



MANCHESTER  
CITY COUNCIL

# Your guide to social care for adults in Manchester

Adults, Health and Wellbeing



## Getting social care help and support

If you or someone you know needs help and support, you can talk to someone in person to make an enquiry, raise a concern or ask for help and advice.

When you get in touch we'll ask you some questions. We ask questions so that we can find out quickly how we can help you. For instance, that could be getting you a simple piece of equipment to help you at home, or telling you about other services that could support you to self-care or remain independent at home. If it looks like the Council can help, we'll arrange for someone to contact you to assess your needs further.

If we can't help you ourselves, we'll refer you to other organisations that may be able to help.

If you want, you can have someone contact us on your behalf, such as a relative, friend, neighbour, or another organisation.

You can contact us via the details on the back page.



## How we can help

Often, the first time people get in touch is when something has changed or happened in their lives. This could be a fall or an accident that means you can't manage things yourself for a short period. You may be recovering from an operation and need additional support when you leave hospital, or perhaps a change in your life means you are struggling to manage on your own for the first time.

If so, the best way to help you regain your independence and manage on your own may be reablement. This is a short-term period of assessment and intensive support that can last for up to six weeks. Reablement is available for Manchester residents aged 18 and over. We'll advise whether this is the right option for you.

Throughout your reablement we'll work with you to help you regain your independence. We'll encourage you to set goals to achieve and see how you're meeting these each week. Hopefully, at the end of your reablement you'll be able to manage on your own and be ready to get on with your life.

If we think there are additional support services in your local community that could be of benefit, we'll talk to you and help you access them.

Some people may need long-term support. We call this ongoing help a 'care and support package'. This might be help to live at home or to go to work, or it could be a residential or nursing care home. We'll tell you what support is available and whether we are able to make a contribution to its cost.

## **Who will contact you to assess your needs and help you develop a support plan?**

In Manchester, at the start of your assessment process you may be contacted by a Primary Assessment Worker, a Social Worker, or an Assessment Worker.

These professions share and draw on a set of core values and principles relating to:

- The human, legal and civil rights of the individual
- The equality, worth and diversity of all people, respecting their individuality, privacy and dignity
- Protection from discrimination and prejudice
- Personal autonomy, independence, choice and control.

Social Workers, Assessment Workers, and Primary Assessment Workers under the guidance of a Social Worker can complete initial assessments to determine whether you have any eligible care needs. If you have identified social care needs, they will work with you to develop a care and support plan.

The aim of the assessment will be to identify any social care needs you may have and to work with you to consider how these needs may be best met. The focus of the assessment will be on areas you have been managing well, and on supporting you to identify any areas you currently find problematic and impacting on your wellbeing.

Once the assessment is completed they will work with you to create a support plan that is based around your needs. All professions work to a clear model of empowerment and will work with you to support your return to full independence as quickly as possible.



## Who we can help

We use the Government guidance under the Care Act 2014. This came into force on 1 April 2015 and sets out how we should assess people using new national eligibility criteria.

To be eligible for social care, you must qualify in three parts, as follows:

### **Part 1**

You qualify because your needs arise from (or are related to) a physical or mental impairment or illness.

### **Part 2**

You qualify because you are unable to achieve two or more of the following ten specified outcomes:

1. Eating and drinking
2. Maintaining personal hygiene
3. Managing toileting needs
4. Being appropriately clothed
5. Being able to make use of your home safely
6. Maintaining a habitable home environment
7. Developing and maintaining family or other personal relationships
8. Accessing and engaging in work, training, education or volunteering
9. Making use of necessary facilities or services in the local community, including public transport, and recreational facilities or services
10. Carrying out caring responsibilities for a child

### **Part 3**

You qualify because this is causing or is at risk of causing a significant impact on your wellbeing (ie. an important consequential effect on your daily life, independence and wellbeing).

If you are not entitled to receive support under the Care Act eligibility, we may still be able to help you. This may include telling you about other local services in the community that can meet some of the needs you have told us about.

You might also want to consider how family, friends and neighbours could help to meet your needs, or you could choose to buy services from local care providers if you wish.



## Paying for support

Our support package tells us the type and level of support you need and how much this should cost. We call this your Support Budget, or your Personal Budget. To help you get the right support we award points to each area of your needs. Each point is worth money in your Support Budget.

Unlike health services, all social care services are not free. We may be able to contribute to some or all of the costs of your support package if you have eligible care and support needs. To find out, we need to ask you some questions about your finances – your money – to see if you can afford to pay towards the cost of your support.

This is called a financial assessment and looks at your income and any savings you may have.

If you choose not to have a financial assessment, you will have to pay the full cost of the services you receive.

All financial assessments are made under the Government's Care and Support (Charging and Assessment of Resources) Regulations 2014.

Although the financial assessments are similar, different rules apply depending on whether you receive care while living at home (non-residential care) or in a residential care home setting. The main differences are outlined below:

### **Non-residential**

- We don't take the value of your property into consideration unless it's a second home or you don't live in it.
- You may be entitled to financial support even if you have savings/assets over the capital threshold of £23,250.



- Your assessed charge will take into account the Minimum Income Guarantee levels set by the Department of Health, which aim to ensure that you are left with enough weekly income to meet your living costs.
- Your assessment will take any eligible disability-related expenditures (DREs) into consideration.

### **Residential**

- If you have savings/assets over the capital threshold of £23,250, the Council is not allowed to contribute towards your care costs.
- If you are in permanent residential care, the value of your home may be taken into consideration. If assessable, the value of your property counts as capital 12 weeks from your admission date, and at that point you will be responsible for meeting the full cost of the residential home. If your home is taken into account, the Council may be able to offer you a Deferred Payment Agreement, which will provide you with a loan to fund your care until your home is sold or until you no longer require funding. The deferred amount must be paid back to the Council.
- If you are in permanent residential care and receive a superannuation, you may choose to give 50% of it to your partner.

You can find out more about non-residential financial assessments in the Fairer Charging Customer Handbook.

We can provide information on residential financial assessments and deferred payments if required. Please ask for a copy of this information.



## Managing your Support Budget

Once you know your Support Budget and the agreed outcomes it will deliver, there are a number of ways you can manage your support.

You can choose to:

- have the Council organise your support for you within the levels of your budget and make all the payments. Any contribution you make towards the cost of your support package is paid to the Council. We call this a Virtual Budget
- have more choice and control over your care and organise your own support, manage your budget, and make all payments yourself. We call this a Personal Budget
- have someone else to organise your support for you, manage your budget, and make all the payments on your behalf. We call this an Individual Service Fund.

We'll talk to you about your options to help you make your decision.



## Getting the right support

The most important part of your support is carefully planning how you will meet the needs identified in your care assessment. You do this in your support plan. This tells us your goals – what is important for you to be able to do yourself or with some help. Sometimes these are called your outcomes. Another key feature of the new Care Act is that any care and support must promote your wellbeing, so we will talk to you about this aspect.

Once you know what your goals are you can start to think about the best way to meet them. This might include help and support from family, friends and neighbours, social services from the Council, or support from voluntary and community organisations.

You can also get help from an advocate or brokerage service. Brokerage services work with you to get the most from your Support Budget.

Information about services and organisations that can help you meet your needs can be found on our:

- Council website: **[manchester.gov.uk](https://manchester.gov.uk)**
- online directory Help and Support Manchester (HSM): **[manchester.gov.uk/helpandsupportmanchester](https://manchester.gov.uk/helpandsupportmanchester)**
- new portal, Connect to Support, where citizens and carers can do a quick self-assessment on eligibility and also find out more about the adult social care process: **[connecttosupport.org/manchester](https://connecttosupport.org/manchester)**



## Reviewing your support

People's needs can change over time. To make sure you continue to get the correct level of help and support, we will review your support package at least once a year to take into account any changes in your circumstances and needs. This might mean you need less support, your support package doesn't change, or you may need more support.

If your needs change, you can contact us and arrange a reassessment. Your reassessment will consider your needs and the support we are able to offer, which may have changed.



## Going into and leaving hospital

There may be a time when you have to go into hospital for planned treatment or an emergency. If you know in advance, you should let your care providers know the name of the hospital, when you will be going in, and how long you are likely to stay. You may need to make arrangements to take care of things at home, such as the care of a pet, or managing your post.

If you are someone's carer or your own carer is going into hospital, it is important to make alternative arrangements.

If your hospital stay is an emergency, you should let one of the nurses on the ward know as soon as possible if any of the above situations affect you. Carers can carry a Carers Emergency Card, which tells staff that they care for someone and who to contact. You can find out more in the Carers Information Booklet.

If necessary, when you're ready to leave hospital, a discharge team (made up of Social Workers and NHS staff) will discuss the support you have in place to meet any ongoing needs you may have.

## Supporting carers

Unpaid carers play a vital role providing support for relatives, friends and neighbours. Often, people don't realise they are a carer. Someone is a carer if they support a relative, friend or neighbour due to age, physical or mental illness, impairment, or substance misuse – including alcohol and drugs.

Under the Care Act 2014, carers are now entitled to an assessment of their needs as a carer.

Lots of information on agencies that support carers can be found on our carers directory which can be accessed via our website: **[manchester.gov.uk/carers](https://manchester.gov.uk/carers)**

You can also find out more in our Carers booklet.

To request a copy, or to arrange a carer's assessment, call **0161 234 5001**.



## Safeguarding adults

If you are worried about something that is happening to you, or about someone you know, we will work with you to make sure that you, or they, are safe.

We will treat you with respect and listen to everything you tell us.

There are different ways in which people can be harmed or abused. For example:

- **Physical abuse:** where you are hit, kicked, pushed or suffer any kind of physical harm. It's not okay for anyone to hurt you
- **Sexual abuse:** where someone touches your body when you've said that it is not okay, or where someone makes you take part in or watch sexual acts that you don't want to, or which make you feel uncomfortable. It's not okay for anyone to touch your body unless you say it's okay, and it's not okay to make you look at or do something if you don't want to
- **Financial abuse:** where someone takes your money, property or other things that belong to you, or makes you sign for things such as loans that you don't want or don't understand. It's not okay for anyone to take your money or your property, or to get you to agree to anything about money that you don't understand
- **Emotional abuse:** where someone shouts at you, says nasty things about you, threatens you, or makes you feel scared. It's not okay for anyone to bully you

- **Neglect:** where someone who should look after you doesn't do what they should and leaves you without the care and support you need. The person who should look after you might be a friend or family member, or a paid carer. It's not okay for anyone who should look after you to leave you cold, hungry, wet, soiled, without your tablets, or dirty.

This is what you can expect from us if you tell us about harm or abuse to you or someone you know:

- You will be asked about what you want to happen, and we will do our best to make sure that it does.
- You will be provided with any help and support you need to report abuse, and you will be involved in everything that happens.
- You will be provided with information about what abuse is, how to recognise the signs, and what you can do to seek help.
- You can be sure that the professionals will work for what you want, and will only get involved as much as needed.
- You can be sure that professionals will treat your personal and sensitive information in confidence, and that they will only share what is necessary to get the best results for you.
- We will make sure that you understand the role of all the people involved in supporting you.

If you think you are being abused or neglected, or you know of someone who may be, call Manchester City Council on **0161 234 5001**, or Greater Manchester Police on **101** (non-emergency number).

In an emergency ring **999**.





## Information about you

To help us understand and meet your needs, we ask you to give us information about yourself. Usually, this information will be written down and held on a secure computer.

The information we keep includes your name, address and date of birth, as well as the names and contact details of close relatives and carers. During your assessment, we also gather information about your health support needs. We keep a record of meetings and any letters or correspondence about the support you receive.

Where we work with other people to plan and provide your support, we will need to share information with them. We'll ask you to agree that we can do this.

We are committed to keeping your records safe and confidential, and have strict guidelines to ensure that we respect your rights. You can request to see your social care record at any time. You can find out more here:

**[www.manchester.gov.uk/info/200031/data\\_protection\\_and\\_freedom\\_of\\_information/268/data\\_protection](http://www.manchester.gov.uk/info/200031/data_protection_and_freedom_of_information/268/data_protection)** or call **0161 234 5001**.

## Help and Support Manchester (HSM)

HSM is the online resource for adults, carers of adults, their friends and relatives who want to find support services and a wide range of opportunities to help you get the most out of your life.

This new directory has detailed information about more than 4,000 services and community-based activities in and around Manchester. These include advice about benefits, yoga classes for people with disabilities, as well as social opportunities and other services to help improve residents' quality of life.

To find out about the range of services and support, go online at: **[manchester.gov.uk/helpandsupportmanchester](https://manchester.gov.uk/helpandsupportmanchester)**

## How you can get involved

Manchester City Council greatly values the input of customers to help in the design and delivery of services, and has a number of ways you can get involved, including customer surveys, feedback requests, customer groups and co-production.

To find out more about how you can get involved call **0161 234 5001** or email **[getinvolvedadultsocialcare@manchester.gov.uk](mailto:getinvolvedadultsocialcare@manchester.gov.uk)**



## What to do if you're not happy

If for any reason you are unhappy or dissatisfied with the support and advice you receive, the best way to resolve the issue is to discuss the situation with your care contact.

After an assessment, if you feel the outcome is incorrect and have been unable to resolve this with your care contact, you can appeal. The appeal will look at your needs and any new or additional evidence you provide. The appeal may result in an increase in your budget, no increase, or it may result in a reduction.

If you are unable to resolve a problem or an issue about a service you receive informally, you can find out more about how the Customer Care Team can help you in the Comments, Compliments and Complaints leaflet.

To request a copy, call **0161 234 5001**.

If you need this information in another language or another format – such as large print, Braille or audio – you can contact us via the details on the back page.

## Contact us



Website: **[manchester.gov.uk](http://manchester.gov.uk)**



Telephone: **0161 234 5001**



Email: **[mcsreply@manchester.gov.uk](mailto:mcsreply@manchester.gov.uk)**



SMS text: **07860 003160**



Sign-video: **[manchester.gov.uk/signvideo](http://manchester.gov.uk/signvideo)**

Online service directory: You can also find details of other services and support at Help and Support Manchester:  
**[manchester.gov.uk/helpandsupportmanchester](http://manchester.gov.uk/helpandsupportmanchester)**