



This is an easy read guide to **What happens after my Needs Assessment?**

What happens after my needs assessment?



The Care Act is law that tells councils the rules about who can get services.



The information you tell us at your needs assessment will be used to work out if we can give you services.



When we have finished your assessment, we will write to you to tell you what we decided.



If we cannot give you a service, we will tell you about other services that may be able to help you.

Will I have to pay for services?



When we know what care and support you need, we will look at how much money you have.



This is called a **financial assessment.**



This will tell us how much you can pay towards your services.



You can decide if you want the council to set up and pay the services for you.



Or organise and pay the service yourself. This is called a direct payment.

Planning your care and support.



If we agree to give you services, we will write a support plan with you.

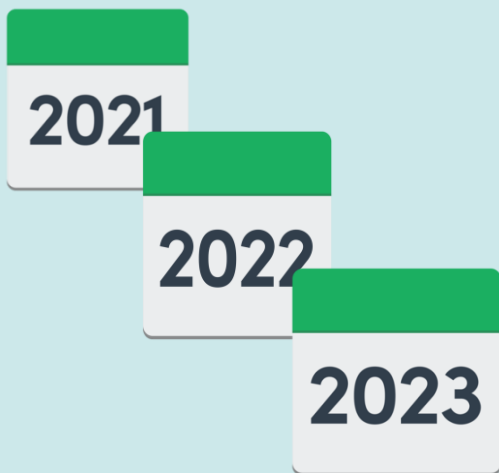


Your plan will say what your needs are, what services you will get and when you will get them.



When your plan is agreed, we will check how things are going after 6 weeks.

This is called a Review.



We will then look at your plan with you every year.



If something changes you must tell us or speak with your social worker.

You can call us
01642 771500.



Please see our guides

- What is Adult Social Care
- My Needs Assessment

What to do if you are not happy with your support or decisions made about you



Speak with a member of adult social care staff. Problems can often be fixed quickly by talking about it.



If you are still not happy or feel we have not fixed the problem, you can make a complaint.

Call: **01642 444514**

Email:

adultcarecomplaints@redcarcleland.gov.uk

Getting support if you are a carer



If you look after someone, we may be able to give you some support.

Please read our “guide to support for carers”.

If you are worried about someone (safeguarding)



If you have been treated badly or are worried about another adult, please call



01642 771500
To speak to us



If it is an emergency, call **999**.



We will listen to you and look at the information you have given us.

This will help us decide what to do.

Adult Social Care contact details



To find out more about our services please visit our website:

www.redcar-cleveland.gov.uk



Call: **01642 771500**



Email:

contactus@redcar-cleveland.gov.uk



You can write to us at:

Adult Social Care,
Redcar and Cleveland Borough Council,
Seafield House,
Kirkleatham Street, Redcar,
TS10 1SP



Who to contact us if the office is closed

Call our Emergency Duty Service on **01642 524552**.

They are open during the night, weekends and bank holidays to help with urgent problems for you or your family.