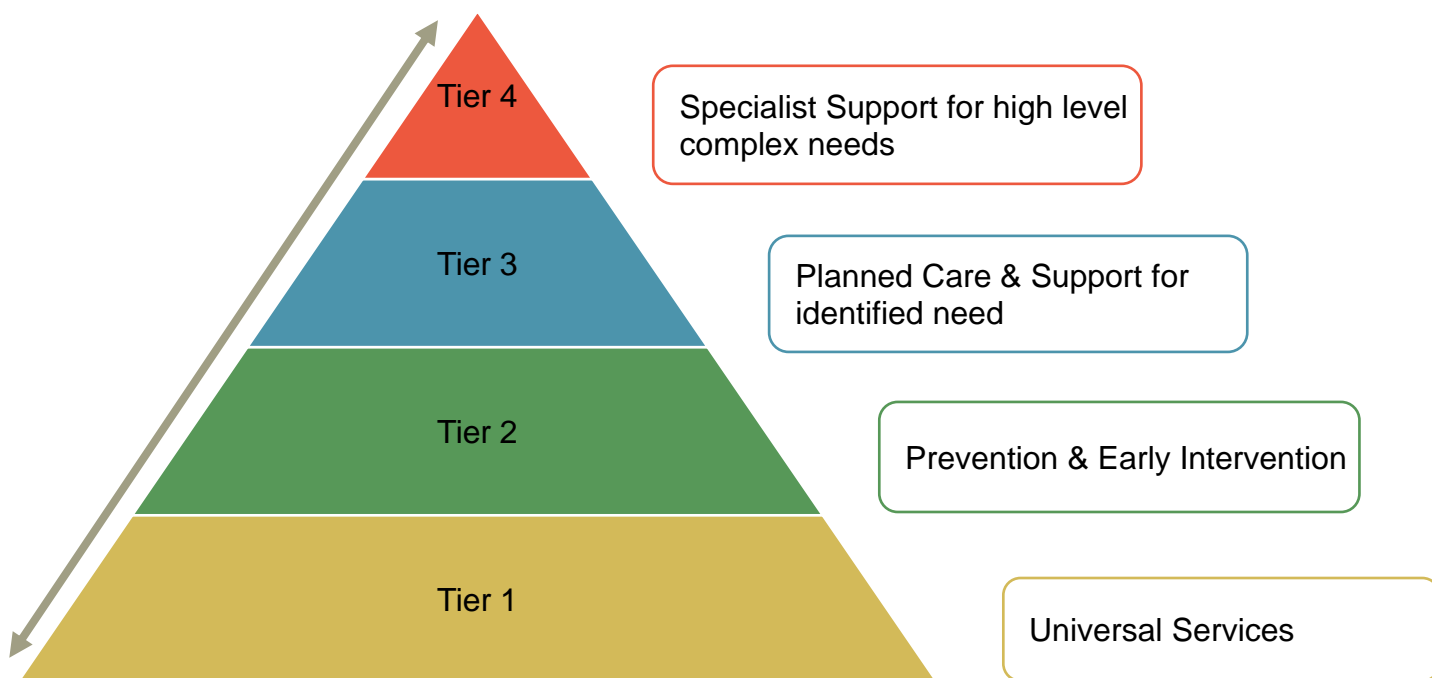
This guide has been developed to provide you with clear guidance on the thresholds that we will consistently apply to ensure we provide you with the necessary and proportionate care and support to meet your needs.

## Our Vision

“A sustainable adult social care system which prioritises supporting you to maximise your independence, remain safely in your home and be part of your local community for as long as practical”.

This is our vision for Adult Care in Redcar and Cleveland.

As our ageing population is growing, and we are seeing increasing numbers of adults with complex needs. The model presented here will enable us to manage the increasing demand for services effectively and ensure you can access the right level of care at the right time.



This is known as a step-up, step-down model, whereby your needs should always be met at the lowest appropriate tier. It may sometimes be necessary to provide you with some short-term support in a higher tier as this will often enable you to return to a lower tier of support to maximise continuing independence.

## Tier 1 Universal Services

Universal services are available to all residents across our borough and can be accessed directly. These types of services will ensure you can have a good quality of life, keep active, stay healthy, and remain part of your local community. These services will take an active role to identify and support you if you are at future risk of health or wellbeing problems.

Provision under Tier 1 might, for example include:

- Information and advice
- Primary health care services
- Good quality, appropriate housing
- Adequate transport services to enable you to access activities outside the home
- Sport and recreation facilities to help you stay active and healthy
- Libraries and adult learning to keep an active mind
- Social activities such as lunch clubs and befriending groups to reduce isolation
- Volunteering opportunities to help you stay active and contribute to the community
- Community and faith groups which bring people together as part of their local community
- Everyday technology such as smartphone apps and door entry systems to help you live independently

Adult Care will not provide most of these services directly but will commission and work with other organisations who do provide them, to ensure that such services are linked together so that you get the right support at the right time.

## Tier 2 Prevention and Early Intervention Services

Prevention and early intervention services can be put in place for you before something becomes a problem or during the early stages of a problem arising. Both prevention and early intervention services can halt or delay the onset of health or social problems.

Services we will provide at this level fall into two categories:

- provision that can be accessed by all adults and,
- provision that is available based on an assessed need.

Services that can be accessed by all adults might include:

- Information and advice
- Translation and advocacy services to help you exercise choice and control
- Generic support services for carers
- Community housing such as sheltered provision which promotes wellbeing and independence through low level housing related support and welfare checks
- Community alarm services to call for assistance when needed

Some services in Tier 2 may only be accessed after completing an assessment. These services might include:

- Equipment and adaptations to enable you to remain living independently at home
- Specialist housing so you can live as independently as possible for as long as possible
- Assistive technologies reducing the need for additional ongoing support for you
- Some carers services, such as sitting services to allow carers time for themselves
- Day opportunities to help you remain a part of your community and reduce social isolation

If you have undergone an assessment but are not eligible for social care support, we will provide you with a wellbeing pack with information and advice that relates directly to the issues discussed during your assessment.

### **Tier 3 Planned Care and Support for identified need**

You will only be able to access support and provisioned services under Tier 3 following an assessment to confirm you have eligible needs under the Care Act. This can either be a social work or occupational therapy assessment. On completion of the assessment your social care worker, will work with you to develop a support plan to ensure an appropriate care and support package is put in place to meet your needs.

Tier 3 services will focus on supporting you to retain or regain your independence. A period of intensive support within Tier 3 may enable you to move back to Tier 2 support.

Services under Tier 3 might include:

- Day opportunities that provide social activities and practical support to assist your independence
- Support for carers such as respite care
- A rapid response service to coordinate support in response to unplanned events
- A community reablement service to help you re-establish independence through tailored therapies and social care support
- Residential intermediate care facilities to maximise recovery and rehabilitation
- Supported living or extra care with adequate support to you to live as independently as possible
- Domiciliary care to help you remain at home for longer
- Direct payments which enable you to have more choice and flexibility through purchasing your own care and support

## Tier 4 Specialist Support for high level complex needs

You will only be able to access support and provisioned services under Tier 4 following an assessment to confirm you have eligible needs under the Care Act. Tier 4 services will be considered if you have high level needs as a result of a complex long-term condition or in response to serious safeguarding concerns.

Services under Tier 4 will be delivered in a way that promotes as much independence as possible but acknowledges that you cannot manage without specialist care and support.

Services under Tier 4 might include:

- Professional case management support for complex cases and safeguarding activity
- Forensic and multi-disciplinary team professional support
- Residential and/or nursing care if you need 24-hour care
- Services that are jointly funded by health and social care or fully funded by Continuing Health Care