



MY ASSESSMENT

Getting help and staying independent – what you need to know and how best to prepare for an assessment from adult social services

This booklet will help you to know what to expect and how you can get ready.

Hertfordshire County Council
Adult Care Services



Image source: NHS image library

If you or someone else has contacted adult care services, we will arrange to talk to you, over the phone or by visiting you. This is called an assessment. We will talk with you about what you want to get out of life and any information, advice or care and support that could help you achieve your aims.

Our role

Social care workers will help you to stay well, be part of your local community or get back on your feet after a problem or illness. We talk to you about what you would like your life to be like and what might help to achieve that, including the support friends and family can give.

We can provide information and advice and we also know what's available locally that could help you such as community health teams or local groups and agencies. We may suggest short term help or equipment that will help you regain your strength and confidence.

Longer term, if you need extra or different support we can arrange a fuller assessment where we can plan together for the future and talk about the various options and how charges and funding works.

Your assessment

Assessments usually last between 30 minutes and 2 hours. They take place over the phone, in your home or at a place we have agreed on together.

Before the appointment we will confirm the date, time and place. 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 we can arrange this. We will also ask what you prefer to be called and about any religious or cultural preferences and language or communication needs.

At the assessment we will talk to you about:

- The things that are most important to you and how you want to live
- How you can achieve these aims
- Family and friends and how they can help you
- Local groups, services and activities open to you
- Managing better at home
- Moving around safely
- Getting out and about
- Equipment and devices that might be useful

At the end of the assessment we will agree what will happen next and what we and what you will do. We will also tell you if you may need to pay towards any adaptations or care that might be arranged. We will let you know what to do if you have any concerns or questions and how to contact us if things change and you need to get back in touch.

Getting ready for 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. You might want to:

- Think about what would help you to get what you want out of life.
- Identify any difficulties you have in looking after yourself or moving about.
- Find any documents you wish to show us, such as letters from your doctor or care provider.
- Prepare any areas of your home you might want to show us.
- Think about what we would find useful to know, for example about care you have arranged for yourself or assessments you have had, such as health or housing assessments.
- Talk to family and friends about ways they might be ready and willing to help you and about their ideas on what you need.

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

After your assessment

We will confirm what was agreed at your assessment. We will contact you afterwards to see that you have all the information and advice you need. We will check that the plan we agreed is working out and you know how to get back in touch with us if things change and you need more, less, or different support.



If you have any questions or you 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, complain or thank the team, you can visit www.hertfordshire.gov.uk/haveyoursay and complete the online form, or call us on **0300 123 4042**.

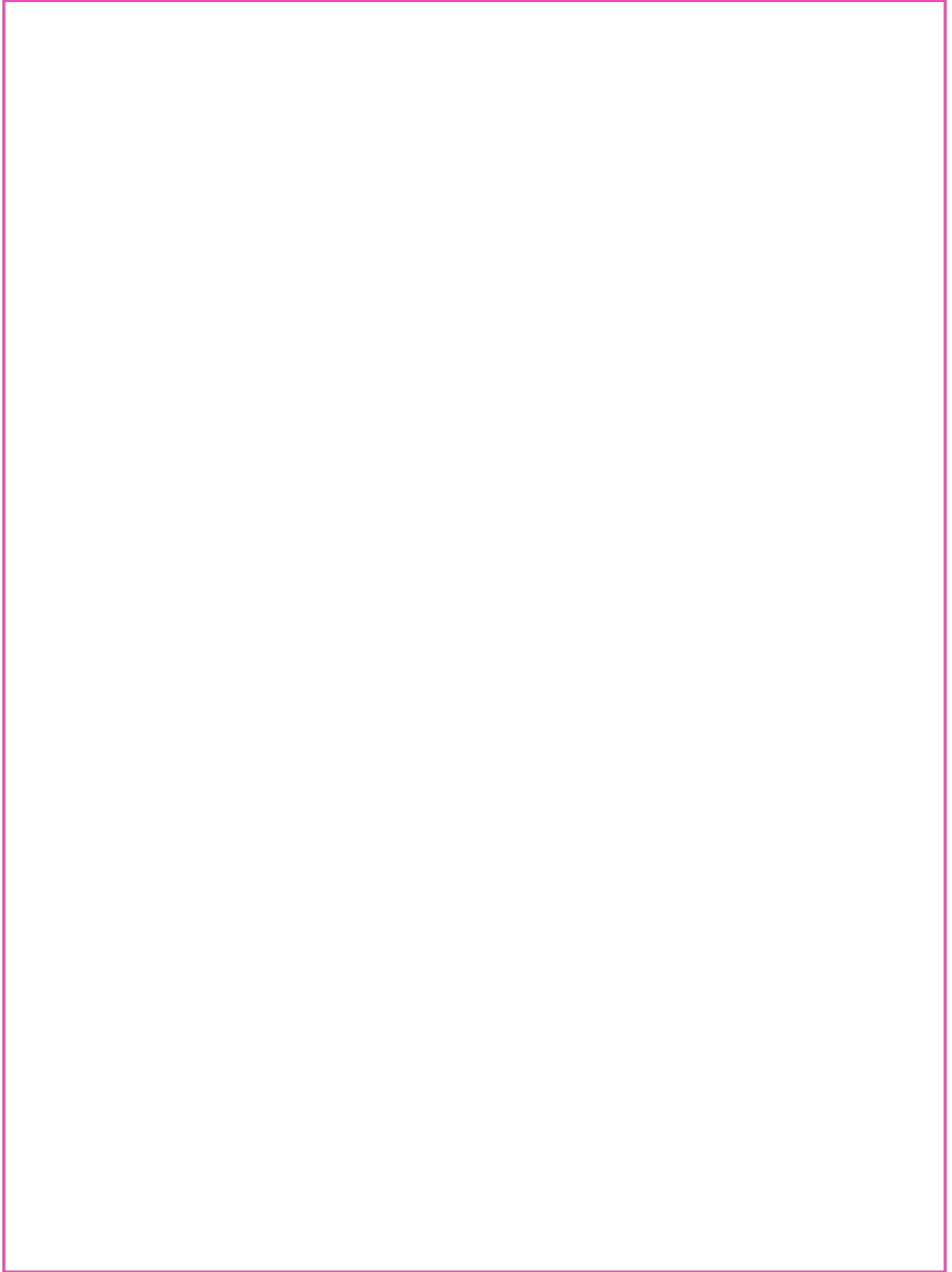
Notes:

To get the most out of our discussion it is best to prepare beforehand. 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

A large, empty rectangular box with a thin pink border, occupying the lower two-thirds of the page. It is intended for the user to write their notes.

What we agreed at your assessment



CONTACT US

Our website

Information about adult social care – find out about care services, day centres and apply online for meals on wheels or a Blue Badge. You can also comment, compliment and complain. www.hertfordshire.gov.uk/adults

Hertfordshire Directory

Find national and local community groups, charities, services and activities www.hertfordshire.gov.uk/directory

Call us

For information on how to get care and support contact:

Email: contact@hertfordshire.gov.uk

Telephone: **0300 123 4042**

Textphone: **0300 123 4041**

www.hertfordshire.gov.uk/contactus

HertsHelp

Independent information and advice on local community services and care funding.

Telephone: **0300 123 4044**

Textphone: **0300 456 2364**

www.hertshelp.net



British Sign Language (BSL) remote video interpreting service

available via a link on our website.

Drop in

To your local library – see www.hertfordshire.gov.uk/libraries

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)

If you need help to read or understand this information

Call **0300 123 4042** if you would like help to understand this information or need it in a different format. 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

