

## Assessing your needs

If you have care and support needs and find it difficult to look after yourself, we may be able to advise you and provide you with some help.

When we assess you, as a minimum you may be given information and signposting to other services that will help you to maintain your independence. However, if we agree that your needs meet the national eligibility criteria, we will help you to meet your needs.

We also need to know if you have any unpaid carers, as they may need help to continue to support you. If you think you are a carer you have a right to an assessment.

### An assessment:

- must be provided if you appear to need care and support, regardless of your finances or whether we think your needs will be eligible;
- must be of your needs and how they impact on your wellbeing, and the outcomes you want to achieve;
- must be carried out with involvement from yourself and, where appropriate, your carer or someone else you choose, including an independent advocate.

If the assessment shows you are eligible for our support we will work with you to develop your support plan.

We will also carry out a financial assessment.

If you are not eligible for our services you can find more options for 'a little bit of help' or 'arranging your own care'.

If you think adult social care can help support you, a family member or friend please get in touch. You can telephone us on **0300 123 6720**.

### If your needs are urgent

If your needs are urgent we may offer you support without undertaking a formal assessment or working out if you are eligible.

This applies equally to adults and carers with care and support needs. If you feel your needs are urgent telephone us on **0300 123 6720**.