

How to get help if you need it & have a Learning Disability



Useful numbers/contacts to get help in Preston



If you want Support with Applying for Help

Central Advocacy - advocates - 01772/718710

Disability Equality North West (DENW) - 01772 558863
(DENW drop-in: 103 Church Street, Preston. PR1 3BS)

Service user support - REACT/Face2Face 07821056821

Carers' Centre - carers' officers - 01772/200173



To get a Lancashire Community Care assessment

Phone: 0845 053 0009

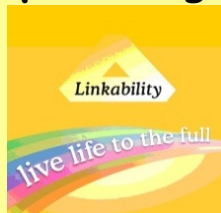


For general information or advice on local services

Help Direct: 0303 333 11 11/ drop in at 30 Cannon Street.

www.helpdirect.org.uk/preston-south-ribble










Our thanks to Integrate (Preston & Chorley) Ltd & Linkability for sponsoring the printing










Designed by Preston Forum; information being correct as at 1.4.2012



If you have a learning disability **AND** you need help to manage your daily needs, then, **BY LAW** you are entitled to a Community Care Assessment to see if you qualify for Adult Services' help

| | |
|--|---|
|  | <p align="center"><u>What is a Community Care Assessment?</u></p> <p>It is a detailed look at how big the impact of your disability is on your life and on anyone who helps you.</p> |
|  | <p>To get a Community Care assessment in Lancashire Phone: 0845 053 0009</p> |
|  | <p>A customer services officer will take your details & check to see if you need an assessment/a different service.</p> |
|  | <p><u>Do</u> insist on seeing someone for an assessment if you need help. The Law is for a "suitably trained or qualified" person to carry out an assessment before anyone can decide if you qualify or not.</p> |
|  | <p>After you have asked for the assessment, an assessor should contact you and usually arrange an appointment at your home. You have the right to have a family member or other person to be at the meeting to support you and help with the assessment.</p> |
|  | <p align="center"><u>If you need support with applying or with your assessment</u></p> <p>Central Advocacy - advocates to help 01772/718710 Service user support - REACT /Face2Face 07821056821 Carers' Centre - Carers' officers - 01772/200173</p> |
|  | <p align="center"><u>Carers' assessment</u></p> <p>Carers who help the person should be asked if they want an assessment, as they have a right to one to help them to continue to care. They should be asked what support they are willing to give, about their other commitments, and if caring is influencing their health and their relationships.</p> |
|   | <p align="center"><u>Will I qualify for support?</u></p> <p>The assessor uses the Fair Access to Care Services (FACS) guidance to decide which category you fall into, depending on the extent of your assessed support needs.</p> <p>Lancashire helps people with critical and substantial needs only. Otherwise they refer you to Help Direct who help people with low or moderate needs with information and advice.</p> |

| | |
|---|---|
|  | <p><u>How will they decide how much help to give me?</u></p> <p>The assessor should help you fill out a "self-rating questionnaire" to record your current abilities & the support you need. This is called RAQ (Resource Allocation Questionnaire) and provides a score in 5 categories which gives an "indicative budget".</p> |
|  | <p><u>Developing a Support Plan</u></p> <p>Now you have an "indicative budget" you get a choice of 6 "pathways" - Lancashire, DIY (you), carer-led, using a community group, a provider or broker - to develop your support plan, to get the plan agreed with your assessor & to help arrange services.</p> |
|  | <p><u>What is a Support Plan:</u></p> <p>Your plan for all you need including those needs NOT met by Lancashire due to your disability. <u>Remember to plan for contingencies or short-term needs</u> to cover emergencies or crisis, and things like in holiday periods or if a carer gets sick.</p> |
|  | <p><u>What kind of things can I use the money for?</u></p> <p>Anything lawful including domiciliary services or day care and things like volunteer support expenses; a community course, a piece of assistive technology/equipment that are agreed</p> |
|  | <p><u>Can I change my support plan?</u></p> <p>Yes, as long as it still meets your needs & fits with your plan - eg a different provider/community activity. If your plan has general activities, it's easier to change without checking. <u>If in doubt check</u></p> |
|  | <p><u>What about carers' expenses?</u></p> <p>Put these in your plan as "disability-related expenses"; if you pay them, they are allowed in your financial assessment.</p> |
|  | <p><u>Who agrees the plan and the cost of it?</u></p> <p>In Lancashire, once your assessor agrees the plan, it goes to the "Panel", (senior managers with Lancashire's budget) to be agreed (though there are plans for smaller amounts to be quicker)</p> |



What is a personal budget?

This is the money agreed to pay for the cost of your plan. If it is more than the "indicative budget" unless the Panel can show how it can be done for less, they must legally pay the cost.



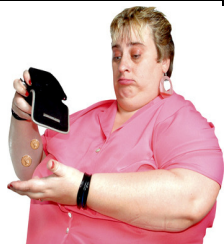
How is the personal budget paid?

Lancashire pays it to whoever is organising your services: yourself or your family carer, Lancashire itself, a provider, a community service, or a broker. If you or your carer manage the budget you must keep accounts to show Lancashire. The Centre for Independent Living funded by Lancashire can help **01772 250300**.



What if my needs change?

At any time, you can ask for a reassessment/to review your plan. Lancashire also reviews your assessment at least annually.



Charges

If Lancashire gives money/support, you may have to pay something towards it. In the financial assessment, make sure you include the extra costs due to your disability ("disability-related" expenses) If over £10/week, show your support plan & bills.



What Do I do if I'm not happy at any stage?

You should raise your concerns with the assessor formally. If you are still unhappy, use Lancashire's complaints procedure www.lancashire.gov.uk/corporate/complaints/index.asp Complaints officer East Cliff County Offices, Preston PR1 3EA. **Phone:0845 053 0009; Email: oce.complaints@lancashire.gov.uk.** You can get support with this - see front page support numbers.



If you are still not happy and feel Lancashire have not followed the legal requirements, you can raise this with their Monitoring Officer (usually head of their legal department) or consult a community care lawyer.



Preston Forum is happy to share this leaflet across Lancashire - the contacts will be different but the guidance the same. Central Lancs Partnership Board website <http://www.clpb.org> & other local support websites will post the leaflet to download, including: <http://integratepreston.org.uk> ; <http://www.linkability.org.uk>; <http://www.disability-equality.org.uk> ; <http://www.centraladvocacy.org.uk> ;



Lancashire's Care Pathways:

Once you have an "indicative budget" you get a choice of 6 "pathways" to develop your support plan, get the plan and its budget agreed with your assessor & arrange services.



Care Management

The assessor will arrange for Lancashire to sort it out



User-led

Do it yourself. You work out the plan, cost it and once agreed sort out the services



Carer-led

Carer(s), on behalf of the person, works out the plan, costs it and once agreed sorts out the services



Provider-led

You choose a provider to help you do your plan, cost it, get it agreed and help you sort out the services



Community Pathway

You choose from a number of community groups & charities, funded by Lancashire to do this



An Independent Broker

You choose a private broker to sort it all out with you