



# My Assessment

What you need to know for an assessment meeting from adult social services



# My Assessment



This factsheet can help me to prepare for my assessment which will be a conversation to explore what is important to me and how I can meet any identified needs to promote my health and wellbeing.



I can make reference to this throughout our conversation.



I can make notes at the end so that I remember the important things I wish to discuss and explore.

You can access the information contained in this booklet in British Sign Language (BSL) video format by scanning the QR code using a smartphone or Android device



# **My assessment**

This factsheet is to help you get ready for your assessment. Keep it somewhere safe. You may want to use it during and after your assessment too. In the printable version, there is space for you to write notes. This is to help you remember things you want to talk about or ask us.

## **Things you may want to ask us or talk about**

To get the most out of your meeting with a social care worker, it is good to be prepared. Start thinking about how you would like things to be in the future. You could think about:

- What is important to me and why?
- Who is important to me and why?
- How is my life now and is there anything I would change if I could?
- What do I enjoy now or want to enjoy again?
- Are there things I find difficult and what might help me with this?

## **Talking to a social care worker**

When you or someone else contacts us about your wellbeing we will arrange to speak with you. We may talk to you while you are in hospital, over the phone or arrange to visit you.

We will discuss how we can help you to stay as independent as possible. As well as the best way to get any information, advice and support you need.

## **We will talk to you about:**

- What you want to get out of life and what is important to you
- What you can do yourself to achieve this
- What your friends or family are willing to do
- How networks, local community services or charities can help you
- What support we can offer

## **We will agree with you:**

- What you might be able to change

- What you will ask your friends and family to do
- Which organisations either you or we will contact

### **We will:**

- Aim to get you all the information and advice you need
- Check back on you to see that everything is working well

### **How to contact us:**

#### **Adult Social Care**

To get more information about adult social care services you can:

**Go online:** Lancashire.gov.uk and click 'Health and Social Care'

**Call:** 0300 123 6720 or out of hours 0300 123 6722

#### **Are you worried about somebody?**

To get more information about adult social care services you can:

**Go online:** Lancashire.gov.uk and click 'Health and Social Care' and then 'Safeguarding Adults'.

**Call:** 0300 123 6720.

#### **Compliments, Complaints or Feedback?**

**Go online:** Please complete the online form from [Lancashire.gov.uk](https://lancashire.gov.uk)

If you prefer you can:

**Call:** 0300 123 6720.

**Email:** [complaintsandfeedback@lancashire.gov.uk](mailto:complaintsandfeedback@lancashire.gov.uk)

## What if?

What if I need support to express my views and wishes?

We will take time to understand what your communication needs are. We can make use of interpreters, sign language interpreters, picture cards and more!

What if I need further assistance and have no family, or friends to help?

We can connect you to an advocate who will ensure your needs and wishes are heard. They can also support you to challenge any decisions you are unhappy with.

## How will I know if things are working well?

I will feel like I matter

I will feel that I have been listened to

I will have coordinated care and support where everyone works well together with me

I will have care and support which values me as a unique person full of skills, strengths and goals

I will be supported close to where I live to retain positive relationships

I can use this space to make a note of anything important to me that I would like to share during our conversation:

