



This is an easy read guide to **Your Care and Support Plan**

What is a Care and Support Plan?



A **Care and Support Plan** is a written plan about your care.

It explains:

- the help you need
- how you will get this help



You get a plan if:

- you have had a **conversation record**
- you can get help from Adult Social Care

What is a Conversation Record?



A **conversation record** is a talk with a social care worker.

It is about:

- what matters to you
- what you want to do
- what help may support you

It used to be called a needs assessment.

Your plan is about you



Your plan is **personal to you**. You can help write it.

You can also ask:

- family
- friends
- your carer

We want the plan to show:

- your views
- your hopes
- your wishes

What is in the plan?



Your plan will include:

- the help you need
- what you want to achieve
- how your needs will be met
- the choices you have



- the money for your care
- how your care will be paid for
- this is called a **personal budget**



- who will help you
- other services that may help you
- the name of your social care worker
- when your plan will be checked



Why do I need a plan?



The plan puts everything in one place.

It helps everyone know:

- what support you will get
- who will provide it
- when and where it will happen
- how much it will cost

It is your written record.

You get a copy to keep.

How is my plan made?



A social care worker will talk with you.

This usually happens:

- face to face
- somewhere you feel comfortable
- at a time that suits you



Your social care worker will:

- listen to you
- explain your choices
- answer your questions
- involve people you choose

When the plan is ready



Your social care worker will:

- explain the plan to you
- check you understand it
- ask if you agree

If you agree, you will be asked to sign it.

You will be sent a printed copy.

Can someone help me?



Yes. You can have help from:

- a family member
- a friend
- a carer

What if I need extra help to speak up?



If you find it hard to:

- talk about what you want
- understand information

You can have an **independent advocate**.



An advocate:

- helps you speak up
- supports you
- acts in your best interests

The Council can arrange this for you.

Can plans be shared?



Sometimes plans can be shared.

This happens if:

- you live with someone else
- you have similar needs

Your money for care may be put together.

This is only done if **everyone agrees**.

I am a carer - can I get support?



Yes. If you care for someone without being paid:

- you can have a **Carer's Assessment**

This looks at:

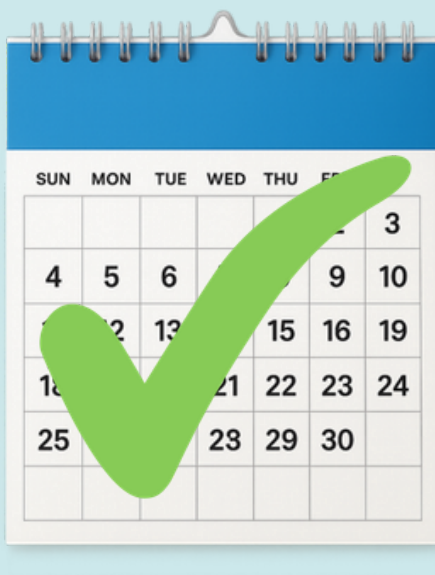
- your needs
- your health
- your wellbeing



Support for carers may include:

- breaks
- activities
- advice
- emotional support

Will my plan be checked?



Yes. Your plan will be checked:

- after about **4 to 6 weeks**
- then **every year**

The check looks at:

- what is working
- what is not working
- if your needs have changed

You can ask for a check at any time.



You can have help from:

- a family member
- a friend
- a carer

If you are not happy



If you are not happy with your care:

- talk to your social care worker

If needed:

- you can ask for a review
- you can ask how to make a complaint

Need more help?



Contact Adult Social Care for more information.

They can:

- answer questions
- arrange support
- explain next steps

Adult Social Care contact details



To find out more about our services, visit our website:

redcar-cleveland.gov.uk



Call:
01642 771500



Email:
AccessAdultsTeam@redcar-cleveland.gov.uk



Write to us:
Adult Social Care
Redcar and Cleveland Borough Council,
Seafield House,
Kirkleatham Street, Redcar
TS10 1SP



Who to contact 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.