



Leicestershire
County Council



Adult Social Care Service

Community Care Assessment Charter



Promoting
independence

changing
lives



What we do

We arrange a variety of services for older and disabled people. You will be offered an assessment to establish if you are eligible to receive any of the following range of services:

- Home care and day services
- Mobile meals and laundry services
- Respite (breaks for carers) and short breaks
- Support for carers
- Specialist advice and support for people with hearing or sight problems

- Equipment and adaptations to help people live at home
- Supported living (for people to live in the community)
- Disabled car badges for people who are permanently disabled
- Residential or nursing home care
- Employment services for disabled people
- Support for people with mental ill health
- Rehabilitation services for older people leaving hospital
- Advocacy services (advice and support)
- Direct payments (money to pay for people to help you)

When you first contact us we will:

- Listen carefully to what you have to say and help you as quickly as possible.
- Provide accurate advice.

- Advise you of other organisations that could support you where that would be more appropriate.
- Regard the information that you give us as confidential and we will always act within the law if we need to share that information with another agency.

You have the right to request an assessment of need:

- This is known as a Community Care Assessment and establishes whether you are eligible to receive services from us.
- Your social, physical, emotional and health needs will be considered as well as any cultural or religious needs that you have.
- You, and anyone else you wish to support you, will be fully involved in the assessment.
- Your carer can be offered a separate Carer's Assessment if required.

- An interpreter can be provided and documents can be translated if you would find this helpful.
- With your agreement, other professionals involved in your care, e.g. your doctor or district nurse, will be consulted.

What you can expect from your assessment and care plan:

- A clear statement of your assessed care needs.
- A description of the type of service you will be getting, and how this will be provided or arranged. This is known as your Care Plan.



- Information about who to contact if a problem arises or if you, or your carer, feel your needs are changing.
- A copy of your Assessment and Care Plan, which you will have the opportunity to comment on.
- Information about any charges that are to be made for these services. Where there is a charge it will be based on your assessed income and ability to pay.
- That the Care Plan will be reviewed within the first 3 months of receiving a service and at regular planned intervals thereafter.
- You are able to request a review or reassessment at any time should your circumstances change or services no longer meet your needs.



Standards that you can expect from our staff:

- Staff will listen to you and take account of your views. We can put you in touch with an advocate to help represent your views if needed.
- Staff will keep you informed throughout the process of your assessment and in the arrangement of your services.
- Staff will treat you with courtesy, respect and dignity.
- Staff will take into account the separate needs of your carer, if appropriate.
- Our services should be provided fairly and without discrimination, in line with the County Council's Equal Opportunities Policy.
- Staff will advise you of how you can feedback any comments or complaints about the quality of the service you have received.

Revised in November 2007 by
Leicestershire County Council
Adult Social Care Service
County Hall, Glenfield, Leicestershire LE3 8RL

If you require information contained in this leaflet in another version e.g. large print, Braille, tape or an alternative language please call 0116 305 7404.

ਜੇ ਆਪ ਆ ਮਾਭਿੰਨੀ ਆਪਨੀ ਭਾਸ਼ਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਮਦਦ ਚੰਝਨਾਂ ਡੀ ਨੇ 0116 305 7404 ਨੰਬਰ ਪਰ ਫ਼ੀਨ ਕਰਥੀ ਅਨੇ ਅਮੇ ਆਪਨੇ ਮਦਦ ਕਰਵਾ ਘਵਰਥਾ ਕਰੀਥੁੰ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 7404 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 7404 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 7404，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 7404, a my Ci pomożemy.

For general enquiries, please contact County Hall

Phone: 0116 305 7404 Fax: 0116 305 7440
Minicom: 0116 305 7549 or use BT Typetalk
Email: AdultSocialCare@leics.gov.uk