



My Assessment

Getting help and staying independent

Use this booklet to find out how assessments work and to get ready. There are ideas of what to think about before the assessment and space to make notes.

Hertfordshire County Council
Adult Care Services

www.hertfordshire.gov.uk/adults



What is an assessment?

If you, or someone on your behalf, has contacted adult care services, we will arrange to talk to you, over the phone, online, or by visiting you. This is called a care assessment and it looks at how you are managing everyday activities such as looking after yourself, household tasks and getting out and about. We also focus on how you can be supported to live a full, active and independent life.

Where there is an urgent need for support this can be arranged before the assessment to ensure that you are safe.

Please note that not everyone is assessed as eligible for care and support from us. You may have to pay for all, or contribute towards, your care and support costs.

For details visit www.hertfordshire.gov.uk/adults



Our role

We will talk to you about your goals, which we call outcomes, and the steps to achieve them, including support that your friends and family might give. We look at how you are managing with day to day life at home and out and about.

Our aim is to help you live the life you want by preventing your needs from increasing, enhancing your independence and well-being, and connecting you to services in your local community that improve your quality of life. We offer information and advice, and we may suggest short-term assistance or equipment to help you regain strength and confidence.

If you require additional or different support in the long term, we can plan for your future and explore available options, see **After your assessment** for details.

Your assessment

Before the appointment we will confirm the date, time and place. Assessments usually last between 30 minutes and 2 hours. These can be two or more shorter sessions if it is better for you. They take place over the phone, online, in your home or at a place we have agreed on together. Tell us where is best for you.

Let us know your language or communication needs. We will also ask about any religious or cultural preferences and what you wish to be called. It is fine if you want to arrange to have a family member, friend or carer with you. If you wish to have someone independent (an advocate) for support tell us so we can arrange this.

Things you might want to think about before your assessment:

You can prepare by thinking about what you are going to tell us, making a few notes and listing any questions you have.

- What does having a good life mean to you and what needs to change so you can have one
- How you look after yourself and things that might help
- How you move around and getting out and about
- How you keep in touch with people who are important to you and do activities you enjoy
- How to stay in control and feel safe from abuse or neglect
- Does someone else rely on you to look after them?
- Care you have arranged for yourself or assessments you have had, such as health or housing assessments
- Help you receive from other organisations, such as AgeUK, NHS or housing associations
- Family or friends who provide unpaid care for you can have an assessment of their own needs (a carer's assessment). We will also check with them separately what unpaid care they can continue to provide.

Getting ready for your assessment

Things you might want to do:

- Tell us before the meeting if you need us to make any arrangements, such as to meet your language, cultural or communication needs

- If you have given someone Lasting Power of Attorney, tell us about this
- Find any documents you wish to show us, such as letters from your doctor or care provider about your needs
- Prepare any areas of your home you might want to show us
- Talk to family and friends about ways they might be able to help you and about their ideas on what you need
- If there is anyone else that you would like us to talk to about your situation, make sure you have their contact details to hand
- Arrange to have someone with you, or for them to talk to us separately before or after your assessment.

If you need more time to get ready, want to arrange for someone to be with you or have any immediate questions do please get in touch with us. Find contact details at the end of this leaflet.

After your assessment

At the end of the assessment we will agree what needs to happen next. We will send you, and your family carer if you wish, a record of what was agreed about what you want to achieve, we call these your outcomes.

We will contact you again afterwards to see that you have all the information and advice you need. Where we have arranged short term services like enablement we will stay in touch to monitor your progress and explore other opportunities available from the community to meet your outcomes.

We will let you know what to do if you have any concerns or questions and how to contact us if things change.

If we find that you require care and support, or a major adaptation to your home you may need to contribute towards the cost. For care and support we will talk to you first to explain any costs or charges and you have a financial assessment to work out what you would have to pay. See www.hertfordshire.gov.uk/payingforcare for information. For adaptations see www.hertfordshire.gov.uk/hhia

If you are funding your own care we can help you to find support services.

Reviewing your care

We'll regularly look at the care you get from us. This is to make sure we're giving you the best help we can. The first review is usually **within 6 weeks** of your care starting. After this we'll review your care **every year**. You can ask for a review at any time though, perhaps if something changes and you need more or less care.

Your review might be by phone, or we might come and meet you. It is fine if you want to have a family member, friend or carer with you. If you wish to have someone independent (an advocate) for support tell us so we can arrange this. If your needs have changed, we might change your care plan.

If you have questions

If you have any questions or are unhappy with the outcome of the assessment you can speak to the person who called or visited. You can also ask to speak to their manager. If after doing that you want to comment on our service, or thank the team, you can visit **www.hertfordshire.gov.uk/haveyoursay** and complete the online form or call us on **0300 123 4042**.

Notes:

To get the most out of our discussion it is best to prepare. Start thinking about what you would like life to be like and what you value from how your life used to be.

Space for your notes:

Contact us:

Our website

Information about adult social care - find out about care or day services and apply online for meals on wheels or a Blue Badge. You can also comment, compliment and complain.



www.hertfordshire.gov.uk/adults

Contact us

For information on how to get care and support contact:

Telephone: 0300 123 4042

Text: 07507 306 911

Relay: 18001 0300 123 4042

Minicom: 18001 01992 934 479

Email: contact@hertfordshire.gov.uk

www.hertfordshire.gov.uk/contactus



British Sign Language (BSL)

Video interpreting

<https://hertfordshirecc.signvideo.net>

If you are worried that you or someone you know is at risk of abuse or neglect, call us on 0300 123 4042 (24 hours a day)

HertsHelp

Independent support, guidance and information.

Telephone: 0300 123 4044

Email: info@hertshelp.net

Text: text HertsHelp to 60060

www.hertshelp.net



Hertfordshire Directory

Find national and local community groups, charities, services, and activities.

www.hertfordshire.gov.uk/directory

Care information points

in your local library.

www.hertfordshire.gov.uk/libraries

Call 0300 123 4042 if you would like help to understand this information or need it in a different format or language. You can also ask to speak to someone in your own language.

Calls to 0300 cost no more than a national rate call to a 01 or 02 number.