



Social care assessments for adults in St Helens Borough

Social care is special support for people who need some help with everyday things, like washing and eating.

Social care assessments are the ways we check if somebody needs social care.



**Easy
Read**



ST HELENS
BOROUGH COUNCIL

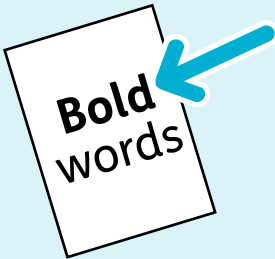
Easy Read



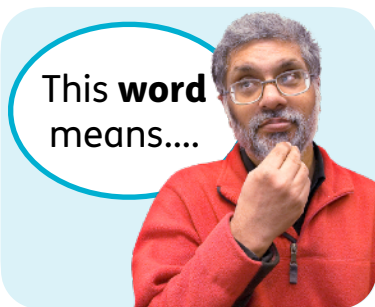
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This booklet is from St Helens Borough Council.



If you are finding everyday things hard, you may want to have a **social care assessment**.

Social care is special support for people who need some help with everyday things, like washing and eating.



Social care assessments are how we check if somebody needs social care.



This booklet explains what a social care assessment is like.

How to get a social care assessment



Please call the council's Contact Cares service on: 01744 676767



When you call us, you will hear 3 different options to choose from. All 3 options will take you to a worker who will be able to help you.



Or you can email us:
contactcares@sthelens.gov.uk



Our workers at Contact Cares can answer the phone from 8am to 10pm, every day of the year.

What our Contact Cares workers will talk to you about



Our workers will want to talk to you about why you think you need social care.

They will ask you some questions about:



- Everyday things that you are good at doing without needing help from somebody else.



- Who else is in your life, like family, or people who are important to you.



If we decide that we cannot give you social care, we may give you information about other services that could help.



If we decide that the council can help you, then the worker will tell you that you need a social care assessment.



Please tell the worker when and where you want your social care assessment to be.



The worker will then book the social care assessment for you.

What happens in a social care assessment



One of our trained workers will visit you to do the social care assessment.



Our worker will talk to you about the things in everyday life that you are good at.



They will also ask you questions about what everyday things you are finding hard.



They will talk to other people in your life, like family or people important to you.

What do they find hard?



They will ask them about the everyday things that you find hard.



We will only talk to other people in your life if you say we can.

In the assessment, the worker will ask you some questions, like:



- What kind of food do you eat?



- What do you do to be clean?



- How often do you go to the toilet?

They will also ask questions like:



- Is going to the toilet hard for you?



- How do you get dressed?



- Are you able to keep your home clean?



- Are you safe at home?



- How do you talk to and behave around other people?

They will also questions like:

- Do you do anything in the day, like:



- Work?



- Training?



- College or University?



- Volunteer work?

They will also questions like:

- Do you use any services in your local area, like:



- Public transport?



- Sports centres?



- If you have a child, are you able to take care of them?



- Can your family, or people who are important to you, help you with everyday things?

They will also questions like:



- Have you used services in the community that have helped you?



To get social care, you must need help with 2 or more of the things on pages 9 to 13.

How we can help you



If our worker thinks you need social care, they will tell you which services may be able to help.

These services include:



- Giving you information about how you can get better at everyday things.



- Talking to you and your family, or people important to you, about things they can do to help you.



- Talking to you about groups and organisations in your local area that may be able to help you.

These services also include:



- Having care workers come into your home to help you.



- Helping you learn skills to help you to look after yourself.



- Finding a place for you to stay for a short time and get care.

This means that the people who care for you at home can have a break.



- Finding a place for you to go to in the day time.



- Giving you money so that you can pay for your social care.



If we do decide to give you money, we will give you more information about this.

We may not be able to help you in your own home



If this happens our worker will talk to you about going to live somewhere else, where you will always have social care.

What services we cannot help with



We cannot help you with cleaning your home.



If you do need help cleaning your home, we can help you find other services that may be able to help you.

How we will plan your social care



If you are happy that the social care we can give will help you then we will write a plan.

This plan will tell you:



- What services you will get.



- What these services will do to help you.



- How much these services cost us to give you.

These costs will be on the front of the plan and are called your **personal budget**.

How we make sure your social care is going well



One of our workers will visit you to see how your social care is going.



They will ask you questions about whether you think your social care is helping you with everyday things.



They will make sure that the type of social care you are getting is the best for helping you with your needs.

How to make a complaint



A **complaint** is when you tell us you are not happy with what we have done.



If you are not happy with what is said in your assessment, please get in touch with us.

You can make a complaint by writing to:



Governance Compliance and
Complaints Team at Sefton Borough
Council
PO Box 512
St Helens
WA10 9JX



Or you can email:
adultcomplaints@sthelens.gov.uk

How much money social care costs



You do have to pay for social care.



How much you pay depends on how much money you have already.



The worker will give you information about this.



They will send you a form which will ask you questions about how much money you have.

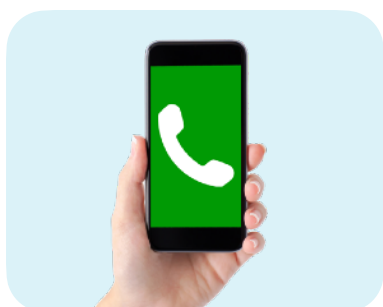


You will then need to send this form back to us so that we can decide how much money your social care will cost.

How to contact us



You can look at our website here:
www.sthelens.gov.uk/contactus



Please call us on: 01744 676767



Or email us:
contactcares@sthelens.gov.uk

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