

DRAFT Version 9

# How Do I Access Care and Support in North Wales?

Important Changes



More information about the Social Services and Well-being (Wales) Act 2014 and what this means to you is available on: [www.gov.wales/topics/health/socialcare/act/](http://www.gov.wales/topics/health/socialcare/act/)

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Information can be made available in other languages (such as Welsh) or formats (such as Braille) upon request

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**If you have any questions and/or you or someone you know needs help with daily life please contact your Local Authority**

Anglesey LOGO ?  
 EMAIL REQUIRED  
 wellbeing@conwy.gov.uk 0300 456 1111



spoa@denbighshire.gov.uk 0300 456 1000

Flintshire LOGO ?  
 EMAIL REQUIRED

Gwynedd LOGO ?  
 EMAIL REQUIRED

Wrexham LOGO ?  
 EMAIL REQUIRED



## What do we have to record about you?

All 'assessments' undertaken will be proportionate to your needs and circumstances but a completed assessment should at a minimum record:

- ◆ Basic information about you such as where you live etc.
- ◆ Analysis of all five elements of your assessment (as described above)
- ◆ Actions taken to achieve your personal outcomes (what matters to you)
- ◆ Practitioner's statement on how actions contribute to achieving what matters to you

## What happens next?

Following our conversation, you will be provided with information, advice and assistance or we will work with you to agree a care and support plan for you and/or your carer.

**Local authorities must provide, and keep under review a care and support plan for individuals with eligible needs**

## Our Principles

The new Social Services and Well-being (Wales) Act 2014 supports people to achieve **well-being**.

**People** are at the heart of the new Act by giving them an equal say in the support they receive recognising that they are best placed to judge their own well-being.

**Partnership** and co-operation are important for service delivery.

Services will aim to promote the **prevention** of needs increasing and ensure that the right help is available at the right time.

## The Well-being Duty



Everyone has a right to well-being and a responsibility for their own well-being. It is important for you to have a voice, be in control and make decisions about your life. Under the new Act everyone **must** seek to promote the well-being of those who need care and support.

## New Legislation

The Social Services and Well-being (Wales) Act 2014 replaces many previous laws and places a **joint** responsibility on you and your Local Authority Social Services Department to deliver outcomes that are important to you.

Local Authorities and Health Boards are required to work in partnership to ensure resources are available and effectively utilised. What this means is that a need can only be met through the Local Authority if it **cannot** be met in any other way.

## What does this mean?

**Anyone** who believes they have care and support needs can contact their Local Authority, regardless of the level of need or their financial resources.

Information, Advice and Assistance will be provided and more preventative services offered to support you to achieve your own well-being and help avoid your needs increasing.

Dewis Cymru is THE place for **well-being information** in Wales where local organisations and services can be found to help citizens maintain their independence and well-being [www.dewis.wales](http://www.dewis.wales)

The **second condition** is met if the need relates to one or more of the outcomes below:

- Ability to carry out self-care or domestic routines;
- Ability to communicate;
- Protection from abuse or neglect;
- Involvement in work, education, learning or in leisure activities;
- Maintenance or development of family or other significant personal relationships;
- Development and maintenance of social relationships and involvement in the community; or
- Fulfilment of caring responsibilities for a child

The **third condition** is met if your need cannot be met by you alone, with the care and support of others who are able or willing to provide that care and support; or with the assistance of services in the community.

The **fourth condition** is met if you/your carer is unlikely to achieve one or more of your personal outcomes unless the local authority provides or arranges care and support to meet the need in accordance with a Care and Support Plan.

All four of the conditions listed above need to be met to be eligible for a **managed** care and support plan

## Will I get help?

Everyone can access Information, Advice and Assistance regardless of their circumstances. Eligibility is about access to **managed** care and support to meet personal outcomes (what matters to you). It is not about having the right to a specific service provided or arranged by the Local Authority.

- ⇒ Eligibility relates to your individual need, **not** to you as a person
- ⇒ You may have some of your care and support needs deemed as eligible but other care and support needs may not be
- ⇒ A change in your circumstances can impact on your eligibility at any time

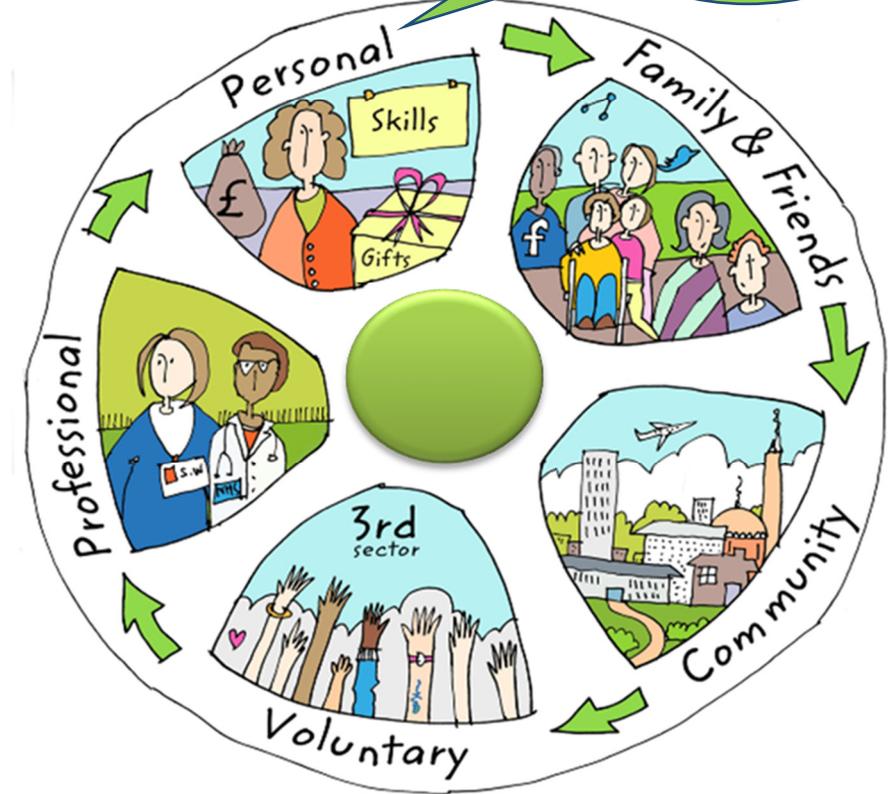
There are four conditions that you need to meet to be eligible:

The **first condition** relates to your circumstances and is met if your need arises from the list below. In the case of a carer, the need is as a result of providing care for a citizen who has one or more needs listed below:

Physical or mental ill-health; age; disability; dependence on alcohol or drugs; or other similar circumstances – ask for more info about what this could include.

The approach to assessment and eligibility is changing

We start with you



How do I want my life to be?

What matters most to me?

How do I stay healthy and safe?

Now ?  
In the future

What is going well?

What is not going well?

## What is an Assessment?

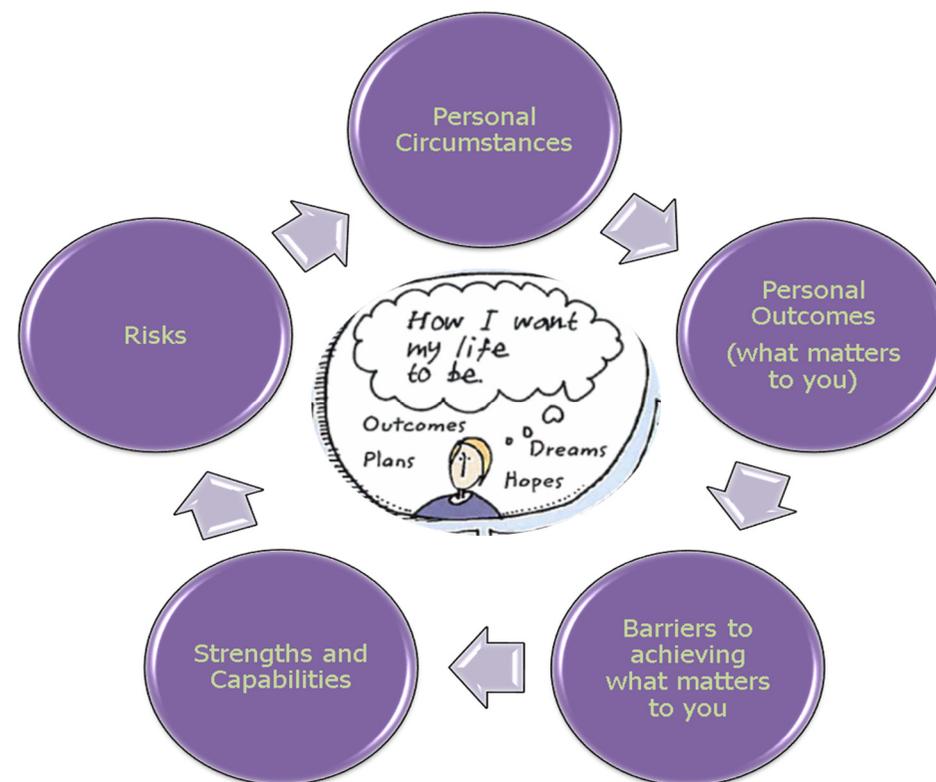
An 'assessment' is a conversation to find out What Matters most to you now and in the future to keep you healthy and safe. We will talk about what is going well in your life now and not so well. We will ask you how you want your life to be and what you want to achieve.

**Assessments should be appropriate and proportionate to meet your communication and cultural needs and should consider fully your strengths and the barriers identified to achieving what matters to you**

Together we will identify what strengths and/or resources you have available to you and talk about the people around you and in your community who may be able and willing to help you overcome barriers and achieve **what matters** to you.

## What will happen?

There are now **five elements** to an 'assessment' which must be considered before a decision can be made about what your care and support needs are and how they may be met. We will also consider whether you require any support such as an advocate so that you can be fully involved in the process.



The assessment may end with advice about the preventative services available and how to access them or it may lead to the development of a **managed** Care and Support Plan.