

# Adult social care and you

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Some people need extra care or support, practical or emotional, to lead an active life and do the everyday things so many of us take for granted.

Social care is not day-to-day medical care at home or palliative care, which is nursing care.

**You may need social care after an accident or severe illness, as you become frailer with age, or as a young disabled person leaving home.**

Social care is closely linked with NHS services and your hospital or GP can refer you to social care services.

Many voluntary organisations (eg charities) provide advice, support and care services. The private sector employs many care workers who provide care via agencies and in care homes.

**Social care is means tested so you may pay for some or all your social care costs depending on your income and savings.**

The government provides different benefits for people with care needs and a Carers Allowance for someone who cares for you unpaid at home for 35 hours or more per week.

**Most social care is done by unpaid carers – friends and family.**



## Care in Lambeth

Our overall approach is to help you stay in your own home and be as independent as possible. Of course sometimes people do need to move into a care home or hospice.

If you need social care after a hospital stay you may get up to six weeks of re-ablement support at home to help you back to independent living. This care is free and may include some simple adaptations (see below) to your home. If your care continues after six weeks it will be arranged in the usual way (as set out in this leaflet) and means tested so you may have to pay some or all of your care costs from that point onwards.

A few people will need high levels of social care after a hospital stay and will move into a care home, which is a means tested service. Options will be discussed with you and your family.

As you get older you may need help with everyday tasks. Have a chat with your GP who can refer you for help. Local voluntary organisations or your faith group may also be able to help or make a referral on your behalf.

A few simple adaptations to your home can make a big difference e.g. grab rails or a raised toilet seat. You may benefit from a visit from an occupational therapist (OT) or an assessor who will arrange for any necessary adaptations or equipment.

Equipment can be loaned free of charge, but there may be a cost for adaptations. You can also buy gadgets (eg kitchenware) and equipment online or in specialist shops.

## Social care arrangements

**If you think you might need social care support, first find out what help and services you can access.**

**AskSARA** is an easy-to-use, online self-help tool that guides you to identify household equipment or aids that might help you.

**You can also visit the [AgeUK](#) website and see what local support may be available in your community.**

**The AgeUK [MYcommunity Directory](#) is a list of services in Lambeth to help make accessing information as straightforward as possible.**

If you urgently need to speak with someone, contact Lambeth Adult Social Care services on 020 7926 5555. Our Call Centre staff will ask you a few questions so that they can transfer you to the right service area.

A social worker or an assessor will speak to you on the telephone to discuss your care and support needs. If you struggle to make decisions about your care and support, the social worker or assessor may also complete a mental capacity assessment.

If you do not have access to a personal support network then the assessor may request an independent advocate to support you.

If you would benefit from an assessment the social worker or assessor will discuss your resources and needs with you (and those who care for you) and then advise on any care and support planning.

This will take into account any current personal support network (friends, family or neighbours etc). They may also suggest alternative ways to meet your care and support needs, for example, on-line shopping if you struggle to get to the shops.

Care and support can take many forms, including care in your own home through an agency (domiciliary care), or through a direct payment option which allows you to employ a personal assistant to care for you. Or you may need to move in to supported accommodation for example, sheltered housing,

extra care housing or residential/nursing care, if you can no longer live at home.

If you need residential or nursing care, Lambeth will always aim to place you within the borough. However, this may not always be possible either because of limited space in care homes or because of the complexity of your needs. A social worker or assessor will discuss your options with you and your personal support network.

All services arranged by Lambeth Adult Social Care are means tested. If your finances are clearly above the means test limit, you or your family must make your own care arrangements e.g. by contacting care agencies yourself. The council can help you make these arrangements if you are not able to do this yourself or with family support

If your finances are below the means tested level, you will be asked to complete a full financial assessment. It will take a few weeks before we can tell you how much you will need to pay for your care and support. In the meantime, we will arrange your care. You will be billed later if you have to make a contribution.

If you have to pay part or all of your social care costs you will get sent the bill in arrears (which means after the care has been received).

We will review your care needs about once a year unless you need to be re-assessed because your needs have changed substantially.



## Contact details

**See our web pages for more information:**  
[lambeth.gov.uk/social-support-and-health/contact-the-social-care-and-support-teams](https://www.lambeth.gov.uk/social-support-and-health/contact-the-social-care-and-support-teams)

**If you urgently need to speak directly to our social care service then call 020 7926 5555. You will need to give your name, address and date of birth. You will be asked for information to enable us to put you through to the correct service area**

**You can also complete our online referral form:**  
<https://www.lambeth.gov.uk/forms/adult-social-care-referral-form-public>

## Financial assessment

Government rules say that the council must assess your income, savings, investments, and other capital, to see how much you can afford to contribute towards the cost of your social care.

Lambeth will work out how much you can afford by asking you about:

- your weekly income
- your savings
- other assets that you own – such as your home.

Most people have to pay towards the cost of living in a residential care home, nursing home or an extra care housing scheme. Many people have to pay towards the cost of receiving personal care at home. If you go to live in residential care, your local authority cannot pay anything towards your costs if you have more than £23,250 in capital (including savings and the value of your home). The rules for paying for your social care are complex so do get advice if you can from an advice centre or voluntary organisation (see the list below). You can also speak to a social worker.

## Benefits Advice

There are a range of state benefits which can provide you with additional financial support if you have an illness or disability. These include: Attendance Allowance, Personal Independence Payment, Disability Living Allowance, Pension Credit, Employment and Support Allowance and Housing Benefit, Council Tax Support and Universal Credit. It can be complicated working out what benefit support you can receive so it's good to get a benefit check from one of the advice organisations listed below or the council's Every Pound Counts benefit advice service.

## Some local voluntary organisations

**Age UK Lambeth provides a range of services for people aged over 55:** 020 7346 6800; [ageuk.org.uk/lambeth/](http://ageuk.org.uk/lambeth/)

**Alzheimer's Society Lambeth Dementia Advisor:** 0330 333 0804; [alzheimers.org.uk/](http://alzheimers.org.uk/)

**Carers Hub supports family and neighbour carers:** 020 7346 6800; [carershub.org.uk/](http://carershub.org.uk/)

**Disability Advice and Support Lambeth (DASL) support for disabled people:** 020 7738 5656; [disabilitylambeth.org.uk](http://disabilitylambeth.org.uk)

**Living Well Network Hub support around emotional and mental health:** 020 3691 5080.

**Mencap supports families and people with learning disabilities:** 020 8655 7711; [lambethmencap.org.uk/](http://lambethmencap.org.uk/)

**Mind supports people with mental health issues:** 020 7501 9203; [lambethandsouthwarkmind.org.uk/](http://lambethandsouthwarkmind.org.uk/)





# Jargon Busters

## **Advocate**

A worker who is independent of social services or the NHS and is not a member of an individual's personal support network. They make sure that the correct procedures are followed by social services and health on behalf of the client.

## **The Care Act**

The Care Act became law in May 2014 and covers social care across England.

## **Care agency**

A company or voluntary organisation that employs care staff.

## **Care assessment**

A social worker or assessor assesses the social care you need.

## **Care and support plan**

A plan describing how your care needs will be met.

## **Carer**

A family member or friend who provides unpaid informal care.

## **Care review**

A review of your care and support plan.

## **Care worker**

A paid worker who provides social care in your home or in a residential setting.

## **Continuing Health Care**

Nursing or medical care.

## **Direct payment**

You can employ your own care worker/s – Personal Assistant using a payment from Social services. You can use a Direct Payment to meet your care needs.

## **End of life care**

Palliative care usually in a hospice for people at the end of life.

## **Every Pound Counts**

The council's benefit advice service for people with significant health problems or disabilities and their carers.

## **Extra care housing**

Residents have their own flat in a scheme with some communal services including social care when they need it.

## **Mental capacity assessment (MCA)**

An assessment of your ability to make decisions.

## **Personal Assistant**

If you receive your care as a Direct Payment you can choose and employ your own care worker – a Personal Assistant.

## **Re-ablement**

After an accident or illness you may need social care to help you to live independently again.

## **Residential care home**

For people who need 24/7 care where you have a room in a care home.

## **Sheltered housing**

Housing for older people usually with some communal facilities and a warden.

## **Social care**

Care for everyday tasks, including getting in and out of bed, getting dressed, keeping clean, eating and if needed, help with medicines or paying bills.

## **Social worker or Assessor**

A worker who carries out social care assessments with the person needing care and their support network.

## **Supported housing / living**

Small group living with a care worker present during the day or 24/7.