

## Your assessment

To assess your needs and decide whether we can help you, the following process will take place.

**Initial assessment.** This will be carried out to judge how urgent your need for a full assessment is and to get an early idea of the level of your need. If you will benefit from a short period of support to help you to regain your independence, we will provide this before assessing your longer term needs.

**Full assessment.** One of our members of staff will have a detailed discussion with you, and anyone else you'd like at your assessment, about your needs. When we have completed this assessment, we will be able to make a decision against our Eligibility Criteria and tell you which of your support needs we are able to support you with and what it will cost (your Personal Budget). The Adult Services department will work out how much you will need to contribute to your Personal Budget.

**Support planning.** After we have worked out what help you need, we will agree a support plan with you for your eligible needs, and suggest ways your other needs can be met.

**Living your life with the support in place.** You don't have to spend your Personal Budget on traditional services such as residential or domiciliary care, a day centre place or a specialist placement. You can use your Personal Budget to get the things in life that are important to you. A Personal Budget is not about getting services, it's about getting the support you need to live the life you want.

**Review.** We will regularly review the services you are getting from us to ensure that your needs are being met and the care you are receiving is appropriate. We will also review your needs to decide whether they still meet our Eligibility Criteria. However if we propose any changes to your care package, we will carry out a full re-assessment and will explain the process to you.

If you have any questions about our process or you would like an assessment to see if you are eligible for help, contact your local Adult Services office. See back page for contact details.

## Contacting Adult Services

You can ring Hantsdirect on 0845 603 5630

### Local Adult Services Offices

#### Aldershot

Old Town Hall  
Grosvenor Road  
Aldershot GU11 3DP

#### Alton

Park House  
High Street  
Alton GU34 1EN

#### Andover

Chantry House  
Chantry Way  
Andover SP10 1LT

#### Basingstoke

Sun Alliance House  
37-41 Wote Street  
Basingstoke RG21 7LU

#### Eastleigh

Hampshire House  
84-98 Southampton Road  
Eastleigh SO50 5PA

#### Fareham

Fareham Reach Unit 180  
166 Fareham Road  
Gosport  
Hampshire PO13 0FH

#### Gosport

133 Stoke Road  
Gosport PO12 1SD

#### Havant

Public Service Plaza  
Civic Centre Road  
Havant PO9 2AX

#### Hythe

West Shore House  
West Street  
Hythe  
Southampton S045 6AA

#### Lymington

Avenue Road  
Lymington S041 9YB

#### Petersfield

Tilbrook House  
2-4 Grenehurst Way  
Petersfield GU31 4AZ

#### Romsey

Former Magistrates Court  
Church Street  
Romsey S051 8AQ

#### Winchester

Capital House  
48-52 Andover Road  
Winchester SO23 7BH

Calls to 0845 numbers will cost between 4p (local rate) and 6p (national rate) per minute for BT customers. Calls made using other service providers or mobiles may cost more. Alternatively call 01329 225390 - standard and local call rates apply to this number



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## Who can get help from Adult Services?

The information, or parts of it, contained in this publication can be made available on request in other languages or in other formats: braille, large print, easy read, word and audio files. Please call Hantsdirect on 0845 603 5630.

## Background

There are many vulnerable and frail people in Hampshire that need extra support from a variety of places to help them to continue to live independently. Hampshire County Council's Adult Services Department provides community care support to meet eligible needs as determined following a community care assessment.

### Examples of community care support include:

- Self-directed support through a Personal Budget which may include a Direct Payment, and/or help arranged by a care manager
- special equipment and home adaptations to support physical or sensory needs
- support for carers e.g. respite services in or out of the home
- residential care if staying at home is not safe even with support

The cost of providing community care means that we can only afford to give help to the people that need it the most. Depending on your financial circumstances you may need to pay something towards your Personal Budget.

The Department of Health has issued guidance called 'Fair Access to Care Services', and has recently updated this to support the personalisation of services, including Self-directed support. This guidance helps Local Authorities, like Hampshire County Council, decide who their 'most needy' members of the community are by setting out 'Eligibility Criteria'. We can direct you to this document if you would like to read it yourself.

## Equality

Whenever you have dealings with Adult Services, you will be treated equally, regardless of your gender, disability, age, ethnic or national origin, religious creed, marital status or sexuality.

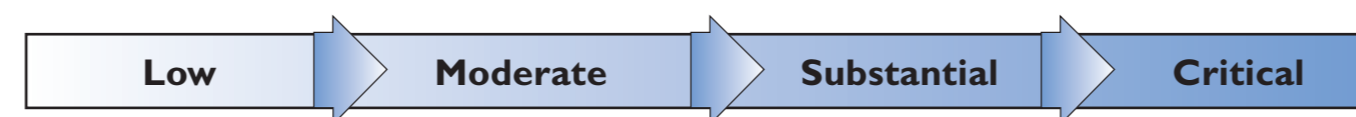
## Complaints

If you are not happy with any aspect of the services you have received from us or with the way you've been treated, speak first to the person you have been dealing with or their manager.

If things can't be resolved this way, ask your local Adult Services office for a copy of *Tell us what you think*, which tells you what to do if you want to make a complaint, or alternatively contact Hantsdirect on 0845 603 5630.

## The Eligibility Criteria

The 'Eligibility Criteria' provides a scale by which we can prioritise an individual's care requirements.



In Hampshire, we can only offer community care support to meet needs we decide are 'critical' or 'substantial'.

For more on how we assess your level of need, see the section 'Your assessment'.

**Everyone who comes to Adult Services for support will get advice and information on where to get help as well as assistance in making their care arrangements if necessary.**

## Are you eligible for help?

If any of your needs are identified as being 'critical' or 'substantial', you will qualify for help from Adult Services. We cannot provide help for needs which are not 'critical' or 'substantial' but will give you advice and information about ways you can manage your needs or get help for them elsewhere.

## How does the Council decide whether any of my needs are 'critical' or 'substantial'?

The difference between 'critical' and 'substantial' is in most cases decided by the seriousness of the difficulty. Our Care Management Manual, available at [www.hants.gov.uk/adult-services/care-management.html](http://www.hants.gov.uk/adult-services/care-management.html) outlines the full definitions of these terms. The following is a summary:

## 'Critical' needs

**The following types of need will be assessed as 'critical' and therefore eligible for support:**

- You are unable to protect yourself or others from serious harm due to a physical, mental health, sensory or learning difficulty
- Provision of Community Care support would help to improve your health or prevent it becoming worse
- You have severe difficulties in managing in your home safely, e.g. using the toilet, getting out of bed or into a chair, getting in and out of your home or letting visitors in safely
- You are being abused or are at severe risk of e.g. violence, degrading treatment or financial exploitation
- You have severe difficulties in managing your personal care e.g. washing and dressing, on a daily basis
- You are unable to access work or education which is essential for your needs without support
- You are reliant on a carer who is no longer able to support all of your needs or your existing social and community support is at high risk of breaking down
- Your difficulties mean that you are unable to carry on caring for a child, or they may be harmed by taking on inappropriate responsibilities for you.

## 'Substantial' needs

**The following types of need will be assessed as 'substantial' and therefore eligible for support:**

- You need help or equipment to support you with e.g. toileting, transfers and safety in your home to continue to maintain your independence, due to physical or sensory difficulties
- You have a mental health difficulty which means that you or others are at risk
- There is a concern that you may have been or are at risk of abuse. Abuse will always be treated seriously and we will always look into the circumstances fully to ensure you are safe from harm
- You need help with several aspects of your personal care to maintain your independence
- You need help to access work, education or training due to a physical, mental health or learning difficulty
- You are reliant on a carer who needs support to enable them to continue to help you or you need help to maintain your current social and community support networks
- You need help to continue in a parenting role.