

When the referral is made you will be asked to provide information which may include your personal details, housing information, next of kin and details of what the problems are that require help or support with.

Assessment

The assessment involves discussing with you about what parts of your life you may need support with and also what you would hope to achieve from this. This is called your outcomes. This assessment could include for example talking to your doctor, family or carer.

Following the assessment you will be advised if you are eligible and will be offered your choice from the four options listed.

These options will be fully discussed with you.

There are some different rules about each option that will be discussed with you during the assessment.

Leaflets with more information about each option are available from Inverclyde Health and Social Care Partnership.

Get in touch

If you already receive support from us and would like to find out if you can receive support this way then ask your care manager or support worker.

If you do not have any support then you can contact us yourself or you can ask someone to contact us on your behalf at:-

Inverclyde Advice First

Tel No: 01475 715299

Complaints, suggestions or comments

We will always try to resolve any concerns raised about the services. We know things can go wrong and we would like you to tell us if this happens

Write to: The Complaints Officer
Hector McNeil House
7/8 Clyde Square
Greenock
PA15 1NB

Telephone: 01475 715365

Email: pccsp.swork@inverclyde.gov.uk



*Do You Need Support
With Day To Day Tasks?*

*How Can Self Directed
Support Help?*

The government has made some new rules to give people more choice about how their support can be provided. The law says that disabled people (including people with long term conditions) have the same choices as everyone else.

What is Self Directed Support?

Self Directed Support is about helping individuals who may need support to have as much choice and control as possible over how this support is planned and provided.

From 1 April 2014 if you are assessed as requiring community care services you will be given the choice of four options to help you organise your own support.

We will work with you to make a plan for your care and support. This plan will help you work towards the things you want to achieve.

We will make sure that you have enough information and advice to make the choices you need to make your plan work.

If it is decided to offer you support, you will have the choice from four options of support.

You can decide to have lots of control over your care and support or you can leave most of the decisions to us.

The Options

Option One A payment will be made to you to purchase your own support. With this, you can arrange your own support.

You can employ a personal assistant or buy a service from a care organisation.

This gives you most choice and control but you also have the most responsibility for arranging things.

We will tell you how much you will have to spend on your support. This is called your budget.

Option Two You can choose a care organisation that you want to provide your support and we will arrange to pay this for you.

This gives you choice and control but less responsibility for managing things.

Option Three After discussing with you, we will arrange the support for you from an appropriate provider.

With this choice you have no responsibility for arranging things but you also have less choice and control over what support you receive.

Option Four You can use a mixture of the options to arrange your care and support.

This choice lets you pick the parts you want to decide about and what parts you want to leave to us

Review

After some time or if something changes then we can look at your care and support again. You can look at all the choices again and choose a different one.

Your family and friends can help you with the choices and with organising your care and support.

To find out if you are eligible to receive support you or someone on your behalf will need to approach the HSCP. This can be made by phone, in writing or in person and may come from, hospital discharge staff, GPs, district nurses, relatives, carers, friends or yourself.

You may be asked to pay something towards the cost of your care and support. This is called a contribution and we will tell you how much this will be if we can before your care and support begins.