

I have care needs, can the council help me?

The council may be able to provide services if you need support to help you live safely and independently. This could be home care, day care, equipment or meals at home. We may provide it ourselves or we may pay other people to provide it for you. You may be asked to contribute to the cost of your service.

Will I be able to get help?

Unfortunately we cannot help everyone. At the moment we can only help those whose independence would be at the greatest risk if they did not receive a service from us.

We look at four main areas:

- your independence and freedom to make choices
- your involvement in family and wider community life
- your ability to manage daily routines
- your health and safety

We will work out what the risks to your independence are, fully involving you - and your relatives and friends if you choose. If the risks are substantial or critical and you don't receive any help with managing these risks then we will arrange support for you. We will work closely with you to plan your care according to your wishes wherever possible.

If we don't think you are eligible then we will offer you advice and information about other services in Luton that may be able to help.

If you don't qualify for help when you first contact us but your situation changes, please let us know and we will assess your new needs.

If you need this in large print, on tape or in

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01582 54 76 60

Further details and advice on this subject are available from:

**[www.luton.gov.uk/
servicesforolderpeople](http://www.luton.gov.uk/servicesforolderpeople)**

adultsocialcareservices@luton.gov.uk

**The Contact Team
Adult Social Care
Clemilton House,
14 Upper George Street,
Luton LU1 2RP**

Tel: 01582 54 76 60 or 54 76 59

Fax: 01582 54 33 37

I think I qualify – what should I do next?

When we are happy that you meet the criteria we will visit you to assess your needs. Urgent cases will be seen within 24 hours, high priority within 7 days and for all other referrals our target is 28 days.

Please apply to the address in the box on the front of this factsheet.

Will I have to pay?

There is no charge for your assessment or later reviews but there is a charge for many of the services we provide, depending on your financial circumstances. We will assess your income, assets and benefits to decide how much you may need to contribute.

Can I sort out my own services?

Yes. if we decide you need services, you can arrange them yourself under a system called direct payments. You use the money we give you to buy the help you need. Many people enjoy the freedom and independence this method brings.

What if my needs change?

Your service will be reviewed on a regular basis. This will help to find out if you still need support or whether your care plan should be changed.

If you don't qualify for help when you first contact us but your situation changes, please let us know and we will assess your new needs.

I have a carer, does that matter?

We assess what the risks are to people if they have no help at all. Then we look at what support they receive from a carer or other sources before planning our care.

If you would be at critical or substantial risk without a carer's help but you do have a carer then the carer is entitled to support as well. They may be offered support to ensure they can continue to go to work, access education and/or enjoy leisure opportunities.

Do I qualify for help?

The table below sets out the areas we look at to decide if we can help you.

It may help you to decide whether to contact us. But please do not be put off applying if your personal circumstances do not fit the chart and you feel you need our help.

	Eligible for help			Not eligible for help	
	Critical risk band	Substantial risk band		Moderate risk band	Low risk band
	<i>There is a critical risk to the person's current or future independence in one or more of the areas below if help is not provided.</i>	<i>There is a substantial risk to the person's current or future independence in one or more of the areas below if help is not provided.</i>		<i>There is a moderate risk to the person's current or future independence in one or more of the areas below if help is not provided.</i>	<i>There is a low risk to the person's current or future independence in one or more of the areas below if help is not provided.</i>
Health and safety	Life is or will be threatened.		Health and safety		
	Significant health problems have developed or will develop.				
	Serious abuse or neglect has occurred, or will occur.	Abuse or neglect has occurred, or will occur.			
Independence and freedom of choice	There is, or will be, little or no choice and control over vital aspects of the immediate environment.	There is, or will be, only partial choice and control over the immediate environment.	Independence and freedom of choice		
Management of daily routines	There is, or will be, an inability to carry out vital personal care or domestic routines.	There is, or will be, an inability to carry out the majority of personal care or domestic routines.	Management of daily routines	There is, or will be, an inability to carry out several personal care or domestic routines.	There is, or will be, an inability to carry out one or two personal care or domestic routines.
Involvement in family and wider community life	Vital involvement in work, education or learning cannot, or will not be sustained.	Involvement in many aspects of work, education or learning cannot, or will not, be sustained.	Involvement in family and wider community life	Involvement in several aspects of work, education or learning cannot or, will not, be sustained.	Involvement in one or two aspects of work, education or learning cannot, or will not, be sustained.
	Vital social support systems and relationships cannot, or will not, be sustained.	The majority of social support systems and relationships cannot, or will not, be sustained.		Several social support systems and relationships cannot, or will not, be sustained.	One or two social support systems and relationships cannot, or will not, be sustained.
	Vital family and other social roles and responsibilities cannot, or will not, be undertaken.	The majority of family and other social roles and responsibilities cannot, or will not, be undertaken.		Several family and other social roles and responsibilities cannot, or will not, be undertaken.	One or two family and other social roles and responsibilities cannot, or will not, be undertaken.