

This is your guide to

Adult Social 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 Social Care.

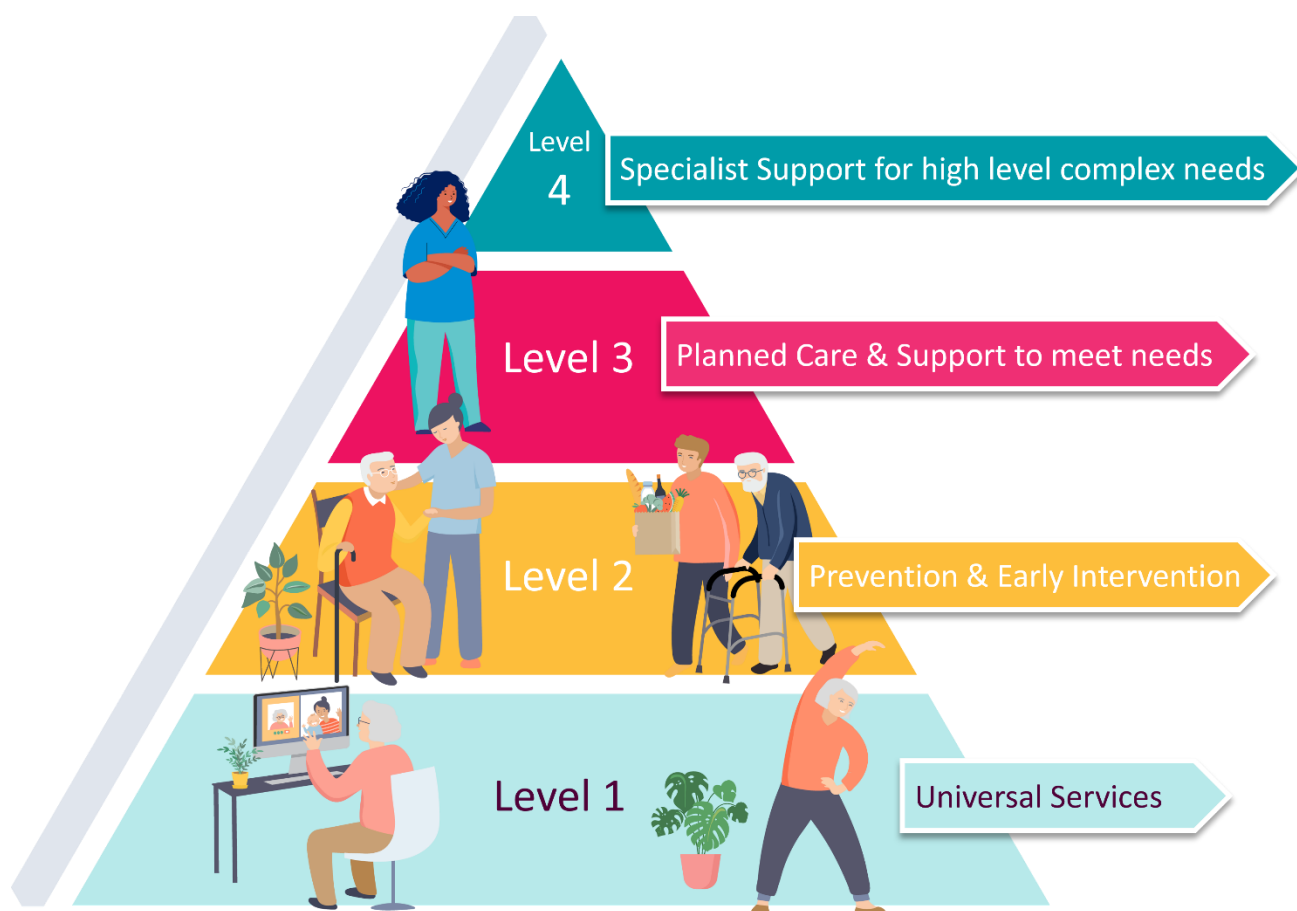
This guide has been developed to provide you with clear guidance on the thresholds that we will consistently apply to ensure we provide you with the necessary and proportionate care and support to meet your needs.

Our Vision for Adult Social Care

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

We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.

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 level. It may sometimes be necessary to provide you with some short-term support in a higher level as this will often enable you to return to a lower level of support to maximise continuing independence.

Level 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 Level 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 Social 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.

Level 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

Some services in Level 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



Some carers services, such as sitting services to allow carers time for themselves



Assistive technologies reducing the need for additional ongoing support for you

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.

Level 3 Planned Care and Support for Identified Need

You will only be able to access support and provisioned services under Level 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.

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

Services under Level 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



Care at home 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

Level 4 - Specialist Support for High Level Complex Needs

You will only be able to access support and provisioned services under Level 4 following an assessment to confirm you have eligible needs under the Care Act. Level 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 Level 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 Level 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

