



This is an easy read guide to  
**My Needs Assessment**

## What happens at My Needs Assessment?



A member of the adult social care team will come to talk to you.



We will write down what is important to you in a document called a **Conversation Record**. This helps us understand your needs and how best to help you.



You can have a friend, family or someone who knows you best at the assessment.



If you do not have family or a friend to support you, we can arrange for someone to help you at the assessment.

They are called **Advocates**.

## What will we talk about?



About your family, who you live with and other people who are important to you.



Things you need help with.



Your health.



Any medicines you take.



Can you take your medicines by yourself?



Do you know what times to take your medicine?



Any care and support you get from your family and friends.



Do you have any hobbies or things you like to do?



Do you need help to get out and about?



Are there any day centres you like to go to?



Do you need any special equipment or changes to your home.

## Do you need any help to tell us about your needs?



We will make sure you have the right support to tell us what you think and what you wish.



If you say yes to the next questions, please tell us before your assessment.



Do you need an interpreter?



Do you need information given to you in other languages?



Do you need a sign language interpreter?



Do you need a communication aid?

To help you to say what you need to say in the assessment.



Please tell us before your assessment and we will make sure you have the right support.



Please see our guides

- What is Adult Social Care
- What happens after my Needs Assessment?

## What to do if you are not happy with your support or decisions made about you.



Speak with a member of adult care staff. Problems can often be fixed quickly by talking about it.



If you are still not happy or feel we have not fixed the problem, you can make a complaint.

Call **01642 444514**

Email:

[adultcarecomplaints@redcarcleland.gov.uk](mailto:adultcarecomplaints@redcarcleland.gov.uk)

## Getting support if you are a carer



If you look after someone, we may be able to give you some support.

Please read our “Guide to support for carers”.

## If you are worried about someone (safeguarding)



If you have been treated badly or are worried about another adult, please call **01642 771500** to speak to us.



If it is an emergency, call **999**.



We will listen to you and look at the information you have given us.

This will help us decide what to do.

## Adult Social Care contact details



To find out more about our services please visit our website: [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)



Call: **01642 771500**



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



You can write to us at:  
Adult Social Care,  
Redcar and Cleveland Borough Council,  
Redcar and Cleveland House,  
Kirkleatham Street, Redcar,  
TS10 1SP



### **Who to contact us if the office is closed**

Call our Emergency Duty Service on **01642 524552.**

They are open during the night, weekends and bank holidays to help with urgent problems for you or your family.