

HULL ADULT SOCIAL CARE

WHAT IS ADULT SOCIAL CARE?



We all want to experience love, friendship, and relationships, have meaning in our lives, and to live safely in the place we call home in communities where we look out for each other.

At different points in our life, any of us may need some extra help to do the things that we want to. This is where adult social care can help.

Adult Social Care in Hull works with us to help bring together relationships and support where we live that we can draw on to flourish, and to live life to the full, doing the things that are important to us – it is the glue that binds all these things together.

This also includes supporting those of us who care for others, supporting wellbeing so that families can live together, enjoying the things that matter.

Choice and consent are important parts of how we work together. We will follow the legal guidelines to protect the rights of people in Hull when they can no longer make their own decisions.

ADULT SOCIAL CARE

INFORMATION AND ADVICE

Hull Adult Social Care can help us to **find information about lots of different groups and activities across Hull** as well as useful advice about things that can help us to do the things that we enjoy and that are important to us.

It may also include information about other kinds of help and support such as **housing, money and different kinds of equipment** that can help us in our homes.

Mary

Ever since her neighbour Joan moved to a care home across the city, Mary hasn't felt motivated to go out anymore.

After a check-up, Mary's GP referred her to adult social care. Mary had a chat with Andy, from the **See and Solve Team**.



Andy told me where I could go to get my bus pass sorted, and now I go to see Joan every week for fish and chips on Friday.

I'm making new friends too, at the lunch club just down the road. I just didn't know how much stuff was going on for people like me.

HELP WHEN YOU NEED IT

There may be times when we need help for a short period of time to help us to recover from something like a sudden injury or illness. Or, we might want some help to learn new ways of doing things like having a wash, making a meal or using a new piece of equipment to help us to do things we want to do.

Adult Social Care can work with us to come up with a plan to help us get to where we want to be. This support might involve different people, such as a Social Worker, Occupational Therapist and Physiotherapists.

Omar



After my leg amputation, I thought I'd never get home again. But the social worker and occupational therapist showed me I could adapt. Carers supported me when I returned, teaching me so much. Being home with my wife means everything.

HELP TO LIVE YOUR LIFE

(Care Act Assessment and reviewing)

When we contact Adult Social Care for more than just advice, we may have a **Care Act Assessment**. This is a conversation about all the things we can do, our interests, lifestyle, and the things we find more difficult.

It also considers the people who support us - like family or friends, because good care and support is like a jigsaw: all the pieces matter. If someone close to us is affected by their caring role, they can have a carer's assessment too.

If we're eligible for support, a social care worker will work with us to create a personalised support plan, involving our existing networks and support that is available locally to help us live well.

AARON AND SARAH

Aaron is seventeen - he and his mum, Sarah, ask for an assessment to help come up with a plan for what his life will be like when he finishes school.

Aaron is autistic, and he has been worrying about the changes coming his way.



Aaron

I feel better now we have a plan. We talked a lot about what I like to do, and how I want to spend my time when school is finished. Next week I'm going to this farm where they're going to help me get a qualification in horticulture. The best thing is - some of my friends from swimming already go there, so I won't have to try something new alone.

Sarah



The social worker sat down with me and asked about how being a parent carer affected me. I'd never really thought about it like that, but she put me in touch with the parent carer forum and gave me information about the carer direct payment. It might sound daft... but I want to use it for a new tent so I can go camping again. I haven't been since Aaron was

PAYING FOR CARE AND SUPPORT

Care and support is not free. Some of us may be asked to pay the full cost of this, and some of us may pay a contribution towards it, with Hull City Council paying the rest.

To work out how much we need to pay a **Financial Assessment** is done and information about this is provided. Part of the assessment involves a check to make sure we are receiving all the benefits we are entitled to, as finances are an important part of all of our lives.



Jere

As part of my financial assessment, Emma realised that I wasn't getting attendance allowance, even though I was entitled to it. Emma helped me to apply for it, and also gave me information about where I could ask about a grant to upgrade my boiler. This meant I could save money on my gas bill, which was something I'd really been worrying about leading up to winter!

Find out more about paying for care and support at:
livewellhull.org.uk/accessing-adult-care

SAFEGUARDING

Safeguarding means protecting our right to live in safety, free from abuse and neglect. These are some of the things that could be considered as abuse:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Lola

Lola went to a **doctors appointment** and opened up about **feeling scared at home**. Her doctor asked Lola if they could get some **advice from the safeguarding team**. Lola agreed, and her doctor arranged another appointment with Jo, a safeguarding officer, attending. Lola was able to open up about her brother and dad taking her money and physically hurting her.



Jo was one of the first people to actually ask me what I wanted to do. She put me in touch with the Domestic Abuse Partnership and together, they helped me get away. Jo helped me to see that I didn't deserve the abuse I'd been experiencing. It's been scary but I move in to my own flat at Extra Care next week and I'm feeling hopeful for my future.

CONTACT US

We can **contact Adult Social Care** by telephone by calling **01482 300 300**, online at **www.livewellhull.org.uk** or in **person at a community hub**.

Details of these can be found here:

www.livewellhull.org.uk/accessing-adult-care/adult-social-care-information-advice-hubs

REPORT A SAFEGUARDING CONCERN

If you have been or still are the **victim of abuse**, or you know someone who you think is **being abused**, report your concern at:

www.hull.gov.uk/safeguarding/worried-adult
or by calling **01482 300 300**