

I think I may need help to look after myself

Fact Sheet 22

(September 2017)

Carmarthenshire County Council provides help and support to enable people to live as independently as possible.

If you think you may need some help you can contact Carmarthenshire County Council who will assess your needs and, how they might be met. As part of that assessment we will work with you to consider your personal circumstances and identify what matters to you and what you would like to happen. We will look at all the things you can do and identify the things that you may need some help with.

As we want you to live as independent a life as possible we will always look at providing you with advice and assistance first which will enable you to take your own steps to find a solution. In addition, we will also explore with you, what support there is within your own network of family, friends, neighbours etc. and the wider community, such voluntary organisations, who are willing and able to support you.

If after exploring all these options it is clear that these are not suitable we will of course look at what may be available to you from the local authority, or if you prefer a direct payment, whereby you can purchase the relevant services to meet your needs. It is important to note though that having an assessment from the local authority does not mean that you are automatically entitled to services.

How do I get an assessment from the local authority?

You can request an assessment by contacting the Information, Advice and Assistance Service on telephone number: 0300 333 2222 or by Minicom on: 01554 756741 or by SMS: 0789 2345678, or by making a referral through our website www.carmarthenshire.gov.uk/Socialcare



For more information on social care services log onto:
www.carmarthenshire.gov.wales/socialcare

Who is present during the assessment?

We will speak to you to understand who you would like to be involved in the assessment. You can always have someone present to support you through the assessment, such as family or friends who are appropriate and available to support you. If you do not have someone but do not want to be alone the local authority will help you identify someone to support you. This person is called an advocate and they will help you to make sure that your views are heard.

Can I still have an assessment if I have a carer?

You can still have an assessment even if your Carer is currently meeting all your needs. If your Carer is unpaid such as a relative or friend, and may need help or support themselves, we will also offer them an assessment. Sometimes, and with the consent of you and your Carer, we may undertake a combined assessment for both of you.

Do I have to have an assessment?

If you contact the local authority, or someone contacts on your behalf, and you appear to need some help we must offer you an assessment. However we cannot force you to have an assessment, you have the right to simply say you do not want one. However if you choose not to have an assessment it will be difficult to provide the help you may need. If we think you may be at risk of abuse or neglect we may be required in certain circumstances to assess your needs, even if you do not agree.

It is also important to be aware that just because you agree to have an assessment that you are not obliged to accept any services that we offer you.

What happens if I previously said I did not want an assessment but now I have changed my mind?

You can change your mind at any time and provided you still appear to need some help we will be more than happy to assess you.

If you would like this leaflet in large print, Braille or on audio, please ☎ 01267 228703



For more information on social care services log onto:
www.carmarthenshire.gov.wales/socialcare