

# Care Act Bulletin

Special Bulletin on Information, Advice & Guidance

10 March 2015

## INFORMATION AND ADVICE

The Care Act places a great emphasis on the importance of Information and Advice in supporting people to make well informed choices about their care and support, including how they may fund this. By giving people the right information and advice this will support people's wellbeing by increasing their ability to exercise choice and control. It also supports the concept of prevention of delaying people's need for care and support.

To enable it to meet its requirements in regards to Information & Advice the Council plans to publish a Community Directory of information relating to services and providers, via the Customer Service Centre. This will be available to members of the Public who may make enquiries regarding services available within their area.

The information to be shared will not be of a sensitive nature and is similar to the information already published on the Council's website. Once your organisation has been included in the Community Directory you will be issued with a login to the portal which hosts the information so that you can update your record to reflect any changes.

If your organisation does not wish their information to be included in the information supplied to the Customer Service Centre then please contact the Quality & Monitoring Team by **Friday 20<sup>th</sup> March 2015**.

### **Additional Information**

There will need to be due consideration given to the accessibility of information and advice as the Care Act states clearly, this must be more than just leaflets and web-based materials. There must also be due regard for groups who may have particular requirements, for example, people with sensory impairments, those people who do not have English as a first language, people with learning disabilities.

You can view the Department of Health Care Act Guidance by visiting:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/366104/43380\\_2390277\\_7\\_Care\\_Act\\_Book.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/366104/43380_2390277_7_Care_Act_Book.pdf)

The factsheet regarding general responsibilities is available at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/366080/Factsheet\\_1\\_-\\_General\\_responsibilities.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/366080/Factsheet_1_-_General_responsibilities.pdf)