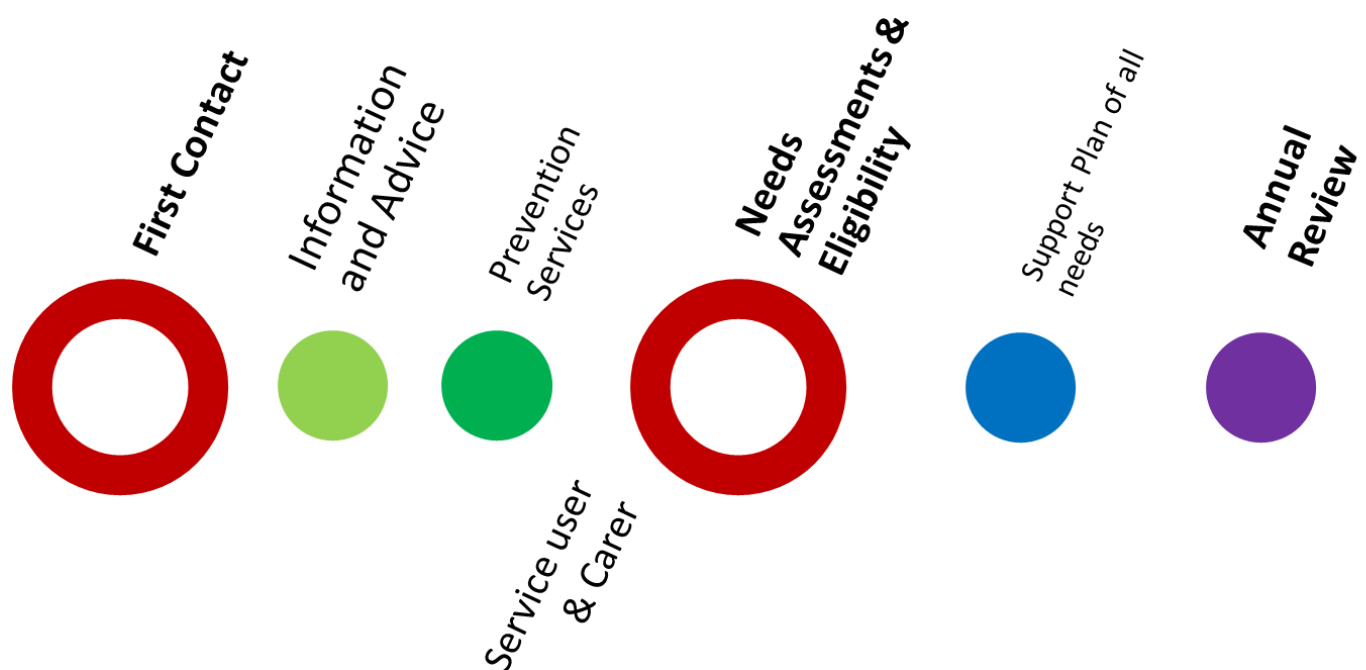


Care and support for you

From April 2015, the way care and support needs are assessed in England is changing for the better, meaning that decisions made about the help you receive will consider your wellbeing and what is important to you and your family.

For the first time, there will be a national level of care and support needs that all councils will consider when we assess what help we can give to you. This may result in you being eligible for care and support, and will make it easier for you to plan for the future.

Whatever your level of need, we will be able to put you in touch with the right organisation to support your wellbeing and help you remain independent for longer.



This is the high level customer journey.

First Contact

Access Bolton is the first point of contact for members of the public about a range of council services. Access Bolton provide universal information and signposting to members of the public, if the enquiry is in relation to care and support, they will identify what information is required and transfer the person to adult services.

Information and advice

The Care Act will promote the wellbeing of everyone with a focus on preventing, reducing and delaying people's need for care and support. We provide a wide range of information, advice and support for everyone living in Bolton including those who care for family and friends as well as organisations helping people to remain independent, active and well in their local neighbourhood. This may be done through the Early Intervention Team who will carry out an initial assessment to understand what information or advice might be useful.

For more information on community activities visit the Local Directory:

www.localdirectory.bolton.gov.uk

Prevention Services

The person who starts your assessment will suggest some services which might be provided in the community or to help you to remain as independent for as long as possible. These services might meet your needs entirely or help to prevent needs from developing, or getting worse.

Needs Assessment & Eligibility

If the services suggested to begin with do not help to meet your needs, then the assessment will continue and understand better the care and support you need

The Care Act also says all carers can have an assessment too as long as they are providing emotional or physical help that is needed. The assessment for carers will look at if you are able and happy to carry on caring and the impact that the caring role is having on your life

Once you have completed the assessment, a decision will be made about which of the areas you are unable to achieve what you would like to can be supported by the council. Each of the needs must be:

- Because you have a physical or mental impairment, illness or disability
- Have a significant impact on your wellbeing
- There must be 2 or more needs like this

We will have the same rules about who can get care and support all over the country.

Support Plan

Care and support plan, your care and support plan says how people will support you to do the things that are important to you. The council must involve you in writing and checking your plan.

Annual Review

At least once every twelve months your support plan should be reviewed to make sure that all people with a support plan (carers and adults with care and support needs) can think about what is working, what is not working and what might need to change. This will make sure that all plans are kept up to date.