



Who can get help from Adults' Health and Care?

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This booklet is about the Adults' Health and Care department of Hampshire County Council.



It explains who we can help and how we can help them.

1. Who can we help?



We can give information and advice to all adults in Hampshire.



We can give you information about:

- **eating well**



- finding a job



- getting around

and lots of other things to help you be independent and well.



This information is on our website:
www.hants.gov.uk/adultsocialcare



or you can telephone us on:
0300 555 1386.

Some people need more than information



Some people need help and support to do things like:



- find somewhere to live



- get dressed



- have a wash



- see their family and friends



- be healthy and happy.



Care and support costs money and we don't have enough money to help everyone. We can only help the people who need us the most.

2. How we work out who we can give help to



Because we cannot help everyone, we must have a fair way of deciding who to help.



We use some rules from the Government called Eligibility Criteria to help us decide.



Eligibility criteria means the needs we have to tick on our list.

If the help you need is on our list, it is an eligible need.

We can only help people who have eligible needs.



To see if you fit with the rules someone from the Council will come and talk to you.

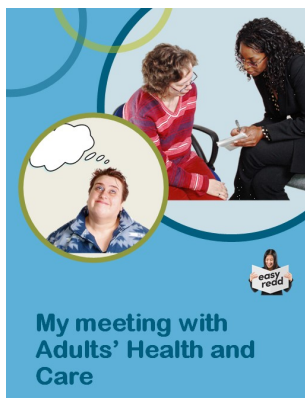


Someone may need to come and see you more than once.

3. What happens when we first visit you?



This is a meeting for us to find out what help and support you may need.



We have a booklet called 'My meeting with Adults' Health and Care' which tells you all about this meeting.



If you have asked for an assessment we will send you this booklet.

4. What we will do if we cannot give you services



We will always give you lots of information and advice to help you.

We can tell you where you can go in your area to get the support and services you want.

5. Are services from the Council free?



They may not be free.



You may have to pay something towards the support that you get.



We will look at the money you have coming in and going out.



We will tell you if you need to pay something towards your support.

We will tell you how much you need to pay.

6. What we will do if you have needs we can help with



If we agree that you have needs that we can help with, someone from the Council will visit you again.

This person will be your care worker.



When we agree what your eligible care needs are, we will work out how much money we think you will need.



Using this amount of money as a guide, you can begin to plan the support you need.

This support is only for the care needs we have agreed with you.



This will be your Personal Plan.



Your plan should include the help you can get from family, friends and other people in your community.

7. Help with your Personal Plan

You can get help with your Personal Plan from:



- your family
- your friends
- other organisations
- your assessor.



If you are ill or have a disability that makes it hard for you to plan your own support, you can have an advocate.

An advocate is a person who works with you to make sure:

- your ideas and wishes are heard, and
- that the care and support you receive is right for you.



If you think you need an advocate then speak to your care worker who can get one for you.

8. Agreeing your Personal Plan



We will check that your Personal Plan meets the needs that we agreed.



We will need to check that what you are planning to do is legal, and that you have thought about how to stay safe.



Your plan will need to show what you would do in an emergency. You may need to put some money aside for this.



Your plan will need to show how you will manage the money we give you.



When your Personal Plan has been agreed, we will let you know the final amount of money we will give you. This is called your Personal Budget.

9. What if you think your Personal Budget isn't enough?



We will work with you to make sure that you have enough money to buy the support in your Personal Plan.



If things change and you need more money, we will look again at your Personal Plan.

We will look at what you spend the money on.



We will give you some more money if we think you need it to get the right care.



People sometimes find they can get the support they need without using all of the Personal Budget.



This is okay as long as your plan meets your eligible social care needs.

10. Managing your Personal Budget



There are three ways you can manage your Personal Budget.



1. You can do it on your own or with help from a member of your family or a friend. There are also organisations that can help you.



OR



2. We can do it for you.

OR



3. You can have part of your budget to manage yourself and we can manage the rest for you.



Your care worker will talk to you about this.

11. Getting on with your life



When you have the support you need you can get on with your life and the things you want to do.



Your care worker will check with you after a few weeks to see how things are going.



You can get in touch with us before then, if you need more support.



If things are going well, we will check with you once a year to see how your plan is going.



We will check to make sure you are getting the help you need.

Your Personal Budget will change if your needs have changed.

12. How to request an assessment



If you would like to speak to someone about having an assessment you can:

- Call us on **0300 555 1386**



- Fill out the form on our web page at: **www.hants.gov.uk/social-careandhealth/adultsocialcare/contact/self-referral**.

**For more information about Adults’
Health and Care, visit:**

www.hants.gov.uk/adultsocialcare

August 2022

