



This is an easy read guide to

Conversation Record Assessment Eligibility

What is this guide about?



This guide explains:

- what will happen at your conversation record assessment
- how we decide whether you can get support or not
- what happens if you can get support
- what happens if you cannot get support

What is a conversation record assessment?



A **conversation record** assessment 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.

Why do we talk to you?



The talk helps us learn:

- what is important to you
- what you find hard to do
- how you feel day to day
- what help you already get
- what help you might need

This talk helps us decide if you can get support.

Who can have a conversation record assessment?



Anyone can ask for help.

You can ask if:

- you are finding things difficult
- someone you know needs help

To ask for help, you contact the Council.

What happens first?



When you contact us, we will ask you some questions.

This is to find out the best way to help you.

We may:

- give you information
- give you advice
- arrange a conversation record assessment

What happens at the conversation record assessment?



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

Can I see what is written?



Yes. You can:

- check what is written
- say if something is wrong

You will get a copy after the conversation record assessment.

Can someone be with me?



Yes. You can have:

- a family member
- a friend
- someone who cares for you

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.

Saying yes to sharing information



We will ask you if it is OK to share information about you.

This is called **giving consent**.



We only share information that is needed.

We may share this information with:

- doctors
- nurses
- support workers
- other services that help you

This helps us give you the right care and support.

Making choices (capacity)



Being able to make a choice is called **having capacity**.

The law says:

- we must always think you can make your own choices
- this is unless it is shown that you cannot



This law is called the
Mental Capacity Act 2005.

You should have help to
understand and make your own
choices whenever possible.

Getting help to understand and make choices



Some people find it hard to:

- understand information
- remember information
- think about choices

If this is hard for you, that is OK.



You can get help from:

- a support worker
- a family member
- a friend
- an advocate



They can help you:

- understand what is happening
- take part in your assessment
- say yes or no about sharing information

Who can get support from the Council?



You may get support if:

- you have an illness or disability
- you cannot do **two or more important daily things**
- this affects your life every day

This is called being **eligible**.



Eligible means **you can get help**.

What are important daily things?



These may include:

- making food or drinks
- washing or dressing
- using the toilet
- moving around your home
- keeping safe at home
- getting a job, helping as a volunteer or learning new things
- seeing family or friends
- going to the shops or GP
- using public transport
- looking after a child
- managing money and paying bills

What is wellbeing?



Wellbeing is **how your life feels**.

It includes:

- feeling safe
- feeling healthy
- having good relationships with family and friends
- being treated with respect
- making your own choices
- living in a safe home

What if someone already helps me?



We still look at **all** your needs.

The help you already get:

- will be written down
- will not stop you getting support

What happens after the conversation record assessment?



We will write to you.

The letter will say:

- yes, you can get support
- or no, you cannot get support

If you can get support



We will make a care and support plan.

The plan explains:

- what help you will get
- how it helps you live your life

You help decide the plan.

Do I have to pay?



Some services are free.

Some services cost money.

If you are eligible:

- we check what you can afford

This is called a **financial assessment**.

If you cannot get support



We will still help by giving:

- information
- advice
- a wellbeing pack

The pack shows:

- local services
- activities near you

If things change, you can ask for help again.

If you are not happy



If you are not happy:

- talk to your social care worker

If needed:

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

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.