

How Can We Help You

A guide for people who may need care and support
and those who care for them



www.milton-keynes.gov.uk/social-care-and-health

A guide for people who may need care and support

At some point in most people's lives there may become a time when they require care and support. We believe that when that time comes you should be at the centre of identifying your needs and how those needs can be best met.

We can offer information, advice and support to enable you to have choice and control over the services and support you receive and how you receive it.

We also want to support carers so they can have the help and support they need to carry out their very important caring role.

A carer is anyone who without payment, looks after a relative, friend or neighbour who needs support because of an illness, disability or an addiction.

What do I do if I feel I need care and support?

Firstly, you need to contact the Adult Social Care Access Team (ASCAT) or if you are in hospital, the Reablement and Hospital Discharge Team (contact details can be found at the back of this leaflet). You will be asked about your needs, or the needs of the person you are concerned about. From the information you provide, we will provide advice, information and support relevant to your enquiry and if it is decided that you require a more detailed assessment, the following will happen:

Step 1 - Assessment

Person requiring care

The assessment is where you tell us about your social care needs. A social worker will come out to visit you and help you complete a form.

We will ask you about:

- Your physical health, disabilities and well-being.

- Your need for support in managing your personal care and day to day activities.
- Your mobility.
- Your relationships with family and friends.
- Your involvement in the community.
- Your involvement with work, education or learning.
- Your safety.
- The support that you currently receive from family, friends, other local people or services.
- Your finances.

Carers Assessment

Having a carer's assessment gives a chance to think about how life has changed or has been affected by caring for someone. It can give an opportunity to talk through any issues and to identify any needs, information, advice or support which would help you in your caring role.



During the carer's assessment we will discuss:

- How caring may be affecting health, wellbeing, work etc
- What help may be required
- Emotional support
- Coping with a crisis / emergency

The assessment is not dependent on whether the person cared for receives support from Social Care. This can either be done with the person you care for or independently if a confidential discussion is needed.

For parents caring for children (under the age of 18 years) with a disability, please contact the Children and Disabilities Team 01908 253617.

It is important that you give as much information as possible to help us make the best decision. To do this, you may want someone to support you such as a family member, a friend or an advocate, which we can arrange.

Eligibility Criteria

We have to make sure that we treat everyone fairly and that those who are most in need receive the highest level of support.

To help us work this out we have guidelines to help us understand whether or not people's social care needs mean they are eligible to receive help. We call these guidelines 'eligibility criteria'.

Eligibility criteria are set nationally and are based on the impact of your needs on your wellbeing.

Step 2 - Financial Assessment

Milton Keynes Council has a duty to assess the financial situation of people who are eligible for social care support.

Once the assessment of your needs is complete, you will be asked to complete a financial assessment form. This information will be used to calculate if you need to make a contribution to the cost of your care and support. The amount of contribution you make depends on your income and financial circumstances.

Step 3 - Care and Support Planning

If you are eligible for social care services, the information gathered in your assessment will be used to calculate the amount of money that Milton Keynes Council may pay to arrange the services and support you need.

This Personal Budget amount will be confirmed when your plan is completed and agreed by the Council.

The Care and Support Plan/Carers Plan describes how you will use your personal budget.

It will include:

- What is important to you.
- What you want to achieve and how you intend to achieve what you want.
- How you have decided to receive your personal budget.
- How you intend to spend your personal budget so you can meet your needs.
- How you will stay healthy and well (your wellbeing).
- How you will stay in control of your life.

When you are thinking about how you can spend your personal budget, we must ensure that:

- It is lawful, effective and affordable.
- That your assessed social care needs are met.
- That it is in line with your agreed plan.

- That you can show how it will keep you supported, healthy, safe and well.

You will be able to choose who will help you to develop your plan. You may want to develop your own plan or ask a social worker or support planner to help you. You may want to take advice from your family and friends, or look at a peer brokerage service. This is where someone with a similar experience or condition helps a person plan and organise the support they need.

There are three choices on how you can receive your personal budget:

- **Direct Payment**
We give you or someone acting on your behalf the money to arrange and pay for some or all of your social care needs.



- **Managed by Milton Keynes Council**

A managed budget is where the council manages your personal budget for you and arranges your social care services and support.

- **A mixture of a Direct Payment and being managed by Milton Keynes Council**

Once your plan is written it has to be agreed with Milton Keynes Council. Your plan will be a contract between you and Milton Keynes Council. If your plan has everything in it that the Council needs to see, it is likely that the plan will be agreed.

If we cannot agree the content of your plan we will endeavour to work with you to resolve any issues. If you feel the issues cannot be resolved, you have the option to complain. Please see details on how to do this later in this leaflet.

Your social worker will be in contact with you six weeks after any service

starts, to arrange an initial review of your plan. After this, you will have a review at least once a year, or more often if necessary.

The review will look at:

- Whether your goals have been achieved.
- Whether the support has been of help to you.
- How the money in your personal budget has been managed.
- Whether your circumstances, needs or goals have changed which might mean that your plan needs to be amended.

If it is helpful to you, a relative, friend, the person caring for you or someone who can give you support can also be present.



What happens if you have concerns about the way you or someone else is being treated?

Milton Keynes has a Safeguarding Adults Policy and Procedure which is a partnership between all the main organisations including the Health Services and Police.

Should you have any concerns about how you or someone else is being treated, you can either contact the professional with whom you are involved who can advise or the Council via ASCAT or the out of hours number.

If you are concerned about your or another person's immediate safety, you should contact the Police or appropriate emergency services.

What happens if I do not agree with the decisions?

Firstly speak to your social worker or ASCAT who will do their best to help you.

If you still remain unhappy you have the option to complain. This can be done by contacting:

Customer Service Team

FREEPOST MK852

Milton Keynes Council
Civic Offices

1 Saxon Gate East

Central Milton Keynes
MK9 3EJ

Tel: 01908 253817

Useful Contacts

Adult Social Care Access Team

Civic Offices

1 Saxon Gate East

Central Milton Keynes MK9 3EJ

Open: Monday to Friday –

9:00am to 5:00pm

Tel: **01908 253772**

Fax: **01908 253185**

Text Only: **07957 150983**

Email: ascat@milton-keynes.gov.uk

Reablement and Hospital Discharge Team

Open: Monday to Friday –

8:30am to 5:00pm

Tel: **01908 363070**

Fax: **01908 363097**

Email: rdht@milton-keynes.gov.uk

Adult Social Care - Out of Hours

Tel: **01908 605650**

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Available in audio, large print,
braille and other languages

01908 253772