



## ● How to find the right care and support



If you need help with your health, being independent, or other support you can contact us.

Everyone has the right to ask us for help. We will try to help you or tell you who else can help you.

### We can provide services for

Adults over 18 years who:

- have dementia
- are older
- have physical disabilities
- have learning disabilities
- have mental health issues
- have sight and/or hearing difficulties
- misuse drugs or alcohol
- are leaving hospital



Carers - people who look after a family member or friend.

- 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 talk about the help we can give you.



We may be able to talk to you over the phone or it may be better to have a 'needs assessment' where we can visit you to see what help you need.



This can take place in your own home or on the ward if you are in hospital.



You can have a family member, friend or carer with you when we visit, or we can provide an independent advocate to help you understand what will happen.

## What will happen when you have your needs assessment?

We will talk to you about:

What you can do for yourself at home.

What you are able to do with some help.

What help you feel you need.

We will talk about what help we can give, and agree a Care and Support Plan with you.

We will help you to make choices about the type of support that you need. This is called Self-Directed Support.



What will happen after you have your needs assessment?



If we agree to provide you with support, we will need to do a financial assessment (there is a Financial Assessment factsheet).



This will help us to find out how much money you will have to pay for your support.



The amount of money we give you towards your care needs is called a Personal Budget.

This can be spent in many ways to meet your needs.

What will happen if Adult Social Care is not able to help you?



If we are not able to support you, we will help you find other support services.

There are lots of other services that can help you stay well and give you the support that you need.

My life my care



My life my care is a website that gives information and advice for adults with care and support needs.

This is a free and easy to use website and means you can find out about services yourself.



For more information please go to:

[www.mylifemycare.com](http://www.mylifemycare.com)



You can find easy read fact sheets at:



Poole Civic Centre reception



The Community Learning Disability Team



You can download factsheets from:



[www.poole.gov.uk/adultsocialcarefactsheets](http://www.poole.gov.uk/adultsocialcarefactsheets)

Or email: [sshelpdesk@bcpcouncil.gov.uk](mailto:sshelpdesk@bcpcouncil.gov.uk)



If you need help to read information ask for help from:



Adult Social Care Help Desk 01202 633902



The Community Learning Disability Team



People First Forum 01202 746040



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