

## What is a care plan?

Once it has been agreed that Social Services will be arranging care for you, a list of services will be arranged for you. Social Services will write these arrangements in a care plan. The care plan will give details of:

- the services you will get
- the names of the organisations which will provide the services
- when and how often you will get the services
- the names of the members of staff responsible for making sure that you get the services
- the date when the services will be reviewed, to check if your needs are being met or whether the services need to be changed
- what to do if you are not happy with the service

## Ways to contact us:

Blenheim Gardens RMO  
24 Prague Place  
London SW2 5ED

Phone: 020 7926 0158  
Website: [www.bgrmo.org.uk](http://www.bgrmo.org.uk)  
Email: [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)

*If you would like this information in large print, Braille, or in another format or language, please phone us on 020 7926 0158.*

**Español:** *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

**Français:** *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

**Português:** *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158.*

**Twi:** *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

**Yoruba:** *Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



## Blenheim Gardens RMO Guidance Leaflet

# Community care assessments

in partnership with



Community care is about providing the support and services needed to enable people with particular needs to live as independently as possible.

### **What is a needs assessment?**

A needs assessment (also called a community care assessment) is an opportunity for you to tell us about your circumstances and discuss your care needs.

The aim is to reach an agreement about what help can be provided by adults' and community services.

During a community care assessment, a social worker will ask how you are managing to take care of yourself and what help you feel you may need.

If necessary, staff such as health workers may also be involved in your assessment. The discussion in a community care assessment may include:

- What care tasks can you do for yourself?
- What care tasks do you need help with?
- What care tasks can you not do at all?
- What help do you have at present?
- What is the best way to provide the help you need?

Carer's are entitled to a separate assessment of needs in their own right.

### **Am I involved in the assessment?**

Yes, most definitely. You play an essential part in a community care assessment. It is very important that we know what your views and wishes are.

### **How long does it take to get an assessment?**

They receive requests for assessments from a large number of residents.

Priority is given to people in most urgent need. Blenheim Gardens RMO does not complete Community Care Assessments. We are, however, able to complete application forms to access an assessment. Please contact the estate office for details. Once an assessment form is submitted, the following service standards apply for Social Services:

- They will acknowledge your request for an assessment within five working days of receiving the request
- They will begin your assessment within 30 working days of receiving your request
- If it is likely that you will have to wait more than a further four weeks for the start of an assessment, a full explanation of the reasons for the delay will be given

The time taken to complete an assessment will vary depending on your situation and the complexity of the help you need.

### **How are decisions made about which services I receive?**

After your needs have been assessed, they aim to be clear with you about what services they will arrange.

Resources are limited; Social Services must ensure that arranging help and care, for the most vulnerable and frail people in our community, comes first.

These are standards which determine whether your level of need is high, medium or low.

Priority is given to those people whose needs are critical or substantial, those people who are most dependent.

This includes:

- people who live alone and are vulnerable
- people who cannot manage without care from other people
- people being discharged from hospital who need support once they return home