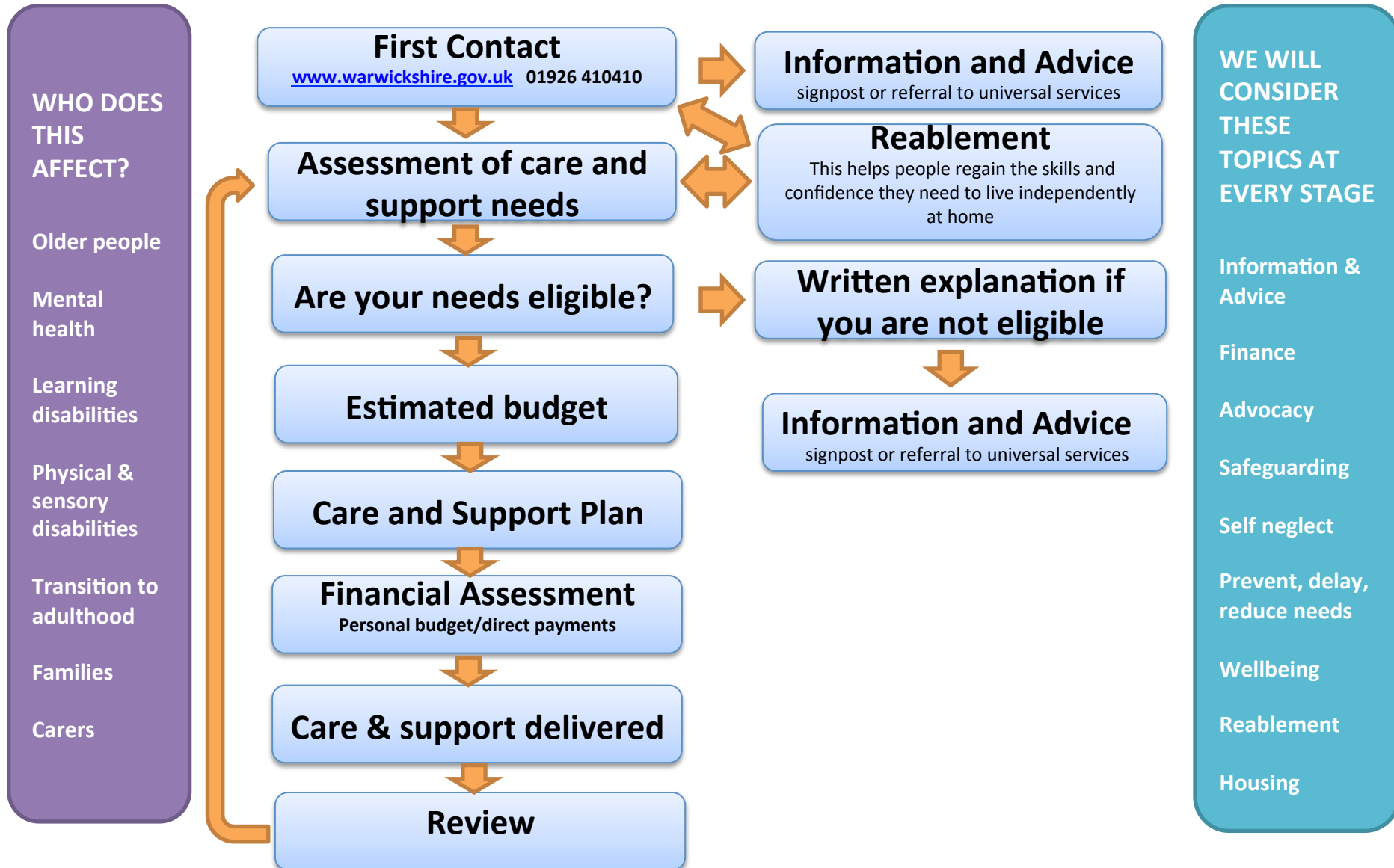


# An overview of the adult customer journey for care & support from Warwickshire County Council



For further information please refer to: [www.warwickshire.gov.uk/socialcareandhealth](http://www.warwickshire.gov.uk/socialcareandhealth) 01926 410410

# What happens at each stage?



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# Social care jargon buster

TERM	DEFINITION
Adult social care	Care and support for adults who need extra help to manage their lives and be independent
Advocacy	Help to enable you to get the care and support you need that is independent of your local council
Assessment	The process of working out what your needs are.
Care Plan (See also: Support Plan)	A written plan after you have had an assessment, setting out what your care and support needs are and how they will be met
Direct Payments (see also Personal Budget)	Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support
Eligibility	When your needs meet your council's criteria for council-funded care and support
Personal Budget	Money that is allocated to you by your local council to pay for care or support to meet your assessed needs.
Reablement	A way of helping you remain independent by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability.
Support Plan	A plan you develop that says how you will spend your personal budget to get the life you want
Universal services	Services such as transport, leisure, health and education that should be available to everyone in a local area and are not dependent on assessment or eligibility
Wellbeing	Being in a position where you have good physical and mental health, control over your day-to-day life, good relationships, enough money, and the opportunity to take part in the activities that interest you.