

Large print



### My meeting details

Date .....

Time .....

Place .....

# Preparing for your meeting with Adults' Health and Care

Information to help you prepare for your  
first meeting with Adults' Health and Care ➔

## About this booklet

This is to help you prepare for your meeting with us. When you have read it, you can write some notes before we come to see you so that we do not miss anything important. You do not have to write anything if you would prefer just to talk to us.

## Who will visit you?

Your meeting will be with a care worker from the County Council's Adults' Health and Care directorate.

## Where will the meeting take place?

The meeting will usually be by appointment at your home, at a County Council office, in a care home or in a community building such as a library. If you are in hospital then it is likely to be on the ward where you are.

You can have someone with you, either a friend or a relative, if you would like.

Your appointment could also take place by telephone, instead of a visit, if this is more convenient and practical for you.

Please note that if your meeting is held in a community building these are usually scheduled for one hour.

If you have a carer, they can also have an assessment meeting to find out how we may be able to support them. Visit **[hants.gov.uk/socialcareandhealth/adultsocialcare/carers-assessment](https://hants.gov.uk/socialcareandhealth/adultsocialcare/carers-assessment)** or call **0300 555 1386**.

## About the meeting

We will help you to identify what care and support needs you may have and what you want to achieve to maintain or improve your wellbeing.

Your meeting is an opportunity for us to discuss:

- what you want to get out of life and what is important to you
- what your strengths and capabilities are
- what friends and family are willing to do
- what networks, local community services or charities can help.

Our staff will ask about your personal characteristics, such as age, gender, religion and race. Asking these questions helps us understand you, your identity and what might be important to you. Sharing this information is optional, and we respect your choice.

When we have a full picture of your situation, we can discuss with you the best way to meet your needs.

The Government has set out criteria for when people are eligible for care and support from their local authority. If you are not eligible for help from us, we will always offer you information and guidance.

If you do have eligible needs, there are many different options we will look at with you. This includes help from family and friends and access to local community and voluntary services.

## **Before your appointment**

The care worker will be happy to answer any questions you have at your meeting.

- Think about whether you want to have someone with you, such as a carer, friend or family member.
- Contact us if you need someone independent to support you (an advocate).

- Let us know if you have any communication needs. Do you need help to understand information or need it in a different format?
- If possible, visit the Connect to Support Hampshire website. Look in the Community Directory to see what support and activities are available near you (see 'More information' in this leaflet). Is there anything that prevents you from using these?

## **The Family Plan**

Prior to your assessment you will have received other information from the County Council including the Family Plan. We recommend that individuals use and complete the Family Plan before the County Council comes to assess your care and support needs, given that not all of your needs can be met by paid-for care and support. The plan will help you to work out, discuss and potentially manage your health and wellbeing from home with the help of family, friends or your support network.

If you cannot locate the plan you can download a copy from:

**[documents.hants.gov.uk/adultservices/family-plan-stay-independent.pdf](https://documents.hants.gov.uk/adultservices/family-plan-stay-independent.pdf)**

The aim of the assessment is to work out whether you can do certain things and to establish how your needs can be best met. It may help to think about the following beforehand.

- What are you able to do day to day? Are you able to:
  - prepare and eat food without help and get enough to drink – are there meal delivery services in your area?
  - wash yourself and clean your clothes?
  - use a toilet and manage all your toilet needs?
  - dress yourself properly?
  - move around your home safely?
  - keep your home safe and habitable?
  - have enough contact with other people?
  - take part in activities, like volunteering, training or learning?
  - use services such as public transport and local shops?
- Whether equipment might help to support you if, for example, washing and dressing becomes more challenging.
- Exploring technology – do you have devices at home you could use to help you or have you thought about telecare such as personal alarms?
- What does a good day look like?
  - What is important to you in your daily life?
  - What helps to keep you well?
  - Do you have any important beliefs or wishes?

- Are there any routines, places or objects that are important to you?
- Are there any preferences that are important to you, such as food choices or a particular radio station?
- Do you have any pets?
- What does a bad day look like?
- What would it take for you to have more good days?
- What do you want people to know about how to support you?
  - What are your likes and dislikes?
  - Are there any mental or physical health conditions or allergies that those supporting you must know about?
  - What important relationships do you have?
  - Is there any legal information to note, such as advance decisions, Lasting Power of Attorney (LPA) or solicitor?
  - Is there anything in particular that you will not like?
  - Can support be flexible or is there a reason it must be at a certain time?
  - Do you have a Carer's Emergency Plan, a Hospital Passport or a Wellness Recovery Plan in place and where are they kept?



- Do you currently have any support from family or friends? What do they need to know about how to support you?
- What will help you to stay as independent as possible? If appropriate, your care worker may refer you to County Council services such as Occupational Therapy and Sensory Teams to help increase your independence.

## Contact us

Tel: **0300 555 1386**

Web: **[hants.gov.uk/adultsocialcare](https://hants.gov.uk/adultsocialcare)**

## More information

- You will find lots of practical information and advice about managing at home on our **Connect to Support Hampshire** website:

**[connecttosupporthampshire.org.uk](https://connecttosupporthampshire.org.uk)**

- Information about **care technology** is available on our website:

**[hants.gov.uk/socialcareandhealth/adultsocialcare/caretechnology](https://hants.gov.uk/socialcareandhealth/adultsocialcare/caretechnology)**



For more information about  
Adults' Health and Care, visit:

**[hants.gov.uk/adultsocialcare](https://hants.gov.uk/adultsocialcare)**

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