

## What is adult social care?

Tower Hamlets Adult Social Care provides advice and support for adults from the age of 18 who may have a physical or sensory impairment, a learning disability, mental illness and adults whose independence is at risk due to age or frailty. It is very important to us that anyone who comes into contact with Tower Hamlets Adult Social Care receives a high quality service.

Our main focus is to help people identify ways in which they can continue to live their lives in the way they wish and to maintain their independence where possible.

## How can I get help?

Please contact us using the contact details below:

### Adult social care contact details:

- General questions relating to adult social care: contact Local Link on 020 7001 2175 or visit [www.local-link.org.uk](http://www.local-link.org.uk)
- If someone needs help from social care urgently: contact the council on 020 7364 5000 or email us on [adultcare@towerhamlets.gov.uk](mailto:adultcare@towerhamlets.gov.uk)
- If you care for someone else and need support: contact the Carer Centre on 020 7790 1765 or visit [www.carerscentretowerhamlets.org.uk](http://www.carerscentretowerhamlets.org.uk)
- If you have a complaint about a social care council service: contact the council on 0800 374 176 or email us on [complaints@towerhamlets.gov.uk](mailto:complaints@towerhamlets.gov.uk)
- If you require a mental health service or think you have a mental health condition please contact the mental health charity Mind on **020 7510 1081**, [info@mithn.org.uk](mailto:info@mithn.org.uk) or [www.mithn.org.uk](http://www.mithn.org.uk) or your GP for advice and support.

## What is a social care assessment?

We will talk to you about the help and advice you need and arrange a more detailed conversation if we think that it is necessary. This conversation is called an assessment.

Everyone has different needs, so each assessment should be different. Your assessment should be led by you, at your own pace, and the process must be flexible and adapted to meet your needs. We can arrange independent support (advocacy) if you need help with this.

Sometimes we may not be able to visit you straight away, but if your situation is urgent we will arrange short term support in the meantime.

If a family member or friend cares for you regularly, it may be helpful for them to be there for your assessment. They can also have a [carer's assessment](#) separately. We will also consult any paid carers who may be providing support.

The person assessing you will visit you at home or in hospital and ask you and your carer about:



- your health and any difficulties this causes
- your current living and care arrangements and what you are able to do for yourself
- any concerns about your safety and wellbeing
- what is important to you in your life
- any specific care requirements you may have

They may need to contact other professionals to discuss your situation, but will get your permission before doing so, unless there is an imminent risk to your health or safety.

## What happens after an assessment?

The assessment will set out your situation and what is important to you. It will consider a range of options and may include support from your family, friends and the local community. It could also include solutions which require council funding. This will be pulled together into a Care and Support Plan.

You will be provided with a copy of your assessment and the care and support plan and will be asked to sign confirming you have received it. Each year we will contact

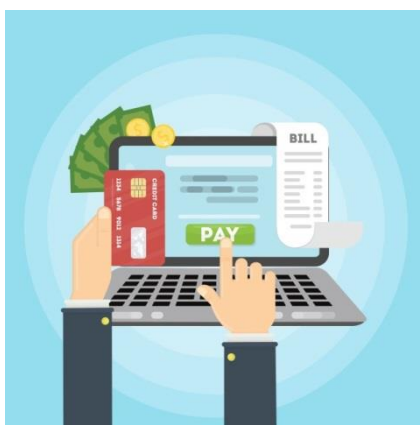


you to check whether your Plan is still meeting your needs. This is called a Review, but you can always contact us in the meantime should your situation change.

If solutions do require Council funding, you may choose whether you wish the local authority to manage your care package or whether you would prefer a direct payment. Direct Payments can give people more control over their care and support. It allows them to decide how their needs are met and buy the support that suits them best.

## Do I need to pay?

Assessments do not cost anything. Some services do have a cost and we will carry out a financial assessment to see if you have to pay and how much this might be. Whether you have to pay or not you will receive a yearly statement to keep you informed about the cost of your care.



## What you can expect from us?

- We will aim to contact you within 5 days of being contacted by you or someone on your behalf. If your query is urgent we will aim to contact you the same day
- You will be provided with information and advice and we will help you to find information about services within the community as appropriate
- If you need a home visit for an initial assessment we will make an appointment within 10 working days.
- We will always tell you what course of action we propose and which team we will refer you to if you need council support
- If we pass your enquiry on to another department, we will give them your details so you don't have to repeat it
- If you require a full assessment, we will give you an indication of how long it is likely to take before it happens, taking into account the urgency of your situation
- Our aim is that you will wait no longer than 28 working days for an assessment to commence
- We will keep you informed at all stages of your assessment
- We will aim to complete all assessments within 28 working days of us visiting you.
- If you need a care and support plan it will be completed within 28 working days of your assessment unless your personal circumstances prevent us from doing so
- Keep you informed as to what is happening at all stages of your assessment