



# Your Assessment



An easy read guide to having  
an assessment

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You can read this booklet alone or with someone to support you.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

## Acknowledgements

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# Introduction



Section 9 of The Care Act 2014 tells us that the council need to do an assessment with someone who may have care and support needs.



An assessment is where the council asks you about how easy or difficult you find things.



This booklet gives examples of what we may talk about. You can talk about other things if you want, and we may ask you about other things.



After your assessment, the council will look at the rules to decide if they need to provide care and support. This is called 'eligibility'.



If the council decides that they will pay for your support, you may need to pay some of the costs.

# Support in the assessment meeting



## Support

If you need help to take part in the meeting, make sure you have someone to help you.



This can be a family member or a friend.



Someone who gets paid to support you can help but they cannot be your only help.



If there is no-one, ask the council to get an advocate to help you.



An **advocate** is a person who can help you to speak up. They are always on your side and will help you say what care and support you need.

# Getting ready



Let the council know who you want to be at your meeting. This could be family, friends or professionals.

Collect anything which may help:



Letters from your doctor or health professional.



Your dreams and goals.



Your list of things that are important to think about.



Make sure you know when and where the assessment is, how you will get there and who to contact if there is a problem.

# Assessment



The assessment meeting can be in person, online or on the phone.



Your assessment is about how your disability or illness affects you doing these everyday things:



## **Food and drink**

Example: Can you shop, plan meals and eat and drink without help?



## **Keeping clean**

Example: Can you wash, shower and brush your teeth?



## **Toilet**

Example: Can you use the toilet without needing help?

# Assessment



## **Clothes**

Examples: Can you dress yourself? Can you choose the clothes that are right for cold or hot weather? Can you do your laundry?



## **Keeping safe at home**

Examples: Can you use a kettle safely? Can you cook a meal or heat food safely? Can you move around your home safely?



## **Your home**

Examples: Can you keep your home clean? Can you pay your bills and council tax?



## **Families and friends**

Examples: Can you contact your family? Can you see friends and have relationships?

# Assessment



## **Work and education**

Examples: Do you want a job and need support to work?

Do you want to be a volunteer and need support to do this?

Are you in college or university or want to go and need support to do this?



## **Going out**

Examples: Can you use public transport?

Can you visit places like leisure centres and the dentist if you need to?



## **Parenting**

Examples: If you are a parent, what support do you need to care for your child?



# Assessment



## **Wellbeing**

If you cannot do any of those things how does this make you feel?



## **Dignity**

Examples: Does it make you feel embarrassed?



## **Feeling physically and mentally well**

Examples: Does it make you feel unwell?



## **Being safe from abuse or neglect**

Examples: Does it make you feel unsafe?



## **Having control over your day-to-day life**

Examples: Does it stop you doing things when you want to do them?

# Assessment



## **Taking part in work, education and leisure activities**

Examples: Does it stop you going to work, or college or taking part in activities that you enjoy?



## **Having social contact and enough money**

Examples: Does it stop you meeting people or having enough money to live on?



## **Home life, family life, personal life**

Examples: Does it affect how you get on with other people in your house and your family?



## **Having a home that is suitable**

Examples: Does it stop you finding a suitable place to live?



## **Belonging in your community**

Examples: Does it stop you being part of your community and doing things for other people?

# Eligibility

Surrey County Council will decide what do to support you with your care and support needs after your assessment.



If you are not eligible the council will give you information and advice.



They will help you think about other ways for you to meet your needs.



If you do not agree you have the right to complain. Ask the council for the booklet on how to complain.



If you are eligible the council will talk to you about what happens next.



They will talk about your goals and how to achieve them. This is called support planning.

# Your rights



## Information and advice

The local authority must give you **accessible information** about care and support.



**Accessible information** is information that you can understand, like easy read.



An **advocate** is a person who can help you to speak up. If you find it very difficult to take part in your assessment, and you have nobody who can support you, then you can have an advocate.



## Arranging support

You can change the way your needs are met. For example, if the council arranged your support, you could ask for a direct payment to do it yourself.



## Complaints

You have the right to complain if you don't agree or don't understand what was decided.

# How to contact Adult Social Care



To contact us or if you would like this information in an alternative format or language:

Telephone: 0300 200 1005



Adult Social Care Website:

[www.surreycc.gov.uk/adultsocialcare](http://www.surreycc.gov.uk/adultsocialcare)



Text (SMS): 07527 182 861 (for deaf or hard of hearing community)



Textphone (via Relay UK): 18001  
0300 200 1005



British Sign Language:

[www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)

# Contact us and how to complain



Email:

[asc.infoandadvice@surreycc.gov.uk](mailto:asc.infoandadvice@surreycc.gov.uk)

## How to complain



If you do not agree with a decision about your support package, contact Adult Social Care.



If you are still unhappy with the decision, contact the Adult Social Care Customer Relations Team.

Email:

[asc.customerrelations@surreycc.gov.uk](mailto:asc.customerrelations@surreycc.gov.uk)



**Phone:** 01483 518300



If you are still not happy, you can go to the **Local Government Ombudsman**. The **Local Government Ombudsman** make decisions on complaints about all councils in England.