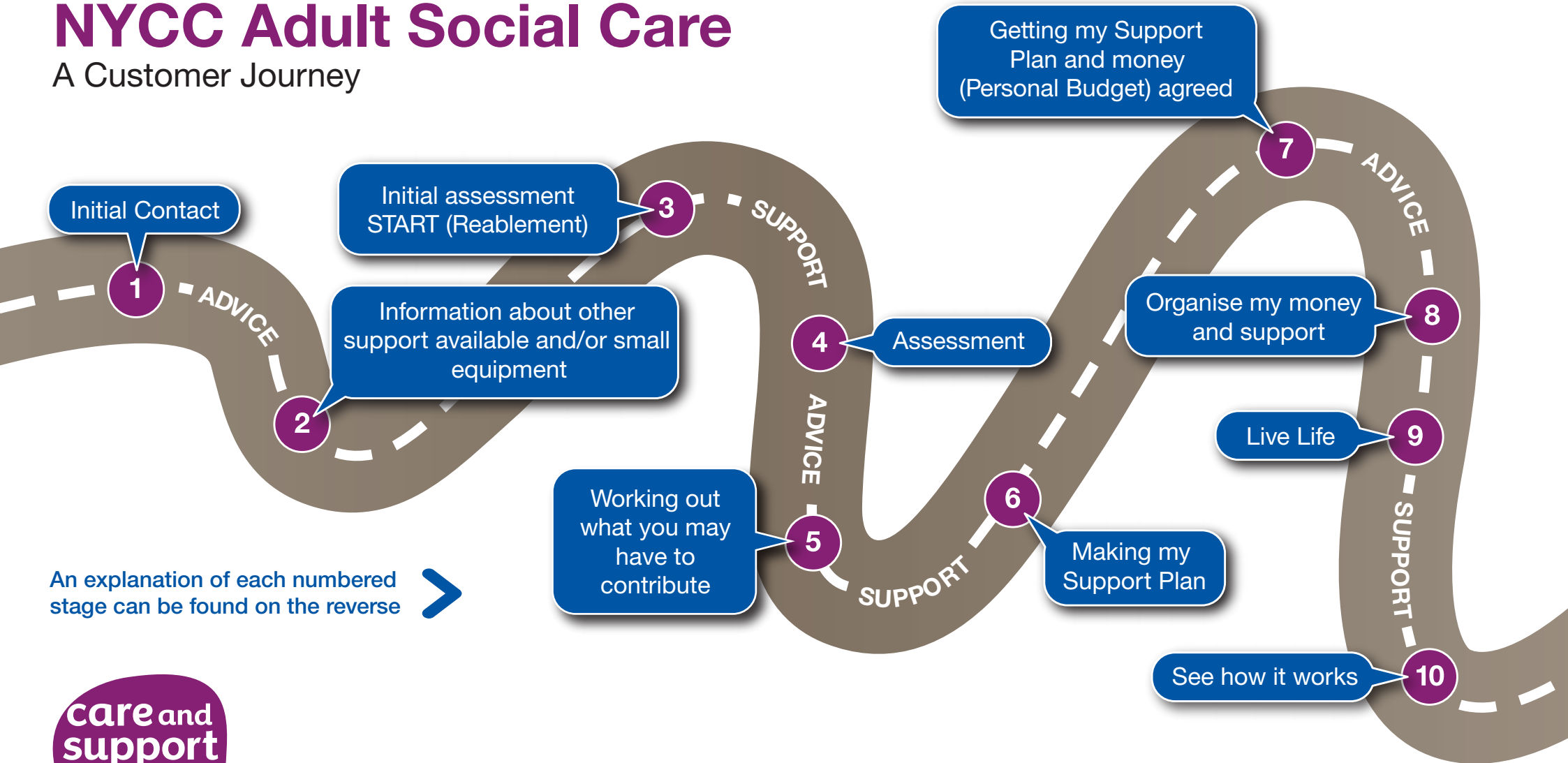


NYCC Adult Social Care

A Customer Journey



An explanation of each numbered stage can be found on the reverse >



NYCC Adult Social Care

A Customer Journey

- 1** If you feel you need support, you or someone you know eg a friend, neighbour or your GP can **contact** our Customer Services Centre. Within two working days we will call you to make an appointment to visit if this is needed.
- 2** We may be able to help you by giving you information about other support available in your area or by giving you a small piece of equipment that will help you.
- 3** Someone from **START** (Short Term Assessment & Reablement Team) will talk to you to find out what you need. They will help you complete your assessment within 28 days. If you are eligible for help, they will offer you up to six weeks of support to help you remain as independent as possible or to regain your independence and get back in control of your own life after an accident or period of ill health (eg by providing equipment). You may not need any more support from Adult Social Care when this has finished.
- 4** If you still need support, you will complete an **assessment** with one of our staff. This is where you say what you would like to be able to do and what you have difficulty doing, and what help you need. A friend or someone in your family may help you with this assessment. We will also arrange for a financial assessment to decide how much you will pay for the social care services you receive. We will confirm this in writing within 5 working days of the visit.
- 5** You will have a financial assessment to work out how much you may have to contribute towards the cost of your care.
- 6** We will complete a support plan with you, or you can do this yourself, in which you describe the support you need using the money available. Your social care worker can help you make a support plan, or you can ask family or friends to help. You can make your plan in different ways, such as a video or a poster.
- 7** Your support plan needs to be **agreed by your social care worker**. They will make sure that the way you are planning to spend your personal budget helps meet your assessed needs and is legal.
- 8** There are different ways of **looking after your personal budget**:
 - you can choose to receive the money yourself as a direct payment, where the money is paid into a separate bank account you control. This means you can arrange your own support;
 - the money can be paid to someone who can look after it for you (someone from your family, a friend, a support broker or an organisation);
 - you can choose for Adult Social Care to manage your budget and support; or
 - you can have a combination of these. We can let you know how to get help to find and organise your support.
- 9** Once your support plan has been agreed you will begin to receive the support you need.
- 10** We will check regularly with you **how it is working**, that you are happy with your support and whether your needs have changed.

Contact us

North Yorkshire County Council,
County Hall, Northallerton,
North Yorkshire, DL7 8AD

Our Customer Service Centre is open:
Monday - Friday 8.00am - 5.30pm and
Saturday 9.00am - 5.00pm

Tel: **01609 780 780**

Minicom: **0845 603 6391**

email: **social.care@northyorks.gov.uk**

Or visit our website at:
www.northyorks.gov.uk

If you would like this information in another language or format such as Braille, large print or audio, please ask us.



Tel: **01609 780 780**

Email:
customer.service@northyorks.gov.uk