How to access care and support:

Start top left and work clockwise through flowchart

I think I may need care and support

I think someone I know may need care and support

Contact the…

Information, Advice and Assistance Service:

- Website –General
- Mobile App - General
- Telephone - Specific
- Face to face -Specific

Signpost to preventative services <u>or</u> start an assessment

Advocacy:

If people need help to participate in this process ensure assistance or advocacy is available

Urgent need & Safeguarding

Assessments **must not delay** the meeting of urgent needs

If people need protection then apply safeguarding procedures**:**

Specialist assessments

If other **specialist assessments** need to be undertaken, do so concurrently and build in as required

Assessment

Assessment will be undertaken to identify whether people have needs for care and support.

Assessment

Identify whether each need can be met through signposting to preventative services or met in an another way OR whether a Care and Support Plan is required.

If the identified need can be met through signposting the need **will NOT be eligible.**

If the identified need can only be met through a Care and Support Plan the identified need **will be eligible.**

If needs are not eligible meet through preventative well-being services

Preventative Well-being Services

Range of services and support available in the community: some of which may be chargeable.

If needs are eligible develop a Care and Support Plan to meet needs

Care and Support Plan

Deliver care and support to meet identified needs

Plan will include reference to any other needs being met outside the Care and Support Plan if applicable.

Review / re-assessment

Care & Support Plan will be reviewed at agreed point.

Re-assessment will be undertaken If circumstances change