



What you need  
to know about your  
**Adult Social Care  
and Support**

This booklet contains practical information and advice about the support we can provide to you, a family member or friend to help you live as independently as possible.

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# Your Adult Social Care

## What you need to know about Adult Social Care

This booklet tells you about the support we can provide to help you or a family member or friend to live as independently as possible.

It explains:

- What we mean by care and support and what help is available
- The different types of care and support you can choose from
- How we determine if you are eligible for support from the council
- Where you can get further information and advice to help you understand your options and make a choice
- What you can do to look after yourself.





## Dignity and respect

We are committed to ensuring you are treated with dignity and respect by our staff and those providing your care and support.

We will not tolerate any form of abuse towards our staff or the people providing your care and support. We will investigate all incidents of abuse reported by our staff and appropriate action will be taken.

In some cases we may treat the abuse as an indirect refusal of care by you as we cannot put staff in a position where they could be subjected to abuse.

## Help to live at home

We want you to live safely and independently in your own home for as long as possible, and there are a range of services available to help you do this whether or not you qualify for support from the council.

More information can be found on our website at:

**[Help to live at home - Essex County Council](#)**

## Staying safe

Everyone should be able to live freely without fear, to make the choices they wish and to be treated with respect.

If you think you or, another adult with care and support needs is at risk, it is important to get help. To tell someone about it and get help please call Essex County Council Adult Social Care on **0345 6037630** or email us at [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk).



**If you or someone you are concerned about is in immediate danger, always make sure you or they are safe first.**

**If emergency help is needed, always dial 999 to contact the police.**

## What is adult social care and support?

Adult Social Care is there to assist those with care and support needs, and help with things like disabilities, providing equipment to help you live independently, and to provide support to carers. A range of support is available from information and advice, to providing care and support. More detailed information can be found at the following link:

**[Adult social care and health - Essex County Council](#)**

## Will I have to pay?

We charge for nearly all of the care and support that we provide.

More detailed information, including a care contribution calculator, and information on the things we don't charge for can be found at the following weblinks:

**[Paying for care and support - Essex County Council](#)**

**[Do I need to pay for care? - Essex County Council](#)**





## What will it cost?

What you will have to pay is worked out according to national rules. More information together with some worked examples can be found at the following link:

**Council care charges - Essex County Council**

## Looking after someone – being a carer

If you spend a significant amount of time looking after someone who needs support because of an illness or disability who cannot manage without help, you could be considered a carer. If you are a carer, we must offer you a carers assessment. More information about the support available to you can be found at the following link:

**Support for carers - Essex County Council**

## Do you need someone to help you decide and to speak on your behalf?

If you find it difficult to get important things across to people, it can help to have someone you trust speak for you.

Someone who speaks on your behalf or who supports you to speak for yourself in this way is often called an 'advocate'. Advocacy services help you access information and ensure your voice is heard when decisions that affect you are being made. More information about advocacy and how to access an advocate can be found at the following link:

**Advocacy - Essex County Council**

## Where to get help

If you are finding it difficult to look after yourself and manage everyday tasks, you can contact us to discuss your care and support needs.

The discussion will identify:

- if you need care and support
- the level of care and support you need
- how these could be met
- your family and social support networks.

More information can be found at the following link:

**[Get social care help - Essex County Council](#)**

## Sorting out your care and support – giving you choice and control

If you can get help from the council with your care and support we will talk to you about how you would like to get it.

We will work out your personal budget with you, this is the what it costs the council to meet your care and support needs, and talk to you about how you would like to spend it on your care and support.

More information about personal budgets and direct payments can be found at the following link:

**[Personal budgets and direct payments: Direct payments - Essex County Council](#)**

## Complaints and compliments

If you have a complaint or wish to leave any feedback, ask a question or simply leave a compliment; more information, including our complaints policy and useful online form, can be found on our website at the following link:

**[Complaints and compliments - Essex County Council](#)**

## Can I see the information you hold about me?

You can ask to see the personal information we hold about you at any time. More information on what you have a right to access and how to request it can be found at the following link:

**[Request information: Information about you, or someone you care for - Essex County Council](#)**

# Staying Independent

## Equipment, simple aids and adaptations

If it starts to become too difficult for you to move around your own home, there are a range of options available to help make your home safer for you to live in.

More information can be found at the following link:

**[Get equipment to stay independent: Who this equipment is for - Essex County Council](#)**



## Changes to your home

Sometimes it may be necessary to make changes to your home to make it easier to move around in and continue to live there safely and independently. More information on the options available can be found at the following link:

**Adapt your home to work for you: Home adaptations**  
**- Essex County Council**

## Housing options and care homes

If you are thinking about a care home or need support to live independently then information on the options available can be found at the following link:

**Housing options and care homes**  
**- Essex County Council**

## Where can I get more information and advice?

You can find a wealth of information, advice and contact information for local groups on the Living Well in Essex website which can be found at the following link:

**Connect Well - Livewell**  
**([livewellcampaign.co.uk](http://livewellcampaign.co.uk))**





## Adult Social Care Careers

With us, you can build a career in social care that works for you.

Whether you are an experienced social care professional, have lived experiences you feel could add value to the lives of others, or simply looking for a rewarding career change, we want to hear from you.

If you would like to find out more about working in Adult Social Care and the opportunities you can apply for please click the following link:

[Adult Social Care - Working for Essex](#)

We're passionate about better lives for the people of Essex.



And for us, that means employing a diverse workforce, drawing on the different values and experiences that not only reflect communities that we serve, but make us a better performing organisation. We have a range of routes to help more people find an employment opportunity with Essex County Council.

Find out more at the following link:

[Entry to work - Working for Essex](#)

Team Manager

WITH US YOU CAN

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“WE CAN DO MORE THAN MAKE A DIFFERENCE.  
**WE CAN DO IT DIFFERENTLY.**”

This information is issued by:  
Essex County Council

Call Adult Social Care

Telephone: **0345 603 7630**

Textphone: **0345 758 5592**

Monday to Thursday, 8:45am to 5pm

Friday, 8:45am to 4:30pm

For out of hours queries contact the Emergency Duty Service.

Telephone: **0345 606 1212**

You can also email the Adult Social Care team and someone will get back to you.

Email: [\*\*socialcaredirect@essex.gov.uk\*\*](mailto:socialcaredirect@essex.gov.uk)

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