

About this guide

Adult Social Care provides care and support services for adults who need them. Our aim is to help adults live longer and healthier lives and be independent for as long as possible. We do this by making sure you have the support you need, when you need it, for as long as you need it.

This guide will help you if you are an adult with care and support needs and have had an assessment completed that determined you as eligible for help with your care and support needs. It will also help you if you provide care for someone who is to have a support plan drawn up.

We now refer to your Care Act needs assessment as a **conversation record assessment**. This change reflects our more personal and collaborative approach. A conversation record assessment is a two-way discussion where we listen to your experiences, understand what matters most to you, and explore together what support might help. It replaces the more formal term “needs assessment”.

This guide explains....

- What a conversation record assessment is.
- Who can have a conversation record assessment.
- What happens during a conversation record assessment.
- How to get support to help you understand your conversation record assessment.
- How the Council works out whether you are eligible to receive care and support.
- The eligibility criteria, outcomes, and wellbeing.
- What happens after your conversation record assessment.
- What happens if you are not eligible for care and support.
- How to complain if you are not happy with your care and support or with a decision that has been made.

If you are a carer, you can have your own needs assessed to see if you are eligible for support to help you to continue caring and look after your own health and wellbeing. For more information also read our Guide for Carers.

Redcar and Cleveland Borough Council
Adult Social Care

Public Guidance

Guide to Conversation Record Assessment Eligibility – Large Print

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1. What is a conversation record assessment?

A conversation record assessment is a discussion between you and your social care practitioner that helps us (the Council) to understand:

- The things that are important to you and your family.
- The things that you find difficult to do in your daily living.
- How this affects your health and wellbeing.
- Any care and support you receive from your family and friends.
- What you would like to be able to achieve with care and support.
- The things that you can do to keep yourself healthy, active and independent.
- Services and activities that could meet your needs in your community.

Your conversation record assessment is a very important part of the social care process. It helps us to work out if you are eligible (or entitled) to receive adult social care and support.

2. Who can have their needs assessed?

The Council will offer a conversation record assessment to anyone who appears to need care and support.

If you think you or someone you know might need care and support, the first thing that you need to do is contact us. When you contact us, we will ask you some questions that will help us to decide on the best way to help you. This might include:

- Providing information,
- providing advice; or
- arranging for you to have an assessment.

3. What happens during my conversation record assessment?

A full conversation record assessment will be carried out face-to-face. This will take place somewhere that you feel comfortable, usually in your

home, and will be at a time that suits you. The person who carries out your conversation record assessment will be a trained social care practitioner with the right skills, knowledge, and training to be able to help you. They will explain the process to you and will tell you how long things are likely to take. They will also tell you what you can do if you are not happy about something.

During your conversation, the social care practitioner may use assistive technology to help record your conversation, or they may take notes, depending on what's more appropriate for your situation. You'll have the chance to review what's been recorded on your conversation record assessment and confirm that you agree with it. Once the conversation record assessment is complete, your information will be securely saved to our system, and a copy will be sent to you.

4. Support for you during your conversation record assessment

You may wish to have someone with you during your conversation, for example 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 enable you to tell us your views and wishes.

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 through the assessment, giving you advice and acting in your best interest.

The Council can arrange for an independent advocate to support you if you do not want to organise this yourself. Ask your social care practitioner to organise this for you.

5. Agreed Consent for Information Sharing

You will be asked for your consent for us to share necessary information with relevant third parties as part of your care and support plan.

If you have any difficulties with understanding and/ or retaining information, or weighing up information to make decisions, you may need support with your assessment and to be able to provide your consent to the assessment process and to sharing information. This is known as having capacity to make decisions – under the terms of the Mental Health Capacity Act 2005, a person must be assumed to have capacity unless it is established that they lack capacity.

6. How does the Council work out if I am eligible for Adult Social Care and Support provided by the Council?

Not everyone who has a conversation record assessment will be eligible to receive social care and support.

We use the national eligibility criteria to decide if your needs are at a level where the Council should plan care and support services for you.

The eligibility criteria are set by the Government and are used by all Councils to help them make decisions about adult social care. This makes sure that everyone is treated fairly.

The criteria look at how your needs affect your day-to-day life, and how these impacts on your wellbeing.

There are three things that a local authority must consider when determining the eligibility of adults with care and support needs under the Care Act 2014. You will be eligible for adult social care and support if you meet all the following three conditions:

1. Your needs are caused by a physical or mental impairment or illness,
2. as a result, of your needs, you are unable to achieve 2 or more

outcomes; and

3. this has or is likely to have a significant impact on your wellbeing.

7. What are 'Outcomes' and what is 'Wellbeing'?

The **National Eligibility Criteria** looks at whether your physical or mental impairment or illness stops you from achieving certain things. These are called **outcomes**.

The following table lists each of the outcomes and explains what they mean:

Outcomes	What this means
Managing and maintaining nutrition.	Being able to prepare and eat snacks and meals and have drinks.
Maintaining personal hygiene.	Washing, bathing, or showering.
Managing toilet needs.	Being able to go to the toilet during the day and the night, dealing with incontinence.
Being appropriately clothed.	Getting dressed on a morning and ready for bed in the evening, making sure your clothing is appropriate for the weather.
Being able to make use of the home safely.	Getting around your home, for example up and down stairs and steps, using kitchen equipment.
Maintaining a habitable home environment.	Keeping your home clean, warm and in a good state of repair.
Developing and maintaining family or other personal relationships.	Keeping in touch with family and friends.

Accessing and engaging in work, training, education or volunteering.	Being able to find paid or voluntary work, keep your job, learn new skills or get qualifications.
Making use of necessary facilities or services in the local community including public transport and recreational facilities or services.	Being able to get to the shops and local services such as the GP, dentist, bank or post office. This also includes taking part in social and leisure activities, going to a place of worship and using public transport.
Carrying out any caring responsibilities the adult has for a child.	Being able to look after your own child, stepchild or foster child.

If you are not able to achieve 2 or more of these outcomes, you may be eligible for our help.

There are lots of reasons why you might not be able to achieve these outcomes. It could be because:

- You are unable to do something by yourself.
- You forget to do something.
- It causes you pain, distress, or anxiety.
- It is not safe for you to do something.
- It takes you a very long time to do something.

If you are not able to achieve 2 or more outcomes, we will look at how this affects your **wellbeing**. Wellbeing is the way that you feel about and experience your life.

The table below shows how the **National Eligibility Criteria** describes wellbeing. It also provides an explanation of what it might mean to you.

Wellbeing description	What this could mean
Personal dignity.	Being treated with respect, having your own privacy, having self-esteem, being free from pain, being able to do the things you want to and make your own decisions.
Physical and mental health and emotional wellbeing.	Being healthy, feeling happy and positive, being able to deal with stress and get the most from life.
Protection from abuse and neglect.	Feel safe, protected and cared for in your own home and in the community.
Control over day-to-day life.	Being able to make your own decisions and do the things you want and need to do.
Participation in work, education, training or recreation.	Having opportunities to work and learn. Being able to do the things that you enjoy.
Social and economic wellbeing.	Being able make new friends and acquaintances and have a sense of belonging in your community. Having enough money to live on, whether this is by going to work, getting all of the benefits that you are entitled to, or being able to manage your money.
Domestic, family and personal relationships.	Having good, positive relationships with your family and friends.
Suitability of living accommodation.	Making sure that it is clean, warm, safe and in a good state of repair.
Your contribution to society.	Doing something for your community, for example volunteering or providing care and support for someone.

Although some services are available cost free, most are chargeable.

This means that you might have to pay for some or all your services. This will depend on your own financial situation.

If your assessment tells us that you are eligible for support, a separate financial assessment will be carried out to find out if you are able to pay for any of these services you need.

The eligibility criteria for carers are slightly different and are explained in our Guide for Carers.

8. What if I already have someone who is caring for me – will this affect my needs assessment?

We will consider all your care and support needs, whether or not you have someone who already helps you.

Any care provided by your carer will be recorded but this will not influence any decision about your eligibility to receive care and support.

The information will be used to help us plan your care and support or to give you appropriate information and advice.

9. What happens after I have had my conversation record assessment?

Once your conversation record assessment is complete, we will write to you to tell you if you are eligible to receive help from adult social care.

If you are eligible, we will give you a **financial assessment** form to complete. This will help us to work out if you will need to contribute to your care and support. More information about this can be found in our Guide to Paying for Care and Support.

We will also talk about your care and support plan. This is when we will work out how you can do the things that are important to you and your family, with the right level of care and support. See our Guide to Planning your Care and Support for more information.

10. What happens if I am not eligible?

If you are not eligible for help from the Council, we will write to you to confirm our decision and explain the reason why.

We will provide you with a personal **Wellbeing Pack** with information and advice based on your conversation. This includes:

- what you can do to keep yourself healthy, active, and independent; and
- services and activities that could meet your needs in your community, along with information about whether you might need to pay for them and how best to contact them.

If your circumstances change, you can contact us and ask for a new conversation record assessment.

11. What do I do if I am not happy with the support I receive or decisions which are made?

If you are unhappy about decisions which affect you or the support you receive, please speak to a member of staff or your social care worker. 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 on our website or ask us to provide a copy using the contact 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

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Communities
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Redcar and Cleveland Borough
Council
Redcar and Cleveland House
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TS10 1RR

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For Adult Social Care email:
AccessAdultsTeam@redcar-cleveland.gov.uk

For general council enquiries
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.

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