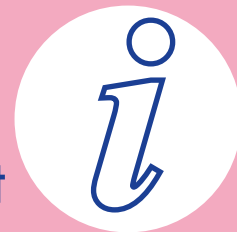


# How are you?

Getting ready for your community care assessment



This information sheet tells you about community care assessments. This is when we visit you at home to talk to you about the support you need to live your life independently and keep safe and well.

When we visit you we will work with you to answer some questions about your situation, such as:

- What is a good day or bad day like for you?
- Who are the people most important to you?
- What things do you like to do most?
- What do you feel is not working well for you at the moment and what is going well?
- How would you like your situation to improve?

## Be prepared!

We are very keen to make sure you are fully involved in your community care assessment. To help you be prepared, and before we visit you, it's a good idea to think about what support you need to do everyday things in your life and what support you already get and want to keep.

Over the page you will find some simple questions to help you do this. You don't have to answer these questions but it would help us to help you if you can!

## Do you want to be independent with...

- Cooking and eating, washing and dressing, keeping well or taking your medication?
- Keeping in touch with your family and friends?
- Getting out and about to use local shops, the library, clubs, the church or other place of worship or be involved in local groups?
- Finding or keeping a job, learning new skills or meeting up with people?
- Deciding on important things like where you live, who supports you, or looking after your money?
- Staying safe when you're going out, using a cooker, or going down stairs?

**If 'Yes' we may be able to help you!**

Kingston Community Care Services for adults

[www.kingston.gov.uk/communitycareservices](http://www.kingston.gov.uk/communitycareservices)

Telephone: 020 8547 5757

Text: 07797 806 521



## Invite a family member or friend

If you want to, you can ask a family member or friend to be with you when we come to talk to you.

If you look after a family member or friend, we can see what help we can offer **you** to make your life easier. And if a family member or friend supports you, we can see what help we can offer **them** to make their life easier.

## After your assessment

If you qualify for our help we will work out the sum of money you need from us to pay for your support and tell you what this amount is. This is called a 'Personal Budget'.

There are various ways you can use your 'Personal Budget'. You can choose to:

- Have it all as cash - a Direct Payment - to buy and manage your own support
- Have all of it in the form of services
- Have some of it as cash and some of it in the form of services

We will tell you more about these choices when we meet. Whatever choice you make, you will be fully supported to carry out your wishes. We will also tell you about other ways you can get the support you need.

Before we can offer you a 'Personal Budget' we will need to look at your finances to see if you will need to contribute to the cost of your support and if so how much that would be. We can also help you to claim all the welfare benefits you may be entitled to.

There may be times when we cannot help you, but we may be able to put you in touch with other organisations that may help you.

## We promise to....

- Listen to you and respect your views and wishes
- Arrange an interpreter if you do not speak English or if you use sign language
- Offer you information in a format that suits you, for example, in your own language, in large print, on tape/CD, or in Braille
- Offer anyone who supports you their own (carer's) assessment
- Complete your assessment within four weeks and give you a copy
- Tell you about your right to see information kept on you and how to go about using that right
- Tell you about your right to challenge your assessment if you are not happy with it and how to make a complaint
- Tell you about the different financial benefits that you may be entitled to.

Our staff carry an identity card, so please ask to see this before you let them into your home.

## What's working well in your life?

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

## What's not working so well in your life?

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_



# What would help to improve your life?

Is it help to look after yourself? Help to get out and about? Help to keep your job? Help to make important decisions? Help to stay safe? Something else? **Please tell us:**

1. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Did you find this information sheet helped you prepare for your assessment? If not, could you suggest improvements?

Tel: 020 8547 6103

Email: [philip.levick@rbk.kingston.gov.uk](mailto:philip.levick@rbk.kingston.gov.uk)



This information is also available in audio, Braille, large print and other languages including British Sign Language (BSL). Please contact us.

Tel: 020 8547 6123

Email: [ccs.publications@rbk.kingston.gov.uk](mailto:ccs.publications@rbk.kingston.gov.uk)



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