



London Borough
of Hounslow

A Guide to Self Funding Adult Social Care Services

Putting People First
In Hounslow

If you are paying for social care services, this booklet explains the help you can get to assess your needs and plan your support.

March 2010

Putting People First in Hounslow

The council wants everyone to have access to universal services such as transport, leisure and learning, housing, health and opportunities for employment.

Everyone should be able to get the right information, advice and advocacy to make decisions about the support they need. This is regardless of whether you are funding your own care or having funding from Adult Social Care.

Putting People First is about you and understanding:

- What you can do
- What you are good at
- What sort of things you like doing most
- How you like things done
- What you want to achieve in life

We believe that you should identify your own needs, decide how you are supported, who provides your support and when.

Hounslow Council is organising its adult social care and well-being services so that you are in charge of the support you need. If you need help to live independently, we will offer you advice, information, technology or re-ablement services.

What is a self funder?

If you are paying the full cost of your care, you are known as a **'self funder'**.

This means that either:

- you have chosen not to approach Adult Social Care for help; or
- you have been assessed but not currently eligible for Adult social care services; or
- you have approached adult social care and, although your needs show that you are eligible for social care support, your savings or assets are above £23,000.

Hounslow council will only make a contribution to the cost of your support if:

- we have assessed you as being eligible for support from us, under the Fair Access to Care Services Criteria (see our leaflet **Fair Access to Care Services** for more details); and
- you have had a full financial assessment and we have told you that you do not have to pay for the full cost of your care.

What help can I get if I am paying the full cost of my care?

You can still ask for help to complete financial assessment form even if you don't think the council will make a financial contribution to the costs of your support.

You may find that you are entitled to help with costs after all or that you are entitled to some benefits you did not know about.

For more information contact Client Financial Assessments on **020 8583 4523**.

If we cannot help with costs, you are still entitled to the help and advice in working out your needs and finding the right service as everyone else.

If you cannot get financial help from us, there are many other ways we can help you.

Advice and Information

We can provide you with advice, information and guidance about services and opportunities that are available to you.

If you have a carer, your carer is entitled to a carer's assessment to find out what support, information or advice they may need.

Contact our Adult Access Team for more information and to identify the help and support available locally.

The Adult Access Team

41 New Heston Road, Heston, TW5 0LW

Monday - Friday 8:45am - 5pm

Sign language video link available

Email: adultsocialcare@hounslow.gov.uk

Telephone: 020 8583 3100

Minicom: 020 8583 3186

Finding out what needs you have

We can provide support for you to complete an assessment of your needs (a Resident Led Assessment). This is an important step in deciding what you or the person you are caring for is able to do or not do.

Finding out the cost of your care

Using your resident led assessment, we can advise you on the amount of money your support is likely to cost. We will help you to develop a spending plan based on the needs (areas of difficulty) and outcomes (what you hope to achieve) you identified in your support plan.

We will make sure you know in advance, how much each area of support will cost, so that you can control your spending according to your budget plan.

Planning your support

We can help you to decide what kind of support will best meet your needs. There are many other ways to help you to live independently at home. A care home is by no means the only or the best solution for most people.

Support Brokerage

A support broker is an individual who can help you in a number of ways. This includes offering you advice and information on buying support, recruiting personal assistants and accessing services. This could be offered by our Self Directed Support Team or by directing you to Independent Support Brokerage Services, there may be a charge for this service.

Budget Management

We are able to offer you help to manage your budget or manage it on your behalf if you wish the council to organise and buy the support you need. Once you know how much you want to spend on your support plan, you simply pay us a month in advance.

Review

If you ask us to assess your need for support, we will review your needs on an annual basis or at your request if your circumstances or needs change. This

means we can provide support when your savings drop below the savings threshold of £23,000. Many people are not aware of this and worry about what they will do when their savings run out.

Preventative Services

There are a number of services in the community that will support your health and well-being.

These services can help you feel less socially isolated, become more active and will help you to maintain your independence.

Home Care Re-ablement Services

You may be entitled to a time limited service from our Assessment and Re-ablement Team, especially after being in hospital.

This service will provide support to you in your own home, helping you to regain your confidence and independence.

You will not be charged for the time limited service, but if it is felt that you still need more help, you may be charged for any further services provided.

Telecare

Telecare provides people with the support they need to help them live at home safely and independently.

Telecare equipment makes it possible for you to call for help and assistance when needed.

Telecare equipment might include sensors that detect movement, a fall, flood, gas or smoke. Once detected a signal is automatically sent via a telephone line to a carer, community alarm or monitoring service.

The service can provide reassurance, contact an agreed key holder such as a relative, friend or warden to provide help, or contact the emergency services.

Community alarm and monitoring services are provided 24 hours a day, 7 days a week, every day of the year.

Equipment for Daily Living

If you have substantial difficulties carrying out every day tasks, we can provide advice and may be able to loan equipment and small adaptations to help you stay independent in your home.

A wide range of equipment is available, including aids to help you use the bath and toilet, dress, cook and get around your home.

Our occupational therapy service are happy to offer advice and an assessment.

Contact our Adult Access Team for more information

In addition we have **AskSARA** an easy to use on line tool.

It will ask you some simple questions about yourself and your environment, and based on your answers will provide you with:

- ideas and tips about ways to make your life easier;
- details of products that might help you; and
- places to go to buy them.

AskSARA will also let you know if you might need an occupational therapy assessment.

What if I just want to arrange my own care?

If you are arranging your own care services, a list of local care providers can be found on line or contact the adult access team who can send you a list of care providers in the Hounslow borough

FirstStop Care Advice is an independent, free service providing information and advice about care and housing in later life.

It is provided jointly by Counsel and Care, Elderly Accommodation Counsel, Help the Aged and NHFA .

Call **0800 377 7070**.

Safeguarding Vulnerable Adults From Abuse



Many adults rely on other people because of their age, disability, illness or frailty to assist them. Vulnerable adults may be at risk in their own home, in residential or nursing care, in day care or in hospital - often from people they know such as a relative, friend, neighbour or paid carer.

Abuse can be hitting, shouting, not being cared for properly, money stolen or misused, unwanted sexual activity.

If you suspect that a vulnerable adult is being abused you can report in confidence to:

Safeguarding Adults Coordinators

Telephone: 020 8583 4515

Email: adultprotection@hounslow.gov.uk

Hounslow Community Services Adult Social Care

Telephone: 020 8583 3100

Email: adultsocialcare@hounslow.gov.uk

Police

Telephone: 020 8893 1212 **In emergency dial 999**

Domestic Violence Outreach Service

Telephone: 020 8754 3319



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