

# How Do I Access Care and Support in North Wales?

## Important Changes



CYDWEITHREDFA GWELLA GWASANAETHAU  
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NORTH WALES SOCIAL CARE AND WELL-BEING  
SERVICES IMPROVEMENT COLLABORATIVE

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The aim of this leaflet is to explain important changes to the way that care and support is now assessed and delivered across Wales.

If you would like to talk more about this leaflet, please call the numbers on the back of this leaflet

## What do some words mean?

- Advocate/advocacy** an advocate is there to support you to express your thoughts, feelings, interests and rights, here are the different types of advocacy:
- Self-advocacy** you can speak for yourself
- Group advocacy** sharing experiences and speaking up together
- Peer advocacy** another person who has a similar experience supporting you to have your say
- Citizen advocacy** members of the community who support people
- Independent advocacy** someone who is paid to support and enable you to have your say

## What do some words mean?

### **Non-instructed advocacy**

someone who supports and enables your voice to be heard by getting to know you

### **Eligibility/eligible**

you are entitled to something

### **Direct Payment**

this is where the Council pays individuals directly in order for them to purchase their own care that the Council would otherwise have provided

### **Preventative**

to help you achieve well-being and avoid needs increasing

### **Care and support plan**

to talk about what you want out of your life and how it can happen

## What is the Social Services and Well-being Act?

The new Social Services and Well-being (Wales) Act 2014 supports people to achieve well-being.

Well-being means a person is happy, healthy and is comfortable with their life and what they do.

People are at the heart of the new Act. It gives them an equal say in the support they receive. It also recognises that they are best placed to judge their own well-being.

Working together is important.

Services will aim to promote the prevention of needs increasing. They will ensure that the right help is available at the right time.

### The Well-being Duty

Everyone has a right to well-being and a responsibility for their own well-being. It is important for you to have a voice, be in control and make decisions about your life. Under the new Act everyone **must** seek to promote the well-being of those who need care and support.

## **The Law**

The Social Services and Well-being (Wales) Act 2014 replaces many previous laws. It places a joint responsibility on you, and your Council's Social Services Department to deliver what's important to you.

Councils and Health Boards are required to work together. They must ensure resources are available and effectively used. What this means is that a need can only be met through the Council if it cannot be met in any other way.

## **What does this mean?**

Anyone who believes they have care and support needs can contact their local Council. This is regardless of the level of need or their financial resources. Information, Advice and Assistance will be provided. More preventative services will be offered to support you to achieve your own well-being and help avoid your needs increasing.

More information about the Social Services and Well-being (Wales) Act 2014 and what this means to you is available on: <http://www.ccwales.org.uk/getting-in-on-the-act-hub/>

## What is an Assessment?

An 'assessment' is a conversation. It helps us to find out What Matters most to you now and in the future to keep you healthy and safe.

We will talk about what is going well in your life now and how we can make it better. We will ask you how you want your life to be and what you want to achieve.

**Assessments should be appropriate to meet your communication and cultural needs. It should consider fully your strengths and the barriers identified to achieving what matters to you**

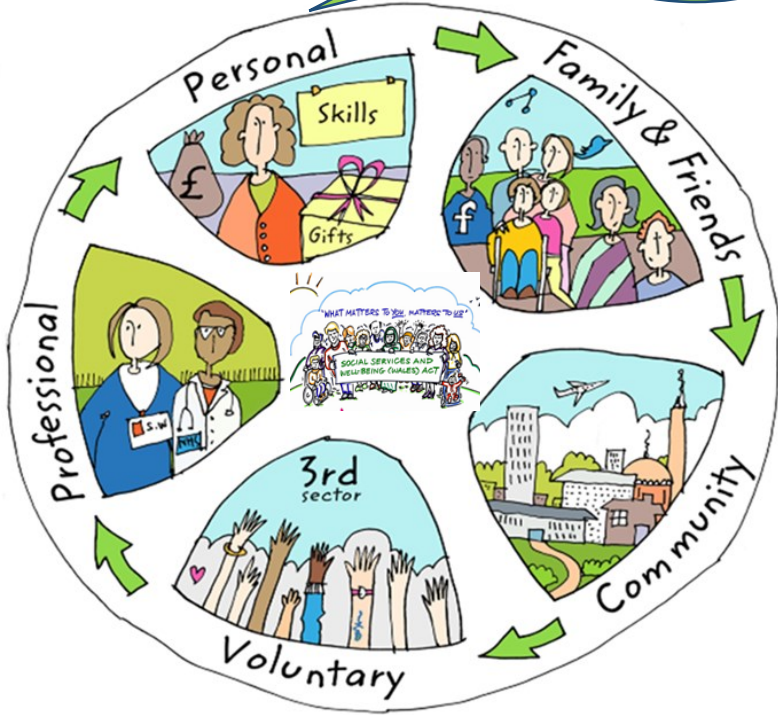
Together we will identify what strengths and/or resources you have available to you.

We will talk about the people around you and in your community. They may be able and willing to help you overcome barriers and achieve what matters to you.



The approach to assessment and eligibility is changing

We start with you



How do I want to live my life?

What matters most to me?	How do I stay healthy and safe?	Now and in the future	What is going well?	What could be better?
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## What will happen?

There are now five parts to an 'assessment'. These must be considered before a decision can be made about your care and support needs and how they may be met. We will also consider whether you require any support such as an independent advocate. It is important that you are fully involved in the process.



The assessment may end with advice about the preventative services available and we will discuss how to access them. The assessment may lead to the development of a managed Care and Support Plan.

## Will I get help?

Everyone can access Information, Advice and Assistance regardless of their circumstances. Eligibility is about access to managed care and support to meet personal outcomes (what matters to you). It is not about having the right to a specific service provided or arranged by the Council.

- ⇒ Eligibility relates to your individual needs, not to you as a person
- ⇒ You may have some of your care and support needs deemed as eligible. Other care and support needs may not be
- ⇒ A change in your circumstances can impact on your eligibility at any time

There are **four** conditions that you need to meet to be eligible:

1. Relates to your circumstances and is met if your need arises from the list below. In the case of a carer, the need is as a result of providing care for a person who has one or more needs listed below:

- ⇒ Physical or mental ill-health
- ⇒ Age
- ⇒ Disability
- ⇒ Dependence on alcohol or drugs
- ⇒ Or other similar circumstances – ask your local Council for more information about what this could include.

2. Met if the need relates to one or more of the outcomes below:

- ⇒ Ability to carry out self-care or domestic routines like looking after yourself and a good household routine
- ⇒ Ability to communicate;
- ⇒ Protection from abuse or neglect;
- ⇒ Involvement in work, education, learning or in leisure activities;
- ⇒ Maintenance or development of family or other significant personal relationships;
- ⇒ Development and maintenance of social relationships and involvement in the community; or
- ⇒ Fulfilment of caring responsibilities for a child

3. Met if your need cannot be met by you alone, with the care and support of others who are able or willing to provide that care and support; or with the assistance of services in the community.
4. Met if you/your carer is unlikely to achieve one or more of your personal outcomes unless the Council provides or arranges care and support to meet the need in accordance with a managed Care and Support Plan.

**All four of the conditions listed above need to be met to be eligible for a managed Care and Support Plan**



**Dewis Cymru**  
Have choice and take control

Dewis Cymru is **THE** place for well-being information in Wales. Local organisations and services can be found to help citizens maintain their independence and well-being.

[www.dewis.wales](http://www.dewis.wales)

Please see page 11 for phone numbers for your local Council.

## What do we have to record about you?

All 'assessments' (conversations) undertaken will be relevant to your needs and circumstances. A completed assessment should at a minimum record:

- ◆ Basic information about you such as where you live etc.
- ◆ Analysis of all five parts of your assessment (as described on page eight)
- ◆ Actions taken to achieve your personal outcomes (what matters to you)
- ◆ Assessors statement on how actions contribute to achieving what matters to you

Information about you will only be used or passed on to others involved with your care, if they need it as part of your care and support.

## What happens next?

Following our conversation, you will be provided with information, advice and assistance. We may also need to work together to agree a care and support plan for you and/or your carer.

**Councils must provide, and keep under review a care and support plan for individuals with eligible needs**



**If you have any questions and/or you or someone you know needs help with daily life please contact us**



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Information can be made available in other languages or formats upon request. Please contact your local Council

Document created on behalf of the North Wales Social Care and Well-being Service Improvement Collaborative

[www.Dewis.Cymru](http://www.Dewis.Cymru)  
Cael dewis a chymryd rheolaeth



[www.Dewis.Wales](http://www.Dewis.Wales)  
Have choice and take control

