Choice and Control
A guide to adult social care in the Royal Borough of Greenwich

v. 2.4 – May 2015
This guide is for older people, people with physical disabilities, people with mental health difficulties and people with learning difficulties. It explains how we assess the level of help you may need and what kind of support is available. It also explains the choices you can make about receiving help and what is available, even if you don’t qualify for assistance.

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Introduction

Adult social care is designed to give people greater choice and control in their lives, and offer different ways of arranging care and support. This leaflet explains the different ways in which the Royal Borough of Greenwich can help you to receive the care and support you need, in a way that is tailored to you.

How do I qualify for services?
To be eligible for support from the council you must first meet the national eligibility criteria. This has replaced the Fair Access to Care Services criteria, and is used by all local authorities in the country.

The national eligibility criteria is based on the following:

- Whether you need support due to a physical or mental impairment or illness;
- To what extent your needs affect your ability to achieve two or more specified activities;
- And whether or to what extent this impacts on your wellbeing.

To be eligible to receive care and support from the Royal Borough of Greenwich, you must meet all three of these criteria.

For more detailed information about the national eligibility criteria – including a complete list of specified activities – please see the Eligibility Criteria guidance.

Does everyone qualify for help?
Unfortunately not. If you do not meet all three of the above criteria we will not be able to provide you with support. We can, however, provide you with information about services that can help you in the short term, stop things from getting worse or reduce your need for support in the future.

There are many local services that can impact positively on your health and wellbeing. Some of these services are provided free of charge. More information about services available in Greenwich can be found by visiting the Greenwich Community Directory

www.greenwichcommunitydirectory.org.uk

Will I have to pay for services?
That depends on your financial circumstances. If you are eligible for social care support because you are assessed as having critical or substantial needs, we will assess your finances. Unlike health care, social care support is not free for everyone. The financial assessment will help us determine whether or not you will contribute towards the cost of the support you need, and how much you may need to pay.

If you do not qualify for support from the council, we will provide you with information on a range of services that will be able to help. You might want to consider developing a support plan...
(see page five) that will help you decide what kind of care would meet your needs. There are organisations that can help, although you may have to pay for this service.

Whatever your financial situation, if you meet the national eligibility criteria for help and we feel you would benefit from some short-term support, we may be able to offer you help that is designed to support you to regain your independence. This service is known as Reablement; and as it is a free service, you do not need to have a financial assessment to receive it.

**The Assessment Process**

When accessing adult social care for the first time, the first step is to contact the Royal Borough’s Contact Assessment Team so that we can carry out an assessment of the type of support you may need.

You will need to tell us about your circumstances and the support you feel you may need. This will help us determine whether you are eligible for support and enable us to provide information and advice specific to your circumstances.

Referrals can be made by:

- Yourself – by contacting the Contact Assessment Team
- By a family member or carer on your behalf, and with your consent
- By your doctor, nurse, or other health and social care professional

**What will happen if I do qualify for help?**

We will arrange for an assessing officer to visit you and talk to you about your social care needs. During your assessment you will be fully involved and encouraged to express your views. Your family carers and family can also be involved in your assessment if you wish.

Prior to your assessment we will send you a letter that tells you what you can expect from your assessment and the types of things you will be discussing with your assessing officer.

There are a number of ways in which we help people we assess as needing support:

**Reablement**

If you are assessed as being eligible for social care support, we will first consider whether or not you would benefit from short term, intensive support. This service is known as Reablement and can work well for people who have had a sudden health setback, or who have been discharged from hospital and need some additional support. Reablement may also include support from physiotherapists and occupational therapists to help regain your independence.

Reablement is a short term service and can be carried out in your home or wherever you are living within the Royal Borough. As your ability to care for yourself improves, your service will be reduced until you are able to support yourself independently. If at the end of your service you still need support, then we will work with you to arrange a personal budget for longer term support.
There is no charge for reablement; however not everyone is suitable for this kind of support or
does not meet the necessary criteria. If you do not meet the criteria for Reablement, you may
still be eligible for social care support.

**Personal Budget**

If reablement is not suitable, or you require more support in the long term, we will carry out an
assessment of your needs to calculate how much money you will require to buy the services
you need. We call this a “personal budget” and it will give you an indication of how much you
will be able to spend on services to meet your needs.

Personal budgets have been designed to give you greater choice and control in the way your
support is organised. You can use your personal budget in a way that best suits you to arrange
services to meet your identified care needs. We can assist you to develop a support plan that
will help you to choose from a range of support services as well as help you manage your
personal budget.

**Supported Living**

If you require constant support or constant support nearby, you may benefit from support living
services such as extra care sheltered housing, or even residential and nursing care. Please let us
know if you require further information regarding supported living services.

**Support Planning**

**Accessing your personal budget**

Your personal budget can be accessed in a number of different ways, each offering different
levels of choice and control over your services.

- **Direct Payment**
  Direct Payments are payments from the local authority that gives you the money to
  purchase your own care. They allow you to arrange your own support and enable you
to spend your personal budget in a way that best suits you. The council can also manage
your Direct Payment if you would prefer.

- **Individual Service Fund (ISF)**
  If you wish to receive support from a council-approved home care agency - and do not
  wish to receive a Direct Payment – we can pay your personal budget directly to the
  agency. The home care agency will work with you directly to develop a support plan and
  set out how you want your care arranged. This will make sure that you have choice and
  control over how you receive your service.

- **Council managed services**
  These are set up by the council on your behalf, and your assessing officer will discuss the
  arrangement of your care with a council-approved home care agency. These offer the
  least amount of choice and control or flexibility; however you will still have the
  opportunity to discuss the details of the service with your assessing officer.

- **A mixture of the above**
You might want to use a mixture of the above options; for example by using a Direct Payment to pay for a one off item, and using an ISF to arrange home care support.

Your assessing officer can offer you guidance on what type of service may suit you; however it is important to remember that it is your decision and you should arrange a service you feel would best suit your needs. Once you have decided on how you would like to receive your personal budget, we can provide you with more detailed information.

**Your personal budget will not affect any benefits you receive.**

**Developing your support plan**

Once you know how much money you will have in your personal budget, you can develop a support plan that sets out how you will spend the money you have to buy the support you need.

You can develop the support plan yourself, with family or with friends; or we can support you to develop your support plan with the help of one of our partner agencies. We can provide you with materials designed to help you develop your plan, and provide guidance throughout the entire process.

The support plan can be as detailed or as brief as you would like it to be, but for us to agree it, it must answer these questions.

- What’s important to me (about my health / about my life in general)?
- What’s working? What’s not working?
- Things I want to change (what would make a real difference?)
- Where I need support and the outcomes I want to achieve
- How do I plan to manage my support (e.g. Direct Payment, Individual Service Fund etc.)?
- How I wish to spend my budget
- How will you stay in control?

Your support plan must state how you will meet the eligible needs identified in your assessment. After your assessment has been completed your assessing officer will send you a letter which tells you where you have been assessed as eligible for support.

**Agreeing your support plan**

We must agree your support plan before you can start spending your personal budget. We will need to make sure that the plan meets your identified needs, and that your personal budget will cover the cost of setting up the services you are planning on putting in place. You will be notified once your support plan has been agreed.

**What can I spend my money on?**

We want you to have as much choice and control as possible over the services you buy, so, within reason, you can spend your budget in any way that meets your needs, as long as we have
agreed your plan. We will help you to set up services or, if you have taken a Direct Payment, you can set up services yourself.

Here are some examples of services you might consider:

<table>
<thead>
<tr>
<th>What the assessment says you need help with</th>
<th>Possible results you might want</th>
<th>How you could achieve those results</th>
</tr>
</thead>
</table>
| **Personal care**                        | To have my personal care needs met.  
                                       | To be supported and looked after by people I trust and who understand me. | Employ a personal assistant  
                                       | OR  
                                       | Pay a homecare agency. |
| **Food and drink**                       | To choose what I eat and be responsible for my nutrition.  
                                       | To be able to eat, drink and prepare my meals.  
                                       | To make sure my family eats healthy meals.  
                                       | To improve my health, safety and independence. | Employ a personal assistant to prepare regular, healthy meals  
                                       | OR  
                                       | Go on a course to learn how to cook  
                                       | OR  
                                       | Buy specialist equipment for the kitchen. |
| **Keeping safe**                         | To stay safe inside and outside my home. | Buy Telecare equipment  
                                       | OR  
                                       | Learn how to use public transport. |
| **Making important decisions about my life** | To be able to make decisions and organise my life.  
                                       | To make sure my finances are managed properly.  
                                       | To make decisions and have choice and control. | Attend a money management course  
                                       | OR  
                                       | Arrange for an organisation to take care of paying my personal assistant. |
| **Communication**                        | To communicate effectively with the people around me. | Buy specialist computer equipment  
                                       | OR  
                                       | Employ a personal assistant who speaks the same language as me. |
| **Friends and family**                   | To carry on my role as a parent and continue the relationship I value with my partner.  
                                       | To develop meaningful relationships and enjoy my free time. | Receive support to go to a special interest group where I can meet other people  
                                       | OR  
                                       | Attend a Day Centre. |
| **Being part of my local community**     | To have creative and artistic outlets, go to places I find interesting and see people I enjoy being with. | Save up for a camera and learn how to use Photoshop  
                                       | OR  
                                       | |

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<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Example Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choice and Control</td>
<td>To feel part of my community. To be a more confident, less lonely person who is comfortable meeting new people and able to make and keep friends.</td>
<td>Take a taxi to my place of worship                                      <strong>OR</strong>  Buy software and a web cam so I can see and speak to friends and family abroad <strong>OR</strong> Pay someone to help me when I attend a regular community event.</td>
</tr>
<tr>
<td>Work and learning</td>
<td>To hold down a regular paid job and have a career. To have work and learning opportunities if I want them.</td>
<td>Pay for a computer course <strong>OR</strong> Pay for a work colleague’s petrol in return for a lift to work <strong>OR</strong> Attend an evening course to help me get back to work.</td>
</tr>
<tr>
<td>Running and looking after my home</td>
<td>To keep my home running smoothly. To have my home clean and tidy. To live in a home that is safe, warm, dry, clean, well-organised and nice to look at.</td>
<td>Pay for someone to do cleaning and domestic jobs <strong>OR</strong> Buy a support service from an agency or independent organisation <strong>OR</strong> Pay for internet access so I can shop online.</td>
</tr>
<tr>
<td>My role as a parent</td>
<td>To care for my children To play my full role as a parent.</td>
<td>Have a support worker to take me to school meetings <strong>OR</strong> Have help to prepare school lunches.</td>
</tr>
<tr>
<td>My family carer or informal support worker</td>
<td>To make sure my carer is healthy and happy.</td>
<td>Go to the Caring Café for two hours a week so my carer can have a break.</td>
</tr>
</tbody>
</table>

Remember, your personal budget is designed to meet your social care needs, so there are some things you can’t spend it on. You will not be allowed to pay for:

- Services that are not related to your support plan or assessment.
- Long-term residential or nursing care.
- Anything that makes life worse for you, or places you at unacceptable risk.
- Anything illegal, including drugs, alcohol, gambling, prostitution, or paying people “cash in hand”.
- Employing family members who already live with you (except in exceptional circumstances)
- Household bills, clothes, food, paying off debt, or anything not related to your social care needs.
- Things that are not value for money because there are more cost effective options.
- Services that should be provided by the National Health Service (NHS), such as physiotherapy.

Note: You should not need to use your budget to purchase daily living equipment as suitable items may be loaned to you, or provided free on prescription. Your budget is also not designed to pay for adaptations to your home (see page ten for useful information on adaptations).

**Reviewing your support plan**

At all times, we want to make sure that your services continue to meet your needs and will review your services to ensure this happens.

We will usually telephone you a few weeks after you have set up your services, just to make sure all is going well. In some cases, if it’s more appropriate, we may arrange to come and see you instead. This is an opportunity to make sure that you are happy with your care and how things are going.

After this, we will arrange to contact you again in twelve months to carry out an annual review. This is to make sure your service continues to meet your needs, and provides you with an opportunity to make any changes or talk to us. You can, of course, contact us at any point if you are concerned about anything or have any questions.
Other ways we can help

If you do not qualify for financial support from the council, or you do not meet the FACS criteria for receiving help, you can still access a number of services; although you may have to pay for them unless it says otherwise below.

Here’s how we can help:

Greenwich Community Directory
The Greenwich Community Directory is your new source of information, advice and services to live well in Greenwich. The directory gives you instant access to services throughout the borough, helping you to find the support you need when you need it.

Whether you need help with caring for a family member, support to stay in your own home or details of activities taking place in your local area, the Greenwich Community Directory will have the information you need to get started and can direct you to services that can help.

Web: www.greenwichcommunitydirectory.gov.uk

Greenwich Telecare (Assistive Technology)
Greenwich Telecare provides a wide range of monitoring equipment. It ranges from a standard Telecare alarm that can activate an emergency call when the user presses a button on a bracelet or pendant; to sophisticated sensors that will trigger an emergency call if a bath is overflowing or the gas has been left on. Help is available 24 hours a day, seven days a week.

Telephone: 020 8921 4444  Email: telecare@royalgreenwich.gov.uk

Equipment and Adaptations
If you have problems moving around your home, there is a range of equipment that can help you get around safely. Some of this equipment may be loaned or provided free on prescription. Authorised staff such as therapists and nurses can provide advice on a wide range of items. Council staff can also look at whether or not an adaptation such as a stair lift or level access shower would help you live more confidently and safely at home. You may be eligible for grant help towards the cost of an adaptation.

Telephone: 020 8921 2304  Email: aops.contact.officers@royalgreenwich.gov.uk

Greenwich Handyperson Service
The Greenwich Handyperson Service carries out a range of essential small jobs around the home such as installing smoke detectors or putting up shelves; and is available to
people aged 60 or over, or who have a disability. The service is free to people who receive an income-related benefit or Guaranteed Pension Credit. A reasonable set of charges applies to work done for older or disabled people not on an income-related benefit.

**Telephone:** 020 8921 2614  
**Email:** handyperson@royalgreenwich.gov.uk

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**Greenwich Home Meals Service**
If you find it difficult to shop or prepare meals, one option might be to join the Home Meals Service. A week’s supply of meals will be delivered on an agreed day each week; and if you don’t have a freezer or microwave, they can be provided.

**Telephone:** 020 8921 4513  
**Email:** mealsservice@gsplus.org

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**Voluntary Sector Services**
The council has an agreement with a number of voluntary sector organisations that may be able to help you to live more independently. These organisations will be able to provide you with expert advice and information, emotional support, befriending, social activities and other help. This support is generally free.

Please contact the Contact Assessment Team, or visit the Royal Borough of Greenwich website for more information.

**Telephone:** 020 8921 2304  
**Email:** aops.contact.officers@royalgreenwich.gov.uk  
**Website:** www.royalgreenwich.gov.uk/

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**Person 2 Person Marketplace**
The Person 2 Person Marketplace features an extensive range of providers offering a wide range of support. From shopping to odd jobs; from personal care to companionships. The people providing the services have undergone vigorous checks to ensure a high standard of service and to provide personalised support.

**Telephone:** 0845 548 2022  
**Email:** customerservices@p2pmp.co.uk  
**Website:** www.p2pmp.co.uk/

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**Greenwich Healthy Living Services**
Greenwich Healthy Living Services is part of the NHS and provides services designed to improve physical and mental wellbeing. Activities range from Tai Chi to cookery classes, new skills and help with stopping smoking.

**Telephone:** 0800 587 5833
Greenwich Libraries
Greenwich libraries provide a range of different activities and services. You can find large print books and audiobooks, as well as access computers and courses. The home library service provides access to the library for those who may not be able to go out due to age, illness or disability. Greenwich libraries can provide a comprehensive range of information and advice on activities and events in the borough.

www.royalgreenwich.gov.uk/

Transport
There are a number of schemes available to help older people and disabled people get around:

- Freedom Pass - Free travel on London Transport
- Dial-A-Ride – A door-to-door minibus service for a bus fare
- Taxicard – Subsidised black cabs or approved mini cabs
- Motability Scheme - Cars for the disabled
- Blue Badge Scheme - Free parking and congestion charge discounts
- Travel to Hospital - Help with fares or access to the patient transport service
- GS Plus - Accessible transport to day services across the Royal Borough.

In addition, Transport for London offers a free Travel Mentoring Service that provides advice to disabled people about how they can travel independently on public transport.

Telephone: 020 8921 2304   Email: aops.contact.officers@royalgreenwich.gov.uk
Contacting Adults and Older People’s Services

To make a referral, or if you have any further questions or require more information, please do not hesitate to contact our Contact Assessment Team.

Contact Assessment Team

Contact Assessment Officers
Adults and Older People’s Services
Upper Ground Floor
The Woolwich Centre,
35 Wellington Street,
Woolwich,
SE18 6HQ

Telephone: 020 8921 2304
Fax: 020 8921 3392
SMS: 07983 553 380

Email: aops.contact.officers@royalgreenwich.gov.uk
Web: www.royalgreenwich.gov.uk

How you can help us

We welcome and value your opinions, so if you have any suggestions about how we can improve our services, or a complaint about something we have done, please write and tell us.

If you think that the service has failed you, you can talk to a member of staff or write to:

Customer Care and Complaints Officer

Customer Care and Complaints Officer
Adults and Older People’s Services
2nd Floor,
The Woolwich Centre,
35 Wellington Street,
Woolwich
SE18 6HQ

Telephone: 020 8921 2385

Email: adults-complaints@royalgreenwich.gov.uk
Glossary

Here you will find a guide to some of the commonly used terms and phrases that you may come across when reading about adult social care.

Assessing Officer
An Assessing Officer is an employee of the Royal Borough of Greenwich, and is commonly an Assessment Officer, Care Manager or Social Worker. They are able to provide you with information and advice, and can assess whether you are eligible for services and the type of support you may be able to receive.

Choice and Control
Choice and Control is the name the Royal Borough of Greenwich uses to outline its personalisation strategy. Choice and Control puts you at the centre of your assessment, and enables you to say what support you need and how you want to receive that support.

Direct Payment
Direct Payments are payments from the local authority that gives you the money to purchase your own care. They allow you to arrange your own support and enable you to spend your personal budget in a way that best suits you. This is a way of using your personal budget.

Individual Service Fund
An Individual Service Fund (ISF) is a payment made to a home care agency by the council to provide care and support to meet your assessed needs. The home care agency will work with you directly to set out your support plan; giving you control of your care. This is a way of using your personal budget.

Personal Budget
A personal budget is money that is allocated to you by the local authority to pay for the care and support you need, in a way that best suits you.

Support Plan
Your support plan explains how you intend to spend your personal budget in order to meet the needs identified in your assessment. You are able to make your own support plan, or we can arrange for someone to assist you. Your support plan will need to be agreed by your assessing officer before you can start to spend your personal budget.

A complete “Social Care Jargon Buster” can be found on the Royal Borough of Greenwich website.