



Department  
of Health



# Your Journey

This leaflet is available in accessible formats.  
Contact the council for details.



**wakefieldcouncil**  
working for you



**For further information and advice contact us on:**

Telephone: **0345 8 503 503**

Email: [social\\_care\\_direct@wakefield.gov.uk](mailto:social_care_direct@wakefield.gov.uk)

[www.wakefield.gov.uk/careact](http://www.wakefield.gov.uk/careact)

**From April 2015, care and support in England is changing for the better. The new Care Act will help make care and support more consistent across the country.**

Care and support is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like washing, dressing, eating, getting out and about and keeping in touch with family and friends.

Whether you are receiving support at home or living in a care home, the new national changes are designed to put you in control. It will be easier for you to make plans for your care and support now, and in the future.

If you've ever wondered what the journey through Adult Social Care could be like, this is the leaflet for you. It will hopefully give you a brief overview of the process that many people take in order to receive the care and support they need, to live the life they want to live. There are three main steps involved in requesting and receiving care and support these are:

- **Contacting us**
- **Assessing your needs**
- **Creating a support plan**



## 1 Contacting us

To find out if you're eligible for support, you or somebody you know will need to contact us to request an assessment.

*Our contact details are on the back page of this leaflet.*



## 2 Assessing your needs

An assessment is a discussion between you (or the person you look after if you are a carer) and a trained person either from the council or another organisation that the council works with. You will talk about your care and support needs and the goals you want to achieve to maintain your wellbeing.

If you do not have needs that are eligible, we will give you information and advice about what help is available locally.

## 3 Creating a support plan

If your assessment identifies your needs as eligible, we will work with you to create a support plan. Together, we will look at the kinds of activities and other support that may be already available to you and what changes could be made to help you live more independently.

Here are some examples of what you can expect from a support plan:

- Special equipment in your home
- Meals delivered directly to your door
- Activities, clubs and social groups

