



What is a community care needs assessment?



What is a community care needs assessment?

If you think you need help at home or when you are out and about, you might be able to get help from social services.



You or a family member or friend can ask social services for a community care needs assessment.



The assessment will look at the things you need help with.



A **social worker** or **care manager** will do your assessment.



What you might be able to get help with

Housing – making sure your home is right for you.



Health – making sure you go to the doctor and dentist when you need to.



Personal care – cooking a meal, washing your clothes and getting dressed.



Having fun – going to clubs to meet people and make new friends, and other things you enjoy doing.



Employment – finding a job.



Education – you might be able to go to college if you want to learn new things.



Money – working out your money so you do not get into debt.



Where can the community care needs assessment be done?

At home



At a health centre



At a social services centre

Will I have to take part in my own assessment?



Not if you do not want to. But it is a good idea for you to take part. You can then make sure you get the services you need because you know what you need better than anyone else does.

Can I have someone I know in the assessment with me?



You can have someone with you if you like. You can have a carer or family member or friend with you.

It is a good idea to have someone with you so that you do not forget anything. This can help you make sure you get all the help you need.



Sometimes your doctor, nurse or **occupational therapist** can help you explain your health problems.

What if I do not have anyone to help me in my assessment?



You might be able to get an **advocate** to help you. Your local advocacy organisation can help you find an advocate.



What should I do before my community care needs assessment?

- Make a list of all the things you need help with. You can get help with this from family, friends, carers and your doctor.



- Make a list of any questions you would like to ask.

What happens after my assessment?



- Your information will be put into a care plan.
- The plan will explain the things that social services are going to help you with.



- It is a good idea to ask for a copy of your care plan. This way you can make sure social services are doing their job right.

What if I am not happy with the help I get from social services?

- You can complain to social services by writing a letter.
- You must follow the social services complaint procedure. This tells you how to make your complaint and what type of things to put in your letter.

What do the words mean?



A social worker can help you get support at home and when you are out and about with the things you find hard to do.

A care manager puts together and looks after your care.



An occupational therapist helps you to improve your health.



An advocate is someone that will speak on your behalf to make sure your views are listened to.



If you need more information you can contact the Learning Disability Helpline



England

Call: **0808 808 1111**

Email: help@mencap.org.uk

Text: 07717 989 029

Typetalk: 18001 0808 808 1111



Wales

Call: **0808 808 1111**

Email: information.wales@mencap.org.uk



Northern Ireland

Call: **0808 808 1111**

Email: mencapni@mencap.org.uk