

# Accessing Social Care Services

Some people need practical support to do the everyday things that most of us take for granted. The social care system provides this support for those who need it, to help them keep their independence and dignity. Nottingham City Council Adult Social Care Team is responsible for assessing people's need for social care services in Nottingham City.

When someone contacts us the first step will be to have an assessment to establish if you can receive services. There is a national guidance on this but each authority sets its own criteria on eligibility for services. If you are assessed and told you meet our requirements then the council is obliged by law to help. If you are not eligible for services we will support you by signposting you to other sources of help and support.

## Am I eligible?

To find out if you are eligible for adult social care services in Nottingham please call the Nottingham City Health and Care Point on **0300 300 3333**.

The next step will be to work out what your difficulties are and to provide the best possible support to you. You should be involved in the decision-making and, if appropriate, a care plan will be created for you.

## What is a care plan?

The care plan may include one or a number of services, here are some examples:

**Community based services** - these are services you receive in your own home and can include support with managing day to day tasks like getting washed, dressed and meal preparation.

**Respite Care** - this is a term used for a short break; often this is to allow the carer of someone to get a bit of a break or to support someone to recover from an illness.

**Sheltered or extra care housing** - some people choose to move into sheltered or extra care housing, these are purpose built properties and support you to remain as independent as possible and giving you the extra bit of help when you need it. To find out more about Extra Care or Sheltered accommodations in Nottingham please see: [www.choosemysupport.org.uk](http://www.choosemysupport.org.uk).

**Residential / nursing care** - This is when you move into a purpose build accommodation and provides personal care such as washing and dressing, meals for those who are unable to look after themselves in their own home. Some homes specialises in caring for people such as those with dementia, or have specialist nursing care services, often referred to as nursing care.

Meeting the costs of care services can be complex so we have developed a fact sheet to help explain this further, please see fact sheet six – ‘Paying for Care and Support Services’.

## Contacts

All residential care homes are required by law to be registered with the Care Quality Commission, you can see the latest inspection reports for homes in Nottingham at: [www.cqc.org.uk](http://www.cqc.org.uk)

To find care homes in Nottingham please visit: [www.choosemysupport.org.uk](http://www.choosemysupport.org.uk).

If you are receiving services we will check in from time to time to see how things are going, but if you feel your needs have changed over time then get in touch with us and we can reassess you. Please contact the Nottingham Health and Care Point on: **0300 300 3333**.

For more information about the different types of care and support you might wish to contact the Money Advice Service. Telephone **0333 321 3434**, or visit their website at: [www.moneyadviceservice.org.uk/en/articles/long-term-care-services-at-a-glance](http://www.moneyadviceservice.org.uk/en/articles/long-term-care-services-at-a-glance)

