

Is your information confidential?

All the agencies involved will keep information about you and sometimes have to share that information. Only those involved with assessing your needs and providing services will see your information.

You will be asked if you agree to this, as required by the Data Protection Act 1998, which covers all the information kept about you, including written and computerised records. You can restrict who sees your information, but in exceptional circumstances we may have to share information about you without your agreement.

You have a right to see personal information held about you, unless seeing it could cause harm to your physical or mental health. Ask the person making the assessment if there is anything you are not sure about.

If you are not happy with the way the assessment is done

You have the right to complain about the way your assessment was done.

If you feel that:

- you or your carers have not been listened to, and treated with respect and dignity;
- you had to repeat your personal information many times to different people;
- you have not been given a copy of your care plan and any important decisions; or
- agreements have not been kept.

You can complain directly to the agency concerned.

Contact your local Social Services office (listed in the Phone Book) or Primary Care Service through your doctor



**More information about single assessment in
Staffordshire and Stoke on Trent is available at
www.staffordshire.gov.uk/health/socialservices**



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102

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'If I've told you once ...'

Your guide to the single assessment process



Staffordshire
County Council



INVESTOR IN PEOPLE





We can also provide this information:

- **in larger print;**
- **on cassette or CD;**
- **on video or DVD (in sign language);**
- **in Braille;**
- **in easy words and pictures; or**
- **in different languages.**

Contact our helpline on 01785 276900 for this service, or ask your assessor.

Single Assessment - why do we need it?

Many people have complained about having to give their personal information repeatedly to different agencies. The government has listened to these complaints and agreed that agencies need to talk to each other, and work together to provide a better service.

What is single assessment?

The Single Assessment Process (SAP) is a simpler way of sharing assessments, especially for people who need a lot of help. An assessment is when a professional such as a

social worker, nurse or occupational therapist, gathers information with you about your circumstances, problems and needs. The assessment usually takes place in your home or can be done in hospital. We need to make sure you have the chance to say what your needs are and which are most important to you. Under the Single Assessment Process, health and social care staff will be using the same approach and forms to record your information. That will help them to share the information with you and with each other, so you don't have to keep telling your story.



We could help the people who care for you too

Carers and other important people such as a relative, friend or neighbour, will have the opportunity to say what additional support they may need as well. Other leaflets available from social services offices give more information about carers rights to assessment and services.

How to prepare for the assessment

Think about what is important to you, what you can do for yourself, what your carers are able to do, and what is difficult for you. For example, you may have concerns about your health, medicines, personal care, sight, hearing, emotional well-being, managing your home, social activities or getting about. You may find it helpful to make some notes beforehand to remember questions you want to ask or concerns you want to discuss with the assessor.

What happens next?

You will be given a copy of your care plan, which will include all the services that have been agreed to support you. It will also show if you need to make a financial contribution towards any social care services. Several agencies may be involved in your assessment and support, and they will agree who should co-ordinate your care. You will be given a copy of your assessment and care plan in a yellow folder. **Please bring the folder to any health or social care appointments, including hospital admissions.**

There should be regular reviews of your needs, and the services you are getting. The first review of your needs will be about six weeks after the services have started. If the care you need changes you can ask for a re-assessment.