



Getting help with social care



You might need help if:

- You had an accident or a fall
- You had an operation
- You are ill
- You have a disability
- Something big has changed in your life



If you are 18 or older and live in Manchester:

- We can give you information
- We can talk with you about what help you might need
- We can do an assessment – this means we ask questions to understand how you are managing



You can get help even if:

- You pay for your own care
- You care for someone else



Getting help with social care



Contact us:

- Website: www.manchester.gov.uk
- Phone: 0161 234 5001
- Text: 07860 003160
- Email: mcsreply@manchester.gov.uk
- Sign-video: www.manchester.gov.uk/signvideo



How we can help:

- We check your needs using rules from a law called the Care Act 2014.

If you don't meet the rules, we still:

- Give advice
- Help you find free or low-cost support
- May offer you equipment to help at home

We may:

- Give short-term help (up to 5 days)
- Offer a plan to help you regain independence
- Help you decide on long-term care options



Getting help with social care



Types of care:

- Homecare: help at home
- Care home: 24/7 support
- Day services: fun activities and support
- Supported living: your own place with support

If you qualify for care:

- We look at your money to see how much you pay
- We help plan what services you need



Your assessment::

A Social Worker or Care Assessor will:

- Talk to you about your life
- Ask what is important to you
- Help you plan to be more independent

Bring a friend or family member if you want.



Getting help with social care



Who we help:

- Have a physical or mental health condition
- Struggle with 2 or more daily tasks like eating, washing, or going out

- These issues must affect your wellbeing

If you do not qualify:

- We still give advice
- We may suggest local services or ways friends and family can help



Paying for care::

Care is not free.

We will:

- Look at your money and savings
- Work out how much you need to pay

If you have over £23,250 in savings, you will pay the full cost.



Getting help with social care



Managing your support:

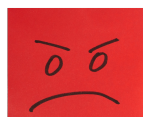
- We give you a personal budget to pay for support.

You can:

- Use a Direct Payment to choose and pay for care yourself
- Let us arrange your care for you

We have a team to help with Direct Payments:

- Budgeting
- Hiring Personal Assistants (PAs)
- Payroll and taxes
- Finding care agencies



What if you're not happy?:

- Talk to your Social Worker or Care Assessor
- If not solved, speak to a manager
- You can appeal within 10 days



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Contact:

- Phone: 0161 234 3012
- Post: Corporate Complaints Team, PO Box 532, Manchester M60 2LA



Your support plan::

- You decide what goals matter to you.
- We call these outcomes

If you don't want a Direct Payment:

- We will arrange care for you
- We call this Brokerage Service

You can ask for an advocate:

- They help you understand and make decisions
- They don't work for the council or NHS
- Ask your Social Worker or Care Assessor for this

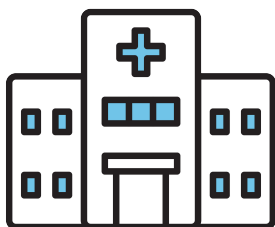


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Reviewing your support:

- We check your care at least once a year
- You can ask us to review your support if things change



Going into hospital:

- Let your care provider know if you go to hospital.
- If emergency: tell hospital staff
- When leaving hospital, we help plan your care



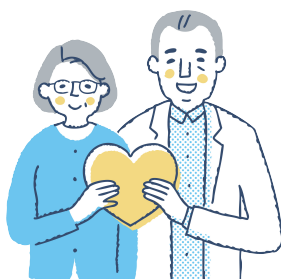
Support for carers:

If you care for someone, we can help you too.
You can:

- Get advice and training
- Have a Carers Assessment
- Make an Emergency Plan

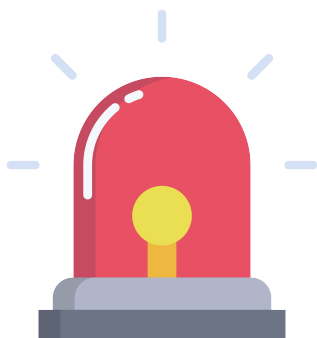


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Contact Carers Manchester::

- Website: www.carersmanchester.org.uk
- Phone: 0161 543 8000
- Email: contactpoint@carersmanchester.org.uk



Report abuse or neglect:

Call 999 if someone is in danger.

Tell us if someone is being abused or neglected:

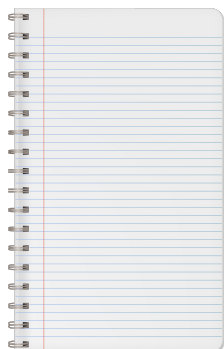
- Phone: 0161 234 5001
- Email: mcsreply@manchester.gov.uk

Types of abuse:

- Physical, sexual, emotional
- Financial, neglect, discrimination
- Organisational, self-neglect
- Domestic abuse, modern slavery, radicalisation

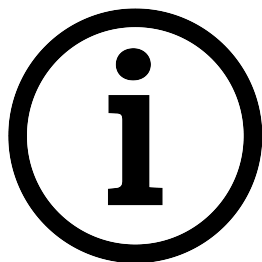


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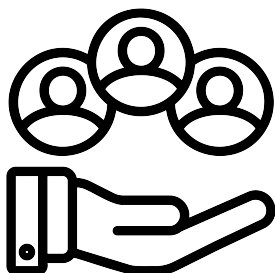
Domestic violence:

- If you feel scared or controlled in your relationship:
- Talk to someone
- Keep a record



Information about you::

- We keep your details safe.
- We share your information only if needed for your care.
- You can ask to see your records.



Help and Support Manchester::

- This is an online service to find:
- Local care and support services
- Activities and groups
- Visit:
www.manchester.gov.uk/helpandsupportmanchester



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