

Managing and assessing care



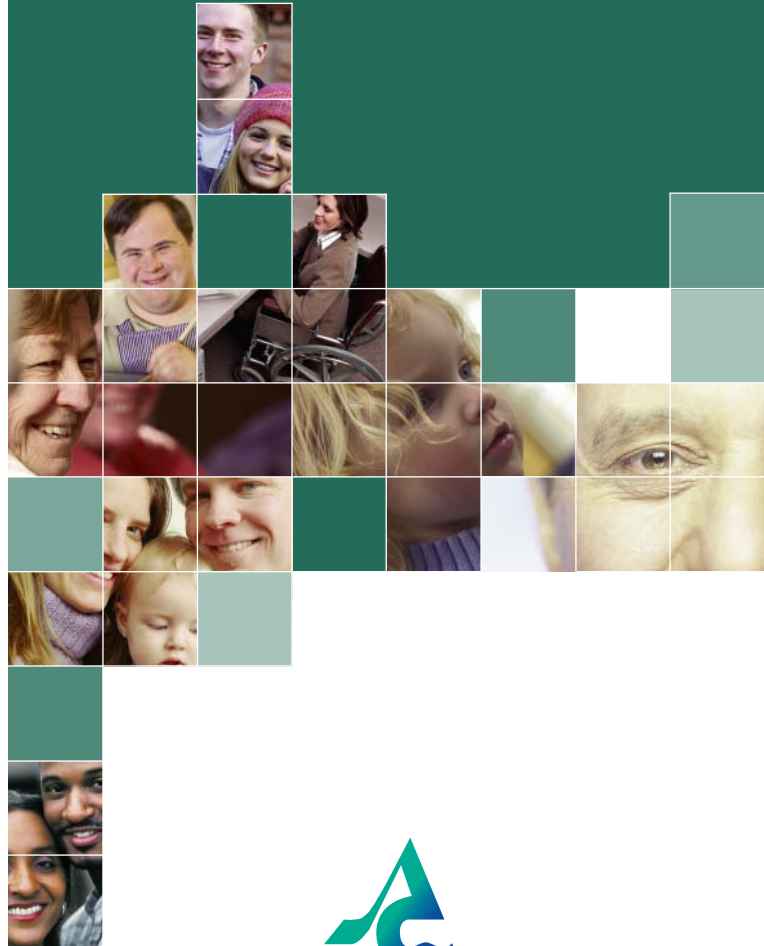
You can get this leaflet in large print, in Braille or on audio tape by phoning us on 01307 474151.

We can provide this information in other languages if you need it.

Call ACCESS Angus 08452 777 778 - your direct line for council services.

R Peat
Director of Social Work and Health

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SOCIAL WORK and HEALTH

What does managing care mean?

Managing and assessing care is how we work out what your needs are and what support we can give you to help you with those needs. To do this we may need information from you, your GP or any other person who cares for you to find out what you might need help with. We will get your permission first. We have a number of teams that provide care for people. The teams work with a range of people including older people (aged 65 and over), people who have a learning or physical disability and adults with mental-health problems.

What do care management teams do?

- We publish information about the services we provide.
- We find out what type of assessment you need. We may get in touch with you to work out who would be best able to give you a care assessment.
- We work out what you need. We will ask you about what you find difficult and build an overall picture of your needs.
- We plan your care. After the assessment, we will develop a plan to show how your needs can be met.
- We will put the care plan in place. We will send you a copy of this.
- We review the care you receive. We will arrange regular meetings with you, your family or someone on your behalf to make sure the care plan meets your needs.

Our teams are made up of a range of professionals including occupational therapists, care managers and community nurses. The teams also employ support workers, home care assessors and social-work assistants who will assess your needs.

Assessments for carers

We will also offer carers a separate assessment of need as part of our role in managing care. This may include:

- providing services to help the carer look after someone such as arranging respite care for them in a care home or in their own home;
- a separate carer's assessment and care plan; and
- information, advice and emotional support.

Types of services we can provide

We can provide:

- home-care services for personal-care needs (such as washing and dressing);
- housing support including very sheltered housing;
- access to independent intermediate care;
- a community laundry;
- places in day care or day centres;
- respite care (giving the carer a break);
- residential and nursing care;
- direct payments;
- employment support;
- community alarm service;
- short breaks;
- short-term support to help you recover after an illness or injury; and
- benefits check so you can make the most of your income.

How do I ask for an assessment?

You can contact the care management teams, in person, by phone or in writing, at any social work office. You can also ask for an assessment by speaking to your GP or any other social-work or health professional.

Where can I get more information?

If you would like to find out more about social work services you can:

- contact your care manager, if you have one;
- phone or visit any social work office they are open Monday to Friday from 8.45am-5pm;
- phone the ACCESSLine on 08452 777778 this is a lo-call number and is available from 8am-6pm, Monday to Friday; or
- visit our website www.angus.gov.uk click on A-Z of services.

In an emergency

If you have an emergency, we will try to give you an urgent appointment as soon as possible. If the emergency is after 5pm or before 8.45am, at a weekend or on a public holiday you can phone our out-of-hours service on 01382 432270.