**Camden Care Act Process – Template**

**Glossary of people involved:**

You

People in your life (personal and professional)

Care Act Advocate

Social Care Worker

Social Care Worker’s Manager

Awards and Contributions Team (who do the financial assessment)

Resource Coordination Team (who arrange care with care agencies)

Funding Panel Members

Direct Payments Team

People Plus (who coordinate Direct Payments on behalf of Camden)

In Camden, we call the Care Act assessment and Support Plan a “Conversation 3 –Build a good life”. This is because the assessment should be a process of speaking with you – supporting you to think about what a good life looks like to you and helping you build the sort of life that matters to you.

This document is to give you some information about each step of the Conversation 3 process. If you would like more information about a particular step, you can ask your social care worker for this.

**Step one- Preparing for Conversation 3-**

This part of the process is led by you. Some examples of how some people like to prepare:

* Meeting with your advocate and/or social care worker to get to know each other. This could be in an office or at your house.
* Planning with your advocate how you want them to support you in the Conversation 3.
* Writing a communication passport so that your advocate and/or social care worker know how you communicate and how you want people to communicate with you.
* Meeting with your advocate and/or social care worker to go through the different parts of the Conversation 3 form and process.
* Meeting with your advocate and/or social care worker to plan the Conversation 3: where you want it to be, who you want involved, if you want an agenda.
* Looking at the forms over email so you can process them.
* Looking at your past care plans to see what you like about them and what you want to change.
* Asking the advocate and/or social care worker to speak to other people in your life to get information.
* Making a list of things you want to include in the Conversation 3 – your needs, your goals, things that are important to you. You can also include pictures, videos, important objects.
* Sending information that you and your advocate have prepared to the social care worker so you don’t have to repeat it when you do the Conversation 3 meeting.
* Some people are ready to start and don’t want to prepare first.

**Step two- Conversation 3 (this can be several meetings).**

You and your advocate will meet with your social care worker. You can invite anyone you would like to join the meeting.

The social care worker will want to visit you at your house. You can invite anyone you would like to join that visit.

The meeting can be in person or over a phone or video call. The Conversation 3 meeting doesn’t have to happen in your house.

In the meeting we will be looking at the Conversation 3 Form, which is the Care Act assessment. This looks at building a good life for you. It specifically covers 10 different areas of your life. In the Care Act, these areas are called domains.

We will talk about things that have changed, your strengths, your goals for the future, and the things you need support with.

**Where you would like the Conversation 3 meeting to be**:

**List of people you would like to be at the meeting**:

(List of people you do not want to be at the meeting):

**Step 3- Conversation 3 outcome**

Once we have finished the needs assessment part of the Conversation 3 form, the form will show how you can be supported best.

The form might say that you need paid support. You need paid support if you need support in two or more domains.

If you need paid support, the social care computer system will automatically work out your Personal Budget. This is the total amount that can be spent to meet your needs.

The amount in your Personal Budget depends on how much support you need.

If you cannot get paid support (because you do not need support in two or more domains), you can talk to your advocate and social care worker about what other options you have to help you build a good life, and they can support you to plan this.

**Step 4- Planning your support**

Sometimes you make your support plan in the same meeting as talking about your needs.

Sometimes you make your support plan after the meeting to talk about your needs.

In Camden it is part of the same Conversation 3 form.

You can write your support plan in a meeting with your advocate and then show it to your social care worker. Or you can make your support plan with your advocate and social care worker together. You can invite anyone you would like to join the meeting.

In the support plan, you will decide exactly what you want support with, who you want to support you, and for how many hours per week. This is how you will use your Personal Budget.

You can talk to your social care worker about the different services who give care, and which one would be right for you.

You can use your personal budget in different ways. These are some examples:

* The Resource Coordination Team can hire a care agency or social care accommodation service to support you. There are general care agencies who have existing contracts with Camden. There are also more specialist agencies. The general care agencies support lots of different people. The specialist ones support particular groups of people, for example autistic people.
* You can have a Direct Payment, and hire a Personal Assistant (PA) or specialist agency of your choice. The Direct Payments Team set this up, and People Plus can help you to hire and manage the PA, including the employment contract.

**Where you would like the support plan meeting to be**:

**List of people you would like to be at the meeting**:

**Step 5- Conversation 3 assessment and support plan signed off-**

When you are happy with the Conversation 3 assessment and support plan, your social care worker will ask their manager to sign them off.

If the manager has any questions, or thinks something needs to be changed, your social care worker will speak to you and your advocate. The manager cannot change anything in the form without agreeing it with you first.

**Who is involved**:

**Step 6- Conversation 3 form presented to Panel-**

This is where your social care worker presents your Conversation 3 assessment and support plan to a team of senior managers in Adult Social Care. The senior managers are all experienced social care professionals, like social workers and occupational therapists.

The senior managers will think about your support plan (the number of hours, the activities, and the proposed care agency).

The panel’s job is to give opinions and advice to your social care worker about whether they think the support plan is the best way to meet your needs.

The senior managers also have to manage the Adult Social Care budget and make sure Camden can afford your personal budget.

They might ask your social care worker some questions.

They might agree with your support plan.

They might suggest fewer hours, or a different care service.

They might agree your support plan for a defined period of time, and then suggest reviewing it.

After the panel meeting, your social care worker will tell you and your advocate what the panel said. If you are not happy with the panel’s decision, you can think about a new plan together and ask your social care worker to go back to panel with the new plan.

**Who is involved**:

**Step 7- Financial assessment-**

The Financial Assessment team are a team of case workers. They are not social care workers.

Your Financial Assessment case worker can meet you, your advocate, and your social care worker to help with this.

The Financial Assessment looks at your income, savings, benefits, and spending. Your social care worker can help you gather bank statements and receipts.

This is to work out how much, if anything, you need to pay towards your support.

This is called a Care Charge.

You can tell the financial assessment team about money you already spend to meet your needs. It is important to show receipts of this spending. This can help to lower the Care Charge.

The Care Charge is not affected by how many hours, or what sort, of support you get.

If you do not agree with the Care Charge, you can ask the team to reassess you.

**Who is involved**:

**Step 8- Support**

Once everything is signed off, your support plan can start!

**Step 9- Review-**

After 6 weeks, your social care worker will meet you, your advocate, and your care agency to review your support plan.

The review is to talk to you about what is working in your support plan, and if anything needs to be changed.

If you need changes to your support plan, your social care worker can go back to the Funding Panel and talk about this.

**Who is involved**:

**Step 10- Ongoing support and Annual Review-**

A social care worker from Camden will meet with you, your advocate, and your care agency every year to review your support plan.

If you would like to change your support plan before your next annual review, you can ask Camden Adult Social Care for a review at any time.

If your needs have changed and you would like to have a new Care Act assessment, you can ask Camden Adult Social Care for this at any time.

**Who is involved**: