

What to expect when you contact Adult Social Care

This leaflet explains what to expect when you contact Adult Social Care and how we will work with you.



wolverhampton.gov.uk

CITY OF
WOLVERHAMPTON
COUNCIL

How we can support you

Adult Social Care provides support for people across Wolverhampton to live their lives. The help and support we provide will depend on you and your circumstances. This could include: information and advice, a connection to a local community group, a piece of equipment or practical support such as help to wash and dress.

Some people might need some short-term help to regain their independence, for instance after some time in hospital, or to gain new skills such as catching the bus alone. We will make sure we understand who and what matters to you and work with you to make sure whatever support you need is personalised and enables you to have as much choice and control as possible.

What we do is underpinned by the Care Act 2014. This legislation sets out the general duties that Local Authorities have towards every one in their local area, as well as what we must do should someone need care and support. It also tells us what we must do to support someone who is caring for you or someone else.

How to contact us

You can contact us using the online form available at:

www.wolverhampton.gov.uk/contact-adult-social-care

You can call Adult Social Care on **01902 551199**

Monday to Thursday: 9am to 5pm Friday: 9am to 4.30pm



Who do I contact outside of working hours?

We also provide a social care emergency service out of normal office hours. If an adult or child is at risk of immediate serious harm, that cannot wait to be reported until the next working day, please call us on **01902 552999**. You can contact us on this number on weekends and Monday to Friday between 5pm to 8.30am.

If there is a life-threatening situation, or a crime is being committed, please call 999.

What happens when you contact us?

A social care practitioner will have a conversation with you and may give you some information and advice, connect you to local groups or other types of support depending on your situation. For some people we may need to have a more in depth conversation so we may arrange to meet with you.

To gain a better understanding of your situation, we will speak with you, and with your consent, those who are important to you. We will have conversations with you about your strengths and needs. We may discuss what a good life would look like for you, what's working and not working and what you have already tried. We'll talk about what you can do, as well as what you find difficult and ask about the people and activities that matter to you. We will listen to you and those who are important to you and record this in a Conversation record and send you a copy. The Conversation record is what the Care Act 2014 calls an "assessment of need". We can provide you with information on what we may discuss with you in advance of our Conversation.

We will always aim to connect you to the support you need as quickly as possible, but we will make sure we tell you how long this could take and how to contact us if things change in the meantime.

If you are eligible to receive adult social care support on a long-term basis, we will work together with you to build a care and support plan to meet your needs. You will be provided with a copy of this plan. We will also talk to you to complete a financial assessment and work out how much, if anything, you will have to contribute yourself towards the cost of care.

We will also make sure you are happy with any conversation record that we complete with you, and you get a copy of this, whether or not you need long term care and support.

For more information on financial assessments, please see the following leaflets:

Going into a Care Home – Paying for Residential Care:
www.wolverhampton.gov.uk/paying-for-residential-care

Paying for Non-residential Care & Support:
www.wolverhampton.gov.uk/paying-for-non-residential-care

Further information on financial assessments can be found on the website:
www.wolverhampton.gov.uk/paying-for-your-care



How you can be supported to share your wishes and views with us

If you struggle expressing your wishes and views during a Conversation with us and you haven't got anyone who can support you, such as a family member or friend, then you have the right to an independent advocate. An advocate is a person who is specially trained to work with people to help them get their views across and are independent of the local authority.

In Wolverhampton, advocacy is provided by an organisation called POhWER and we can connect you with them on your behalf. You can find more information about POhWER by accessing the link below, scanning the QR code or talking to your social care practitioner.

Web: pohwer.net/wolverhampton





Caring for someone

A carer is someone who provides support for a relative, friend or neighbour without being paid. There is a lot of support available to carers in the city.

Anyone who appears to need support as a result of providing unpaid care to someone is entitled to a Carer's Conversation. A Carer's Conversation is an opportunity for you to discuss with us your needs and feelings as a carer and the support or services you might need to help you continue caring. You may also be connected to our Carers Support Team who can give you practical and emotional support as well as information and advice.

For more information on support available to carers in the city please contact the **Carer Support Team on 01902 553409**.

You can also visit: **www.wolverhampton.gov.uk/health-and-social-care/adult-social-care/carer-support**.

Support during a Conversation

You should be involved as much as possible during a Conversation with us. We will make sure you have any support you need, this could include having access to an interpreter, BSL signer, or putting information in a different way, for instance pictures or symbols.



More information on the City of Wolverhampton Council's translation and interpreting services can be found here:

Email: translation@wolverhampton.gov.uk

Tel: 01902 556175





How to make a compliment or complaint

You have the right to compliment and to complain about our services and eligibility decisions.

If you would like to do this, including if you disagree with the outcome of your Conversation, you can contact the council at: [wolverhampton.gov.uk/feedback](https://www.wolverhampton.gov.uk/feedback)



Alternatively

Email: adultsocialcarecomplaints@wolverhampton.gov.uk

Tel: 01902 553215 / 551901

Post: Customer Liaison Team, City of Wolverhampton Council, Civic Centre, St Peters Square, Wolverhampton, WV1 1RL

When you have received a response to your complaint, if you do not feel that the response at the local resolution stage has resolved the complaint to your satisfaction you can complain to the Local Government and Social Care Ombudsman (LGSCO).

Post: Local Government & Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH

Tel: 0300 061 0614

Web: www.lgo.org.uk

You can get this information in large print,
braille, audio or in another language
by calling 01902 551155 or emailing
translations@wolverhampton.gov.uk

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City of Wolverhampton Council, Civic Centre, St. Peter's Square,
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