

Public consultation Survey



Care, support and you

Have your say on changes in adult social care

17th December 2014 to 11th February 2015

Although the Government has decided how most of the Care Act will be delivered, we can decide locally on the following:

- How to carry out assessments for carers and for people needing social care support;
- How to deliver an independent advocacy service (someone to speak on a person's behalf); and
- How we charge people for services.

This is your opportunity to tell us what matters to you and to help us shape our services for the future. Please tell us what you think using this survey.

If you would like more copies of the survey or you need this information in another format, such as large print, easy read, on audio CD or in another language, please contact us on 01243 642121 or email careactconsultation@westsussex.gov.uk

Please read the proposals set out in the 'Care, support and you' booklet before completing the survey.

1 Which of the following best describes you? Please tick all the boxes that apply.

- Receiving funded social care
- Member of the public arranging and paying for their own social care without County Council support – a self-funder
- An unpaid carer – family or friend of someone needing care
- Paid carer
- County Council employee
- NHS employee
- Representative of an independent, voluntary or community sector organisation
- Other – please specify.....

2 If you are completing this on behalf of someone else, which of the following best describes them? Please tick all the boxes that apply.

- Receiving funded social care
- Member of the public arranging and paying for their own social care without County Council support – a self-funder
- An unpaid carer – family or friend of someone needing care
- Paid carer
- County Council employee
- NHS employee
- Representative of an independent, voluntary or community sector organisation
- Other – please specify.....

Proposal 1: Assessments for people with care and support needs

3 Please tell us how much you agree or disagree with the proposal to meet the increase in social care assessments within existing County Council arrangements. See Section 2 of the 'Care, support and you' booklet.

Please tick the relevant box.

- Agree strongly Agree Disagree Disagree strongly No opinion

Please tell us briefly about the reason for your choice

4 If you were having an assessment, how would you like to be involved in this? Please tick your preferences.

By telephone Face-to-face By online self-assessment By video call
I don't mind Other please specify

5 If you would like a face-to-face assessment where would you like this to take place? Please tick your preferences.

Your home Medical centre Community centre or village hall
I don't mind Other please specify

6 What's important to you about an assessment? We know these are all important but please rate these in order of importance to you with '1' being the most important, '2' the next important and so on.

- Giving information only once
- To have clear information about the assessment
- To have a simple process
- To have a process that doesn't take too long
- To have the opportunity for a self-assessment
- To be treated as an expert of my own needs
- To be fully involved
- Other – please specify

Proposal 2: Assessments and *support for carers*

7 Please tell us how much you agree or disagree with the proposal to deliver the majority of carers' assessments through an independent provider/s. See Section 2 of the 'Care, support and you' booklet. Please tick the relevant box.

Agree strongly Agree Disagree Disagree strongly No opinion

Please tell us briefly about the reason for your choice

8 Please tell us how much you agree or disagree with the proposal to take account of a carer's financial position and their ability to organise their own support when deciding whether to provide them with a grant or funded support.

See Section 2 of the 'Care, support and you' booklet. Please tick the relevant box.

Agree strongly Agree Disagree Disagree strongly No opinion

Please tell us briefly about the reason for your choice

9 If you are a carer and would like a carer's assessment, how would you like your assessment completed? Please tick your preference.

- Together with the person you care for
- Separately from the person you care for
- An opportunity for both options

10 If you were having a carer's assessment, how would you like to be involved in this? Please tick your preferences.

- By telephone Face-to-face By online self-assessment By video call
I don't mind Other please specify

11 If you would like a face-to-face carer's assessment where would you like this to take place? Please tick your preferences

- Your home Medical centre Community centre or village hall
I don't mind Other please specify

12 What's important to you about a carer's assessment?

We know these are all important but please rate these in order of importance to you with '1' being the most important, '2' the next important and so on.

- Giving information only once
- To have clear information about the assessment
- To have a simple process
- To have a process that doesn't take too long
- To have the opportunity for a self-assessment
- To be treated as an expert of my own needs
- To be fully involved
- Other – please specify.....

Proposal 3: Independent advocacy **(someone to speak on your behalf)**

13 What do you think is important for a good advocacy service?
Please rate these in order of importance to you with '1' being the most important, '2' the next important and so on.

- Being clear about the length of time between being referred to the service and meeting with an advocate
- Having staff who are experienced in supporting people with specific needs, for example, mental health issues, learning disabilities, or hearing and visual impairments
- Having staff who have a good understanding of adult social care
- Having a helpline available
- Providing clear information about opening hours
- Ensuring people have the same advocate throughout the process
- Offering a choice of venues for meetings
- Other – please specify.....

14 What makes a good advocate?
Please rate these in order of importance to you with '1' being the most important, '2' the next important and so on.

- Experienced in supporting people with specific needs, for example, mental health issues, learning disabilities, or hearing and visual impairments
- Knowing about the area where you live
- Understanding your needs
- Attending meetings with you
- Attending meetings on your behalf
- Meeting with you in the place you prefer
- Writing letters on your behalf
- Being able to access the right information and advice
- Being able to identify problems and to help find solutions
- Being culturally aware and able to speak your preferred language if this is not English
- Other – please specify.....

Proposal 4: Charging

- 15 Please tell us how much you agree or disagree with the proposal to charge interest on deferred payments which will be in line with the nationally-set full interest rate for local authorities. If this started now, the rate would be set at 3.25% but this may change before April 2015. See Section 2 of the 'Care, support and you' booklet. Please tick the relevant box.**

Agree strongly Agree Disagree Disagree strongly No opinion

Please tell us briefly about the reason for your choice

- 16 Please tell us how much you agree or disagree with the proposal that the County Council sets an administration charge to cover the cost of managing the deferred payments scheme. See Section 2 of the 'Care, support and you' booklet. Please tick the relevant box.**

Agree strongly Agree Disagree Disagree strongly No opinion

Please tell us briefly about the reason for your choice

- 17 Please tell us how much you agree or disagree with the proposal that the County Council should provide the independent advocacy service free of charge for the first year (April 2015 - March 2016) and then carry out a review to decide if a charge should be made from April 2016. See Section 2 of the 'Care, Support and You' booklet. Please tick the relevant box.**

Agree strongly Agree Disagree Disagree strongly No opinion

Please tell us briefly about the reason for your choice

18 Please tell us how much you agree or disagree with the proposal to charge people, including carers, who have eligible social care needs and have savings or investments above the current national threshold of £23,250, who want help from the County Council with arranging and buying services. This covers services within the community - it does not include residential care.

If people, including carers, have eligible needs and savings over the current national threshold but do not have the mental capacity to arrange their own support, we will do this for them without charge.

See Section 2 of the 'Care, support and you' booklet.

Please tick the relevant box.

Agree strongly Agree Disagree Disagree strongly No opinion

Please tell us briefly about the reason for your choice

If you wish to comment further on the impact of the proposals on you or your organisation, please comment in the box below.

If you are completing this form for someone else, please enter their details if they are happy for you to do so.

We want to make sure that we treat everyone fairly and equally and that our services and practices are free from discrimination and prejudice. We also want to make sure that we get the views of as many different people as possible. To help us do this we would be grateful if you would answer the questions below. You do not have to provide the information but it will help us if you do.

Please tell us your postcode.

Are you? Male Female Prefer not to say

Please tell us your age group

Under 18
18-44
45-64
65-79
80+
Prefer not to say

What is your ethnic group?

White British
White Irish
White other
Mixed
Black
Asian
Chinese
Gypsy/Irish Traveller
Prefer not to say
Other

Do you consider yourself to have a disability or long-term illness?

Yes No Prefer not to say

Are you?

Heterosexual Bisexual Homosexual/Gay/Lesbian
Prefer not to say Other

Thank you for taking the time to complete this survey.

Please return your completed form in the pre-paid envelope or send it to the postal address below. You do not need to use a stamp.

**Have Your Say
Care, Support and You
Freepost RSBK-CHTU-KGGG
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CHICHESTER PO19 1RQ**

www.westsussex.gov.uk/careact

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