



Assessment

To understand how we can help you get the right care and support, (or support if you are a carer) at the right time we will need to talk to you about your situation. This is known as an assessment.

The assessment process is flexible depending on your needs and may be carried out by a range of health or social care professionals working together.

The assessment usually includes questions about:

- Your personal circumstances, the problems you are having that made you ask for help
- What matters to you - your personal outcomes
- What is stopping you from achieving those outcomes and what could be the solutions
- Risks to you or to other persons if those outcomes are not achieved
- Your personal strengths and capabilities

The assessment is a snapshot of you and your needs at any given point in time. It can be repeated at any time, and if your needs or personal outcomes change.

You are entitled to have an advocate or someone to support you if you need help to answer these questions.

After the assessment, we will work with you to agree what type of care and support (or support if you are a carer) would suit you best, when and how often you would need that support. You will then be given a copy of your Care and Support Plan, or your Support plan if you are a carer.

Changes in Circumstances

Your needs or circumstances may change in the future. That is why we will review your plan on a date agreed with you and check regularly that it meets your needs.

These checks normally take place:

- After the first 4-6 weeks
- Once a year
- Whenever you let us know your needs have changed

Let us know at any time if your situation changes so we can adapt your plan and make sure you get the right help.

We will ask for your permission to share personal information you have given about yourself with other health and social care professionals who will be involved in your care.

Rest assured that:

- Your information will be shared responsibly and safely, and only with people involved in your care.
- Sharing information in this way will stop you having to repeat your story to different people at different times
- It will help you to get the support you need as quickly as possible
- You have the right to say no if you do not want to share your information.

Request an Assessment

If you think you or someone you know might need care services, please contact us to discuss your personal situation, and to consider whether you would benefit from an assessment.

Tel: 01446 700111

E-mail: C1V@valeofglamorgan.gov.uk

You can make a referral for someone who you think might need help and care. We will need to ask you some questions about that person:

- General details, such as name, address, date of birth and age
- Reason for contact
- Medical/mental health history
- How to contact the person
- Possible risks

You do not need to know everything about the individual before you contact us and let us know about your concerns.

This information may also be provided, by request, in other languages, in larger print and audio version. Please contact the Innovation and Information Team on

Tel: 01446 704814 to make arrangements.

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