

About this guide

This guide is for anyone over the age of 18. It may help you if:

- You think that you or someone you know might need care and support now or in the future.
- You or someone you know currently receives care and support in the home or in a care home.
- You are caring for a friend or family member.
- You are concerned about someone who may be at risk of abuse.

This guide explains....

- How to find information on services and activities that can help you to stay healthy, active, and independent for longer.
- Adult social care – what it is and what we do.
- How we work out if your needs are at a level at which the council would fund social care support to help you.
- Planning and paying for your care and support.
- Getting support if you are a carer.
- What to do if you are concerned about someone who may be at risk of abuse.
- How to contact Redcar & Cleveland Adult Social Care, including what to do in an emergency.

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.

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1. Do you need some help to stay active, healthy, and independent?

There are many things you can do to help yourself keep healthy, active, and independent. By looking after yourself and making your own care and support arrangements as your needs begin to develop, you can often delay or avoid the need for social care services. There are many organisations which can help when you need some support or advice.

We can provide information on services and activities which are available to everyone in your community. These include things like leisure activities, lunch and social clubs, and services such as 'handyman,' cleaning, or befriending (someone to keep you company). You may have to pay for some of these services although some may be free.

You can find out more by searching our website [Adult social care | Redcar and Cleveland \(redcar-cleveland.gov.uk\)](https://redcar-cleveland.gov.uk).

2. What is care and support?

Care and support is the general term used to describe a wide range of help that some adults need to live as well as possible with any long-term illness, condition or disability they may have. It includes things like:

- Help given by family and friends, for example help with shopping.
- Activities or services which you can arrange yourself, for example lunch clubs or help with housework.
- Services provided or arranged by the Council or other organisations, for example someone coming in to help you get dressed each day.
- Support for people caring for another adult.

Care and support can often be arranged by yourself, giving you choice and control over the type of services which will help with your needs. Our website [Adult social care | Redcar and Cleveland \(redcar-cleveland.gov.uk\)](https://redcar-cleveland.gov.uk) has information on a wide range of services including social activities, help to stay in your own home, housing, and care home contacts.

3. What is Adult Social Care?

Adult Social Care is a Council service. Some people know it as 'Social Services.' Adult Social Care provides or arranges care and support services for people who need them.

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

We (the Council) carry out an assessment of your needs to see if you are eligible for our help. If you are not eligible, we will give you information and advice that will help you to make choices about alternative care and support that is available within your community.

If you are eligible for support, we can offer a range of care and support services to meet your needs. Some are provided by us (the Council), and some are provided by other organisations on our behalf.

The broad range of services mean you may come into contact with different types of professionals depending on your needs. These may include Social Workers/Social Care Officers, Occupational Therapists/Officers and Care Assistants. All staff carry identification and will introduce themselves to you.

4. Getting help from Adult Social Care

You can contact us directly or you can give someone else permission to contact us on your behalf. Our contact details are at the end of this guide. When you contact us, we will ask for some details and talk about how we can help you. Depending on your enquiry, this help may include providing information or advice or arranging for an assessment of your needs.

5. Working out what your needs are (Conversation Record Assessment)

We used to refer to this part of the process as a **needs assessment**, but we now call it a **conversation record**. This change reflects how we work with you, not about you.

The term 'conversation record' better describes what actually happens: a respectful, two-way discussion where we listen to your experiences, understand what matters most to you, and explore together what support might help. It's not just about identifying needs, it's about recognising your strengths, goals, and your preferences. This approach helps ensure that your voice is central, and that any support offered is tailored to your life, your choices, and your wellbeing.

If you need support, someone from the adult social care team will come to speak with you. This conversation may take place in person, over the phone, or through another method that suits your needs. Where appropriate, we may use assistive technology to help complete your conversation in a way that's convenient and accessible. You're welcome to have someone with you, such as 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 share your views and wishes.

During the conversation, we'll talk about:

- What's important to you and your family.
- What you find difficult in your daily life
- How these difficulties affect your health and wellbeing.
- Any support you already receive from your family, friends or others.
- What you hope to achieve with care and support.
- What you are already doing to stay healthy, active, and independent.
- Services and activities in your community that might help.

We use national eligibility criteria to help us understand how your needs affect your day-to-day life and determine whether the Council should provide social care support. This ensures fairness and consistency for everyone.

Once your conversation record assessment is complete, we'll let you know whether you're eligible for support from us. If not, we'll explain why and offer information about other services

that may help. If your circumstances change, you can contact us again for another conversation record.

6. Paying for your care and support?

Although some care and support services will not cost you anything, most are chargeable. We will carry out a financial assessment on your income, savings and expenditure to find out how much you are able to afford to pay towards the services you need. This is called your assessed contribution, which is calculated using Government set guidelines, and could mean that you either do not have to pay at all, you pay a maximum weekly contribution, or you pay for the full cost of your services.

If you are assessed as having to pay for the full cost of your care, and you require care in a residential setting, you will be required to pay for your care directly to the provider – although adult social care can provide you with information and help you find a suitable placement.

If you are assessed as having to pay for the full cost of your care, and you require care in a non-residential setting, you can choose whether to arrange and pay for your care privately with a provider, or whether to have the Council help you arrange and pay for your care on your behalf, and you repay the costs to the Council. If you do decide to pay for your non-residential care and support through the Council, then you will be charged a one-off set-up administration fee and an ongoing weekly administration fee.

You can find out more information in our separate Guide to Paying for your Care and Support. This is available on our website at [Adult social care | Redcar and Cleveland \(redcar-cleveland.gov.uk\)](https://www.redcar-cleveland.gov.uk)

7. Planning your care and support?

If you are eligible for support, we will develop a support plan with you. This will include:

- What your needs are.
- What you want to achieve with care and support.
- The type of care and support that will help you.
- Who will provide your care and support.
- When they will provide your care and support.
- The date when your support plan will be reviewed.

Your support plan might include help that is provided by friends and family, things that you can access for free in the community, or care and support services that are funded by the Council.

If the Council is funding some or all your care and support, we will help you to decide whether you want us to organise the services for you, or if you would prefer to arrange some or all of it yourself through a direct payment. A direct payment is money that the Council pays directly to you so that you can choose and buy care and support that meets your assessed and unmet needs as agreed in your support plan.

Once we have agreed your support plan, you will be given a copy to keep. We will review your support plan after six weeks and then at least once a year after that. When we review your support plan with you, we will see if your care and support needs have changed. If necessary, we will agree a new support plan with you.

You can find out more about care and support plans, and about direct payments at [Adult social care | Redcar and Cleveland \(redcar-cleveland.gov.uk\)](https://www.redcar-cleveland.gov.uk).

8. Helping you through the process (advocacy)

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 while we talk about your care and support. They can help you to make choices and be involved in decisions about your care and support. The Council can arrange for an independent advocate to support you if you do not want to organise this yourself. You can ask your social care worker to organise this for you.

9. Getting support if you are a carer

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 carer, even if the person you care for does not receive care and support from Adult Social Care. If you are eligible for support following your carers assessment, a support plan will be developed with you to help with your needs.

Support for carers may include befriending, breaks from caring, activities, counselling, advice on welfare benefits, training and employment and general information and advice.

You can also contact our Carers Support Service for information and advice about being a carer. The service is provided in partnership by three local organisations – Carers Together, Age UK Teesside and Redcar & Cleveland Mind. Further information about these services can be found in our 'Guide to Support for Carers.'

There is also support available for young people aged 5-18 who care for a family member. Support is delivered by the Junction Foundation, a Redcar based organisation. Young people can contact The Junction themselves or someone else can do it on their behalf. Their telephone number is 01642 756000 or visit www.thejunctionfoundation.com

If you care for a child with a disability, help may be available through the Council's Children and Families team. You can contact them on 01642 771500.

10. What to do if you are concerned about someone? (Safeguarding)

Adult abuse can happen to anyone and keeping people safe is the concern of the whole community. If you have any concerns about the wellbeing or safety of another adult or need advice or support, you must do one or more of the following.

- If the person you are concerned about is in immediate danger contact the police or ambulance service immediately (999).
- If possible, and you are able to do safely, talk to the person you are concerned about.
- Discuss your concerns with someone you trust, for example a care-worker, warden, doctor, nurse or other health worker.
- Contact Redcar & Cleveland Adult Social Care – the contact details, including the Emergency Duty Service for out of office hours, are at the end of this guide.

Any concern or allegation will be taken seriously. You do not have to give us your name if you choose not to. After you contact us, we will review the information you have given to decide what action to take. If safeguarding procedures are appropriate, we will follow the Teeswide Safeguarding Adult Multi-Agency Procedure.

11. Contacting us if our offices are closed

The Emergency Duty Service provides an emergency contact point for social work in Redcar and Cleveland outside of normal opening hours. This includes during the night, weekends, and bank holidays. The service provides help or advice for urgent individual or family problems that require immediate social work attention. An emergency situation is one which cannot wait until the next working day. Contact no: 01642 524552. If the situation is life-threatening or requires immediate attention, you should call the police or ambulance service (999) immediately.

12. What to do if you are unhappy with the support, you receive or decisions which are made about you

If you are unhappy about decisions which affect you or the support you receive, please speak to a member of our social care staff. 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 or use the contact details at the end of this guide.

13. Information about you (Data Protection)

To help us understand and meet your needs we ask you for information about yourself and close relatives and carers. During your conversations with us, we also gather information about your health and support needs. We keep a record of meetings and any correspondence with you.

If we work with other people or organisations to plan and provide your support, we need to share your information with them. We will ask you to agree to this. We are committed to keeping your information safe and confidential and we follow strict guidelines.

You can find full details of the Council's Data Protection Policy at www.redcar-cleveland.gov.uk or by contacting us using the details below.

If you need help to read or understand this guide, please speak to your or social care worker, or contact Adult Social Care on 01642 771500.

Contact Details Adult Social Care

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

Telephone: 01642 771500

Email: contactus@redcar-cleveland.gov.uk

Website: 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.

Version 8 – September 2025