

# Care and support from Coventry City Council



The Council puts your well-being at the heart of everything it does



This leaflet explains what the council is doing to support people and how they will get their support.



A lot of adult social care support is run by the council. It is also run by other groups, like the NHS and charities.



Easy read version



## How we work



Coventry City Council Adult Social Care Service is part of Coventry and Warwickshire Health and Care Partnership.



The partnership does everything it can to help people in Coventry and Warwickshire to have a happy and healthy life.



They want people to have a healthy, independent and fulfilling life, and to have good health and care services.



When we decide what support you get, we will see what you can do, your skills and strengths and the support networks you have.



We will treat everyone fairly and meet the needs of the people living in our area.



To do this we will make sure people can have language interpretation and translations. And people can have advocacy if they need someone to speak up for them.



When someone needs help from Adult Social Care Service we will make sure they live the life they want to live, and with their friends, family and community.



Making sure people can live at home is very important.

## Our promises



We will help people to live independently and do the things that are important to them.



We will help people stay in their own home and have the adaptations they need. Or we will help people find a new home so they can be as independent as possible.



We will help people to live their best life now and plan for their care and support as they get older.



We will provide the right support to meet people's needs and what they want to do, and think of new ways to do this.



We will work closely with all the other organisations that provide health and social care. We will make sure they all do a good job.



We will help people stay well and safe from harm and abuse.



The people who work in adult social care are very important. We will make sure they have the skills, knowledge and attitude to provide good care and support.



We will involve people with lived experience when we develop new ways of providing social care and support. We will also use feedback from what people tell us and quality check visits to services, to help us improve how we do things.



We want to know what you think works well and where there is good community support.

## Our Adult Social Care Services



You can find more about our service here [www.coventry.gov.uk/care-support/types-support](http://www.coventry.gov.uk/care-support/types-support)

## It will tell you about;



- Support for unpaid carers
- Getting equipment and home adaptations
- Day opportunities in day centres and personalised support
- Direct payments so you can organise your own support
- Home support for personal care and cooked meals
- Reablement – getting your skills back so you can be independent again
- Housing with care – your own flat and care
- Care homes



## Help you can get

We will try and help you live independently without a care service.

## For example we might;

- advise you on changes you could make in your home
- help you get the telecare 24/7 phoneline in case you have a fall, and then
- assess you to see what support you need next, and if you can have more support from the council.



## Short term help



We can give you special support to help you get your skills back, such as from an occupational therapist. This could be for up to 6 weeks.

## On going support

You can have an assessment to see if you need ongoing care and support. This will also include an assessment of your money.

**There is more information here**

<https://www.coventry.gov.uk/money-legal-matters>

Then you will get a personal care and support plan.



## How is your care and support paid for

**The Care Act 2014 explains how adult social care is paid for:**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/365345/Making\\_Sure\\_the\\_Care\\_Act\\_Works\\_EASY\\_READ.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/365345/Making_Sure_the_Care_Act_Works_EASY_READ.pdf)





If you have to go to hospital and need care and support after, we will make sure there is support for you when you come home.

**There is more information here.**

<https://www.coventry.gov.uk/nhs-services/guide-short-term-discharge-assess-d2a-services>



If you need someone to help you understand about your care, or an advocate to speak up for you, we will make sure you have someone.

## Personal budgets



When we have agreed with you on the best ways to help you, we will work out how much this will cost. Then, we will agree with you the amount the Council will pay for your care and support. This is called your 'Personal Budget'.



All of this information will be written down in your Care and Support Plan and you will have a copy of this. You can decide if you would like our help to arrange your support or if you would like to do this yourself.

## Reviewing your needs



We will check and see if your care and support needs change over time.

## Unpaid carers



Unpaid carers can also have an assessment of their needs. They will have a support plan too.

We will work with the  
**Carers Trust Heart of England**

<https://www.carerstrusthofs.org.uk/>

## How to contact us



Contact can be made on the Council's website at:

[www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

or to **Adult Social Care Direct** on: **024 7683 3003**

or by E-mail: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Next Generation Text (also known as Text Relay and TypeTalk): Call **18001 024 7683 3003**

