

Adult Social Care and Support: What information is available to people new to the service?

We have a wide range of detailed resources that can provide people with everything they need to know when they first come into Adult Social Care.

However, in order not to overwhelm someone when a worker goes out to make the first visit, we have a number of documents that provide the person with the key information and a clear process for how they can find out more:

- **Self Directed Support Information Leaflet** – the 7 steps through Adult Social Care in Sheffield
- **Look Again Fact Sheet** – how to query any decisions that have been made by us about your support
- **Risk Enablement Panel Fact Sheet** – positive risk taking and challenging decisions about risk
- **Guide to choosing how to plan your support**

It is part of the worker's role to know what information is available and tailor it to the individual, providing it in the best, most accessible format for that person and at the most appropriate time along the way.

The person should then have the key information that they need but also be supported to find out more on what they need or want to know. They are signposted to our website where we have a wide range of information, guides and factsheets. We would provide support where necessary to enable the person to access this information in whatever format works best for them.

Below are some of the resources people can access following their first visit with the worker. By providing as much information as possible we aim to make the process transparent, fair and equitable:

- **Care and Support for Older People and Disabled Adults Booklet**
- **Guide to Self Directed Support and Personal Budgets**
- **Assessment Questionnaire for a Personal Budget**
- **Guide to Support Planning** – including tools to help plan your own support, example plans and other example documents used in the planning process
- **Stories and example support plans**
- **Support planner and Broker quality standards**

At the appropriate points along the self directed support process a person will also be provided with information on their financial assessment, ways of managing their money and Direct Payments. All of this is also available on the Adult Social Care website.

If you are interested in reading more about what information is available it can all be accessed and viewed on the Adult Social Care website:

www.sheffield.gov.uk/asc

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