

## Getting help from us

If you would like help from Adult Social Care, you should contact our Duty team. A Duty social worker or contact officer will take some basic information from you and talk to you about the type of help you are looking for. This is called a **contact assessment** or **referral**.

The Duty social worker or contact officer will be able to give you information and advice. If you need a full **assessment**, the Duty team will pass your contact assessment to another team, who will arrange for somebody to visit you at home or in hospital to carry out the assessment.

### » What is an assessment?

An assessment is a way for us to find out what sort of support will help you. A social worker or other professional will visit to talk to you about your needs. We may need to contact other people who know you, such as your family, your doctor or a nurse. We will not do this without your permission.

We keep all of your details confidential. Only the people who are working to help you will see your records.

**You do not have to pay for a social care assessment.**

### » Fair Access to Care Services

Fair Access to Care Services is a set of guidelines that helps us spend our money fairly. We have to use the Fair Access to Care Services - or **FACS** - guidelines when we assess any person aged 18 or over.

Once we have assessed your needs, we will use the FACS guidelines to decide whether your independence and safety is at a low, moderate, substantial or critical risk level. These four levels are sometimes called FACS bands.

We can provide or arrange services for people in the substantial or critical FACS bands. If you are in the low or moderate FACS bands we will give you advice, information, and details of groups and activities which may help you.

If you do not agree with the FACS band your assessor gives you, you can appeal against it. Your assessor or someone from the Duty team will be able to help you with this.

» More information

If you would like to know more about the Fair Access to Care Services rules and guidelines we can give you a copy of our detailed booklet 'Fair Access to Care: eligibility criteria for adults accessing social care services'.

Contact us using the telephone number or website address at the bottom of this factsheet for your free copy.

» About this factsheet

This factsheet explains how to ask for help from Adult Social Care, and what happens when you do. We issued this factsheet in August 2011. We will check the information is up to date in August 2012.

» Other useful factsheets

**Title**

**Reference**

■ How to contact us

Factsheet 01

■ What we do

Factsheet 02



You can download all of our factsheets from **[www.hartlepool.gov.uk/factsheets](http://www.hartlepool.gov.uk/factsheets)**

If you do not have access to the internet you can request factsheets from our administration team on 01429 523745