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 01926 410410

What happens at each stage?

First Contact

www.warwickshire.gov.uk 01926 410410



You will probably have contacted Warwickshire County Council and spoken to a customer service advisor. If they feel you have the appearance of care and support needs they will refer you to a social care practitioner

http://www.warwickshire.gov.uk/gettingstarted or 01926 410410

Assessment of care and support needs



If you ask us for help we will need to find out more about your needs or problems and how they are affecting your day-to-day life. This is called an assessment.

http://www.warwickshire.gov.uk/gettingstarted or 01926 410410

Are your needs eligible?



If you are eligible for help, we will talk to you, your family and carers (with your permission), about the options available to you

http://www.warwickshire.gov.uk/gettingstarted or 01926 410410

Estimated budget



After we have completed the assessment and we have determined you are eligible we will share an estimated budget with you.

http://www.warwickshire.gov.uk/directpayments or 01926 410410

Care and Support Plan



The care and support plan will specify not just what the personal budget will be spent on, but how you will choose and control the support provided

http://www.warwickshire.gov.uk/gettingstarted or 01926 410410

Financial Assessment

Personal budget/direct payments



We are required to carry out financial assessments on all customers to find out whether they have to make a contribution towards their support.

http://www.warwickshire.gov.uk/financialassessment or 01926 410410

Care & support delivered



You will be allocated a personal budget to meet your care and support needs. You can request the option of taking this as direct payments which gives you independence, choice and control over your own care and support to meet your needs.

http://www.warwickshire.gov.uk/yourcareyourchoice or 01926 410410

Review



We will review your care and support plan to see if your support is still helping you to achieve your outcomes. We will look at what to change, or keep the same, and check the funding is meeting your need.

http://www.warwickshire.gov.uk/directpayments or 01926 410410

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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.

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