

## How to find the right care and support

If you feel you need help with your health, wellbeing or independence you can contact us. Everyone has the right to ask us for help and we will endeavour to assist, either by meeting your needs ourselves or by directing you to someone else who can.

### Who we can provide services for

- Adults over 18 years of age who:
  - have dementia
  - are older people
  - have physical disability
  - have learning disability
  - have mental health issues
  - have sight or hearing impairment or who are deafblind
  - misuse drugs or alcohol
  - are leaving hospital
- Carers – people who look after a friend or relative.
  - If you are an unpaid carer and you feel you need support, you can request a Carers Assessment.

### What happens when you contact us

When you contact us we will discuss the next steps with you. You may be able to get advice over the phone or you may benefit from a 'needs assessment' where one of our team will visit you to assess your needs. This may take place in your own home or on the ward if you are in hospital. You can have a relative, friend or carer with you when you are assessed; alternatively, we can provide an independent advocate to help you understand the process.

### What will happen during the needs assessment visit

We will discuss with you what you can do for yourself at home, what you are able to do with some help and what help you feel you need. We will discuss how help can be provided and agree a Care and Support Plan with you.

During your needs assessment we will help and encourage you to make choices about the sort of support and care arrangements that fit best with your lifestyle in order to give you greater control and flexibility over those arrangements. This is called Self-Directed Support.

### **What will happen after the needs assessment?**

If we are going to provide services for you then you will need a Financial Assessment (please see the Financial Assessment factsheet). This will determine how much you will have to pay towards your services. The amount of money allocated to you for your care needs is called a Personal Budget and can be spent in many ways in order to meet your needs.

### **What happens if you are not eligible for Adult Social Care services?**

If you are not eligible then we will help you find out what else there is available. There are a range of other services that can help you stay well and maintain your independence.

### **My life my care**

'My life my care' is an online advice and information directory for adults, particularly those with care and support needs. This free, easy to use site means you can quickly find out about services. For more information please go to [www.mylifemycare.com](http://www.mylifemycare.com).

### **Contact details**

Get in touch with the Adult Social Care Contact Centre (details over the page) or complete the initial assessment form:

- Bournemouth and Christchurch residents  
<https://online.bcpccouncil.gov.uk/services/clientassessment/>
- Poole residents  
<https://www.poole.gov.uk/social-care-and-health/help-for-adults/submit-your-own-initial-contact-assessment/>

The Adult Social Care Contact Centre can also recommend any other factsheets relevant to your situation, or you can visit [www.poole.gov.uk/adultsocialcarefactsheets](http://www.poole.gov.uk/adultsocialcarefactsheets).

For more information about services please go to [www.mylifemycare.com](http://www.mylifemycare.com).

**To download a copy of this factsheet:**  
[www.poole.gov.uk/adultsocialcarefactsheets](http://www.poole.gov.uk/adultsocialcarefactsheets)



We can give you help to read or understand this information:

**Adult Social Care Contact Centre**


Bournemouth and Christchurch residents:

Tel. 01202 454979 / email [caredirect@bcpcouncil.gov.uk](mailto:caredirect@bcpcouncil.gov.uk)

Text  
Phone  07747 757570

Poole residents:

Tel. 01202 633902 / email [sshelpdesk@bcpcouncil.gov.uk](mailto:sshelpdesk@bcpcouncil.gov.uk)

Text  
Relay  18001 01202 633902