

Draft Leaflet of Standards

Draft Service User leaflet: Standards of assessment and support planning practice that people can expect from Brent Adult Social Care.

A. When you think you need help with your daily life and personal care

If you think you need help with daily life and personal care, you can ask for an assessment. We will work with you to identify your needs and how they can be met.

We will:

1. Check if you have received help through Brent Council before; what has been done before and what we need to discuss when we visit
2. Check if you need someone to support you, or who should be involved when we visit (like a family member, a friend, carer, Representative or some one with Power of Attorney)
3. Check if you need someone to help you communicate (such as an interpreter or signer), or if you use other communication methods, (*such as communication boards*).
4. Explain why we are visiting and what you and/or your family can do to prepare
5. Book an appointment at a time that is convenient for you and anyone else who needs to be there

B. At the visit

When we visit, we will:

1. Explain clearly what we are going to do, and how we will work with you
2. Work with you to make sure you are able to participate and express your views as much as possible
3. Discuss your abilities and your needs with you and your carers or representatives
4. Explain how Brent ensures equal access to support services, through prioritising levels of need; and that there will be a 'means test' or financial assessment
5. Discuss if we need to involve any other people or organisations (like Doctors or other Health staff)
6. Discuss different way in which your essential needs can be met, and particularly how you could:

Draft Leaflet of Standards

- a. regain your independence or continue to be independent, and do things for your self as far as possible
 - b. Continue to live safely in your own home, as far as possible
7. Seek your permission to share information to discuss your needs with other professionals (like Health Services or care providers), to make sure all your essential needs are covered
8. Discuss how you can use Direct Payments to meet your essential needs
9. Discuss who else or which organisations might be useful to you, for needs that are not essential
10. Discuss what will happen after the visit, including
 - a. What will happen next
 - b. Timescales
 - c. How we will stay in touch or keep you informed

C. After the visit

We will:

1. Send you a summary of what we discussed and agreed, and what will happen next
2. Keep you informed of progress (in getting your essential needs met)
3. Send you details of other organisations that might be useful to you
4. Let you know when we will contact you again to make sure that the care is meeting your needs, or to see if your needs have changed.