



# Adult Social Care Waiting Well

For care needs assessment or services

## You will find this information useful if you:

- are waiting for a social care needs or carer's assessment.
- are waiting for adult social care service/s to start after a needs or carer's assessment.
- are currently drawing on care and support and have a change in your needs requiring a care needs review.

## What to expect at your needs assessment

You can find out information relating to the assessment process from the Halton Borough Council Website. Search '[Assessing your care needs](#)'.

Whilst you are waiting for a needs assessment or service you may be thinking about other things such as : money, work, housing and keeping active and independent. Halton Borough Council's [Living Well in Halton Guide](#) is divided into sections to help you find the right information for different aspects of your life, easily. Each section may include details of services or support provided, or funded, by Halton Borough Council along with information and contact details or websites with local or national sources of information or support. Search [Living Well in Halton](#) on the council's website.

**When there is high demand for assessment or services** Whilst we do everything we can to manage demand and capacity within our services to avoid people having to wait for too long, where a wait is unavoidable we will help you 'wait well' for your assessment/service.

Halton Borough Council Adult Social Care is committed to supporting people to 'wait well' for their assessment or access to a service to minimise any risks, keep you safe and independent and make sure you know what to expect and when.

We have identified the following principles which set out how we support people to 'wait well' in the event that there is a wait for assessment/service.

*If you need to contact Adult Social Care please call 0151 907 8306*

# Halton's Waiting Well Principles

## At the point of contact with Adult Social Care we will

- ✓ *Screen your needs by asking you what you need and want to be able to do things that matter to you.*
- ✓ *Use language that is clear and easy to understand.*
- ✓ *Be solution focused from the first point of contact - checking with you that we have fully understood what you have told us and what you would like to happen.*
- ✓ *Provide you with information, advice and signposting if you may be able to, or wish to, resolve your needs independently. At this point, you may also be offered support that does not require an assessment but meets your needs. For example, you may be offered alternative help through voluntary or community organisations.*

## Following screening we will

- ✓ *Determine your eligibility for assessment/services under the Care Act 2014.*
- ✓ *Tell you if there is a wait for assessment/services, and how you can contact adult social care if things change during your wait.*
- ✓ *Prioritise you according to your needs and level of risk. In the event that there is a wait for your assessment, or to access to a service, the relevant service area will consider your needs and risks to ensure that you are prioritised appropriately and your wait is minimised.*
- ✓ *Where eligible, we will use a multi-disciplinary approach within the Prevention & Wellbeing Service to identify a proportionate response which promotes choice, control and use of own strengths and community networks*
- ✓ *The time to assessment/access to service and contact frequency is determined by each service area and level of demand at that time. You will be informed about what to expect next, anticipated timescales\* and how to contact the team or service.*

*\*please note that anticipated timescale are subject to change as a result of prioritisation process or changes to your needs/risks. You will be informed if this is the case.*

## Whilst waiting we will.

- ✓ *Maintain contact with you to review your needs and identify any significant changes to your circumstances.*
- ✓ *Where required, reprioritise due to changes in your circumstances.*
- ✓ *Close your referral where you have resolved your own needs*

You can use this page to make notes

