How to access care and support:

Start top left and work clockwise through flowchart

I think I 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 or start an assessment

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

Preventative Well-being Services
Range of services and support available in the community: some of which may be chargeable.

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.

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

Review / re-assessment
Care & Support Plan will be reviewed at agreed point.
Re-assessment will be undertaken if circumstances change

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

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

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.