

## **What will happen when I talk to someone from Adult Social Services?**

You have been contacted by a worker from Adult Social Services to arrange a time to meet. We have used the term 'worker' in this document to cover both social workers and assistant practitioners. You can tell the worker if there is anything that would help you meet them more easily. For example, you can suggest a different time of day, meeting in a place where you feel comfortable, or having someone with you.

### **What will we talk about?**

The worker will talk to you, to get to know you and find out what is important to you. They will ask questions to help them to understand your situation, such as who you live with, how you spend your time and what you enjoy doing. The worker will talk to you about what support you might need in daily life, to live as independently as possible and improve your wellbeing.

These are the areas of daily life that they will ask you about:

- Shopping for food, preparing meals, eating and drinking.
- Getting yourself washed, or having a bath or shower.
- Using the toilet.
- Getting yourself dressed and wearing suitable clothes for the weather and your activities.
- Being safe in your home. This includes knowing what to do in an emergency and being able to use kitchen equipment safely.
- Keeping your home clean and tidy and in a good state of repair. This includes managing household bills.
- Having relationships with family, friends and others.
- Being able to take part in work, training, education or volunteering.
- Using facilities in your local community, like the library or public transport.
- If you have children, looking after them.

They will also ask about any health or mobility needs, how you manage any medication, and how you manage your money.

The worker will ask you about what is important to you in the areas of daily life listed above. They will ask what you would like to achieve. They will also ask you about things that are going well and things that you are good at.

### **How can I prepare for the conversation?**

It may help you to prepare for the conversation with the worker if you think about these areas of your life beforehand. Think about what is working well for you, and what you are able to do and are good at. Also think about what you are struggling with or need support with. If you wish, you can make notes which you can look at or show to the worker.

We have a more detailed guide which gives more information about what the worker will ask you about, and what you may want to tell them about. You can ask the worker to send you the guide, or they may have already sent it to you with this document.

### **To find out more about me, who else will the worker talk to and why?**

The worker will sometimes talk to other people, such as:

- Any family members who support you, such as a parent.
- Any other people who are supporting you.

They will talk to them to find out more about your situation and how they are supporting you. This will help the worker to understand your needs and what support you have already. The worker will also ask you whether there is any information that you do not want to be shared with others, or anyone that you do not want the worker to talk to.

The worker may offer carer support to anyone (such as a family member) who is supporting you without being paid to do this.

### **What is the purpose of the conversation?**

The worker will talk to you about any support or activities available to you in the community. This may include short term support from the Norfolk Autism Adult Support Service, activities related to your interests, or support with things like getting a job or managing your money. This may be enough to meet your needs. If so, the worker will write up the conversation they have had with you and send you a copy of this.

If you need more support than that, the worker will talk to you about writing a Care and Support Plan. The Care and Support Plan will detail what support you need and how this will be provided. This could be through help from your family or others, or through a Personal Budget from Adult Social Services. A Personal Budget is funding that Adult Social Services agrees to provide, to pay for services to support you with your social care needs. If this is appropriate for you, the worker will give you more information about this.

### **Will I have to pay anything towards the cost of the support or service?**

If the worker suggests community options for you, they will explain whether these are free of charge, or whether you may need to pay for them.

If you have a Personal Budget, then you may have to pay towards it. The worker will arrange for you to have a financial assessment to decide if you will need to pay towards your Personal Budget, and how much this will be. The worker can give you information about the financial assessment process if you would like to know more about this.