

## About this guide

Adult Social Care provides care and support services for adults who need them.

Our aim is to help adults live longer and healthier lives and be independent for as long as possible. We do this by making sure you have the support you need, when you need it, for as long as you need it.

This guide will be useful if you are an adult who is eligible for help to meet your care and support needs and who now requires a Care and Support Plan to be developed.

This guide explains....

- What a Care and Support plan is.
- Why we produce a Care and Support plan.
- How you will be supported during the planning process.
- How your Care and Support plan will be prepared.
- What information will be included in your plan.
- Agreeing your plan.
- Reviewing your plan.
- What to do if you are not happy with your support plan or with a decision that has been made.

If there is anything in this guidance that you do not understand, please speak to your health or social care practitioner using the contact details provided at the end of the guide.

Redcar & Cleveland Borough Council  
Adult Social Care

Public Guidance

This is your guide to Care & Support Plans

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## 1. What is a Care and Support Plan?

Your care and support plan is a written record about how your care and support needs will be met. Any person who has a completed **conversation record** assessment (previously known as a needs assessment) and is eligible for adult social care services will be provided with a plan.

We now use the term **conversation record** to reflect a more personal and collaborative approach. It describes what matters most to you and explore together what support might help. This replaces the more formal and clinical term 'needs assessment'.

Your care and support plan will be personal to you, and we will give you, your family and your carer the opportunity to be fully involved in writing it. This will ensure that as far as possible, your care and support plan reflects your personal views, hopes and wishes.

Your plan will include:

- Your care and support needs.
- What things you would like to be able to achieve.
- How your needs will be met.
- The choices and options available to you.
- Your personal budget.
- How your care and support will be funded.
- What you can do to keep yourself healthy, active and independent.
- Other services and activities within your community that could help.
- The name and contact details of your social care practitioner.
- The date that your plan will be reviewed.

Once in place, your support plan will be initially reviewed after 6 weeks and then annually to ensure it continues to meet your needs. If your circumstances change your plan may also be updated.

## 2. Why do I need a Care and Support Plan?

Putting all the details into a plan helps to capture all aspects of your care and support needs along with other things that may affect your wellbeing. Writing a plan helps us to agree and organise the way your care and support is delivered. It also gives you a written record of what we have agreed with you, so you know who is providing you with care and support, when and where you will receive it, how much it will cost and how it will be paid for. It will also tell you the name of your social care practitioner, and when your plan will be reviewed.

## 3. What happens when we plan for my care and support?

Once you have had your conversation record is completed, your health or social care practitioner will talk to you about your care and support options. This will take place soon after your conversation record, and is usually done face to face, somewhere that you feel comfortable, and at a time that suits you.

Your social care practitioner will have the right skills, knowledge, and training to understand your

needs and ensure that wherever possible your care and support plan will help you to achieve the things you want to do.

When putting your plan together, your social care practitioner will:

- Listen to your views and preferences about your care and support.
- Explain clearly and simply any options and choices that may be available to you, as well as other things you need to consider. For example, how much a service will cost, or how long a service is likely to take to arrange.
- Tell you about other services or activities in the community that might be able to help you to stay healthy and independent.
- Make sure your plan is completed within a set timescale.
- Involve any other person that you want to be involved.
- Ensure that if you have a carer they will be involved in the planning process.
- Tell you what you can do if you are not happy about something.

When your care and support plan is complete your social care practitioner will talk you through the details. They will ask you to sign a form to confirm that you agree with the contents of your plan.

Your social care practitioner will record the information from your care and support plan on our computer system and send you a printed copy.

#### **4. Can anyone help or support me through the assessment and support planning process?**

During your assessment and support planning process, you may wish to have someone with you for example a relative, a friend or someone who cares for you.

If you need help communicating, we will make sure that you have the right support to enable you to tell us your views and wishes.

If you find it difficult to have your say about your care and support or to understand some of the things we are talking about, you can appoint someone to help you. This could be a family member, a friend, or an independent advocate. An independent advocate is someone who can support you through the assessment, giving you advice and acting in your best interest.

The Council can arrange for an independent advocate to support you if you do not want to organise this yourself. Please ask your social care practitioner to organise this for you.

#### **5. Someone else in my house has a Care and Support Plan too – do we both need to have separate ones, or can we combine our plans?**

If you are in a household with another person who has similar care and support needs, we may consider if it is appropriate to combine both support plans. One of the benefits of this is you can 'pool' your personal budgets. This means putting your personal budgets together to make the most of your care and support services.

Before combining plans, we will explain to you and the other person about the benefits of combining plans and ask for your agreement.

## 6. I care for an adult – can I have a support plan too?

Yes; if you provide unpaid care for an adult family member or friend, you might need support to help you look after your own health and wellbeing. We can arrange for an assessment of your needs to help you continue in your role as a carer, even if the person you care for does not receive care and support from adult social care.

If your needs are assessed as eligible for support, your social care practitioner will develop a carers support plan with you to help with your needs. Support for carers may include befriending, breaks from caring, activities, counselling and advice on welfare rights, training and employment.

You can contact Redcar and Cleveland Adult Social Care using the details at the end of this guide to request a Carers Assessment. If you require more information regarding support for carers please read our 'Guide to Support for Carers'.

There is also support available for young people aged 5-18 who have caring responsibilities for a family member. Support is delivered by the **Junction Foundation**, a Redcar based organisation. To arrange an assessment, young people can contact The Junction themselves or someone else can do it on their behalf. Their telephone number is **01642 756000** or visit <https://thejunctionfoundation.com>.

## 7. Will my Care and Support Plan be reviewed to check it is meeting my needs?

Your plan will be reviewed about 4 to 6 weeks after your care and support is put in place. The review will give us an opportunity to look at:

- What is working and what is not.
- If your needs have changed.
- Whether the outcomes you want to achieve have been met.
- Whether improvements be made.
- Whether your budget is sufficient and managed appropriately to meet your needs.
- Any changes in your circumstances or needs.
- If there are any changes to any informal care arrangement or community support you may have.
- When your next review should take place.

We will involve you, your carer and anyone else you want to be involved in the review, just as we did when we wrote your care and support plan.

If your circumstances change, or you do not think that your care and support is meeting your needs, you, your carer, or any other person with an interest in your wellbeing can request a review of your care and support plan. When we receive a request, we will consider this and act promptly. We may decide not to carry out a review.

This will be because we are reasonably satisfied that:

- Your current support plan is satisfactory.
- The request is about a minor issue.
- The request has been made on the basis of incorrect information.
- The request is actually a complaint and should be taken through our complaints process.

If we decide not to review your care and support plan, we will tell you in writing, explaining the reasons why we have made this decision and will provide you with information about how to take the matter further if you are not satisfied.

## 8. What do I do if I am not happy with the support I receive or decisions which are made?

If you are unhappy about decisions which affect you or the support you receive, please speak to a member of staff or your social care practitioner/care manager. Problems can often be resolved quickly and informally by talking things over.

If you are still unhappy or feel your concerns have not been resolved there is a formal procedure which we will follow. You can find our Complaints, Comments and Compliments procedure at [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk) or you can contact using the details below.

**For more information about care and support planning, you can speak to your health or social care practitioner or contact Adult Social Care on 01642 771500.**

### Contact Details Adult Social Care

Directorate of Adults and Communities  
Adult Social Care  
Redcar and Cleveland Borough Council  
Seafield House  
Kirkleatham Street  
Redcar  
Yorkshire  
TS10 1SP

Telephone: 01642 771500

Email: [contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)

Website: [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)

Relay UK (for deaf, hard of hearing, and speech impaired people)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.