

# Waiting Well and Safe - Information for Residents & Carers



This leaflet is a **guide to what happens next after you contact Newham Council's Adult Social Care Service.**

This leaflet also provides information about services that anyone can access. These services may meet all your needs, or they may offer support whilst you are waiting to hear from the Council. This could be if you are someone who needs care and support, or if you are caring for someone.

### Who is this information for?

You will find this information useful if you:

- Are waiting for input from Adult Social Care. For example, a social care needs, a carer's assessment or an occupational therapy assessment
- Are waiting for adult social care services to start after a needs or carer's assessment
- Have a change in your needs, and have requested a review
- Experience a change in your physical and/or mental health and want to understand what local support is available, and what that may cost.

### Points of contact

You should be given the contact details of the team who will be responsible for working with you.

We ask that you contact that team in the first instance, if you have a question, your needs change or you no longer need our input. Details should be our letter(s).

If you do not know the team, please contact the Access to Adult Social Care Team on **020 8430 2000 Option 2**, Monday to Thursday 9am-5pm or Friday 9am-4.45pm.

**Textphone: 18001 020 8430 2000**

To report suspected abuse or raise a concern for an adult at risk, please contact us on **020 3373 0440**

**or**

Email: [ASCsafeguardingconcerns@newham.gov.uk](mailto:ASCsafeguardingconcerns@newham.gov.uk)

## What to expect from Adult Social Care?

We work hard to keep waiting times to a minimum. Wherever possible we try to complete new needs assessments and carer needs assessments within 30 working days.

We may be able to provide you with information and advice, including other services to maintain or improve your independence, or that will support you in your caring role.

You may be offered support that does not require an assessment and meets your needs.

For example, you may be offered alternative help through community organisations.

We use **strengths-based practice** which means that we will look at solutions with you, other than the provision of care and support, which might help you to achieve the outcomes that you want. This could mean support from within your own networks, your community or through technology and equipment.

If you do require an assessment to help you live well this will be arranged.



## Carers

If you are regularly helping to look after someone – for example, you're cleaning regularly, helping someone move around indoors or outdoors, or supporting with their personal needs, you can find information on your rights and support available on our [Newham Carers web pages](#).

## Support for carers

[Newham Carers Community \(NCC\)](#) provides support to carers and young carers across the borough of Newham. They offer free and confidential advice, information, activities and support to unpaid carers living or caring for someone living in Newham.

NCC can be contacted on **020 3954 314**

or email:  
[info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)

You may also be eligible for a Carers Assessment to determine your needs as a carer.



## What information we will need when we speak to you?

We will want to understand your situation and what you think you need to be well and as independent as possible. We will work with you to understand what is important for you, what you want to be able to do and what help you need to do this.

If you feel able, you can complete a self-assessment online. This template guides you through the assessment questions we would ask you in a conversation.



## Questions to help you prepare for a needs assessment:

- What health conditions do you have and how do they affect you?
- What can you do for yourself?
- Who gives you the support and friendship to help you do the things that you want?
- How often do you need support?
- What would you like to be different or better?
- What is stopping you from getting there?
- What living arrangements would help you maximise your wellbeing and independence?

## Questions to help you prepare for a carer's assessment:

- What activities do you help the person you care for with?
- How many hours a week do you provide care?
- Do you have help during the day or night, or both?
- Does the person you care for have any health problems you find hard to deal with?
- Do you have any health problems? If so, are they made worse by your caring role?
- Do you work? If so, for how many hours a week?
- What would make working / caring easier for you?
- What would you most like to change about your situation?

## Support for your assessment

You have the right to have someone with you who knows you well, like a carer or a family member. They can help you share your thoughts, wishes and feelings. If you don't have anyone, you can access an Independent Advocate. They can join you for your assessment visit and help you understand your rights and make sure you are listened to. Advocates do not work for the Council.

Advocacy services in Newham are provided by Voiceability, who can be contacted on 0300 303 1660 or email [helpline@voiceability.org](mailto:helpline@voiceability.org) or via their website at [www.voiceability.org](http://www.voiceability.org)

### Do I have to pay?

It may be that you'll have to pay towards the cost of your care.

More information can be found in our [Charging for Non-Residential Care Services leaflet](#).

Visit

[www.newham.gov.uk/payingforyourcare](http://www.newham.gov.uk/payingforyourcare) for more information.

If you are eligible for adult social care services, we will connect you with the team that will complete your financial assessment.

### What do I do if my needs change?

If there is a change in your social care needs, you must get in touch with us again as soon as possible. We regularly re-prioritise requests to ensure we respond to people with the most urgent needs first. Contact your team in the first instance. Their details should be in our letter(s).

If you do not know the team, please contact the Access to Adult Social Care Team on **020 8430 2000 Option 2**, Monday to Thursday 9am-5pm or Friday 9am-4.45pm.

**Textphone:**  
**18001 020 8430 2000**

## Alternative support whilst waiting for adult social care services



Taking positive steps to look after your health and wellbeing while waiting can help build on your strengths.

We encourage you to visit the Well Newham website at **[www.wellnewham.org.uk](http://www.wellnewham.org.uk)** and in-person Hubs to find out about support available for your health and wellbeing.

### Well Newham Online Directory of Services

Whilst you are waiting for a needs assessment, you may be thinking about other things such as money, work and relationships. Tailored support and advice is available via the Well Newham Directory of services on issues such as:

- Financial support and advice (including benefits)
- Reporting abuse or neglect
- Community-led activities and other support groups
- Legal support and advice
- Applying for a blue badge.

This is an online directory of all the different health and wellbeing services you can access in Newham.

There are over 450 Newham-based services listed from stop smoking services, to free nutrition courses, to legal advice and social events near you, it's now really easy to find out what's happening in your community.

Visit [www.wellnewham.org.uk](http://www.wellnewham.org.uk) and simply type in your address to find out what is on offer near you. If you find a service you like, you can self-refer yourself or your family members to the service by hitting the big blue 'refer now' button on each service listing.

### Ask Sara

Ask Sara is an online self-assessment tool for simple home solutions to make everyday living easier.

This is a website which will take you through a series of questions about the difficulties you are experiencing and suggest solutions which may be useful for you to consider. At the end the website also provides details of where you can purchase simple items of equipment.

Visit **[www.newham.gov.uk/asksara](http://www.newham.gov.uk/asksara)** for more information



## Additional Support

### Advocacy

Advocacy involves supporting and representing individuals to ensure their rights, needs, and preferences are respected and met within social care.

There are a number of organisations that provide advocacy in Newham.

Voiceability provides free and independent advocacy services including Mental Health (IMHAs) and Mental Capacity Advocates (IMCAs).

### **VoiceAbility**

Telephone: 0300 303 1660  
Email: [helpline@voiceability.org](mailto:helpline@voiceability.org)

For more information about advocacy visit the Well Newham website at [www.wellnewham.org.uk](http://www.wellnewham.org.uk) and find local services.

### Patient Advice and Liaison Serviced (PALS)

Patient Advice and Liaison Service (PALS) is a free and confidential service for patients, their relatives, carers, and friends.

If you, or someone on your behalf, has questions or is unhappy with the care you receive in hospital, we ask that in the first instance, you talk directly to the staff involved in your treatment and care. For more information visit [www.bartshealth.nhs.uk/pals](http://www.bartshealth.nhs.uk/pals)

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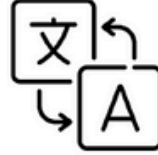
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0203 376 8182

CODE: 4685593

[www.languageshop.org](http://www.languageshop.org)

