

Assessment

What do we do?

We provide an assessment service for people living at home and for hospital in-patients over the age of 18. This assessment is provided by [Sirona Care & Health](#) on behalf of the council or by Avon and Wiltshire Mental Health Partnership integrated services for individuals who have serious [mental health problems](#) or drug/alcohol related problems.

Following an assessment we may provide a range of services for those who are eligible. Some services will be provided by Sirona and others may be commissioned from private and independent providers, for example private home care agencies and residential homes. After a service is provided, Sirona will monitor and review the services at regular intervals to make sure the care plan is going well. If someone's needs change, they can contact Sirona for a reassessment.

How do adults get help from Social Services?

You will need to speak to someone who works for Sirona, who will be a trained member of staff and who will ask about the problems you are having. They can be contacted on 01225 396000, option 2. If they cannot help, they may be able to suggest other ways of getting the help you need. If you can be provided with help, you will be given an appointment to meet a member of Sirona's professional staff team for a detailed assessment to be undertaken.

Adults receive assessments under the Community Care legislation to determine whether they may be eligible for services and a financial assessment will also need to be undertaken as you may need to contribute to the cost of services provided.

What is involved in an assessment?

Although the word assessment may sound off-putting - it really means a conversation with a professional worker about how you are managing and what help you might need to enable you to live safely and independently. You will have the opportunity to tell us about your needs. People who need help with communication will receive assistance. Sirona may need to ask other professionals, such as your doctor or a community nurse, to contribute to the discussion so that they have a full and accurate picture of your situation. Often, adults will have a relative or friend who helps look after them; a carer. During assessments, Sirona will seek the carer's views and look at their needs too. Carers are also entitled to a separate assessment of their own needs.

What happens after the assessment?

Sirona will look at the information collected about your needs and decide if you are eligible for services. The Council operates eligibility criteria which have been designed in accordance with government guidelines called Fair Access to Care. Sometimes it is possible to tell you immediately after your assessment what services can be provided, and sometimes Sirona may have to consider it in more detail. In any case there should be no undue delay in setting up the services you need. Sirona will put together a Support Plan with you which describes all the services that you require and will help you to determine how best these services could be provided. You will be provided with a copy of your Assessment and Support Plan.

After your services have started Sirona will review them with you at the end of a short period of 4 -6 weeks to ensure that the services are working well and are appropriate to your needs. Sirona will then review your Support Plan at regular intervals if appropriate.

What kind of help is available following an assessment?

Some examples are:

- Equipment and adaptations to help with daily living
- Residential care for people who cannot be helped to live at home
- Giving carers a break by providing a variety of alternative care for the people they look after
- Helping people when they are discharged from hospital
- Advice and support for people with sight and hearing problems
- Enabling people with a learning difficulty to live independently and find work

This information can be made available in a range of languages, large print, Braille, on tape, electronic and accessible formats. Contact the Information Officer on 01225 477983, Minicom 01225 477043 or email information_officer@bathnes.gov.uk