

what is an assessment?

Assessment is the way in which we establish - with you - what your needs are. It also helps ensure that services and resources go first to those in greatest need.

You have a right to an assessment of your needs (and so does your carer).

Carers should refer to our leaflet called 'Are you a Carer?'

How we can help is available from all local Social Work offices or from our website www.falkirk.gov.uk.

initial assessment

When you contact Housing and Social Work Services you will speak to a member of our staff who will ask you a number of simple questions about your current

circumstances. The answers you give will enable us to determine whether and when we can assist you in meeting your needs.

a comprehensive or standard assessment

If your needs are complex, or if you are concerned about the future, (but are coping quite well now) we may ask if we can visit to carry out a thorough assessment. We may also (with your permission) seek advice from relatives or your G.P.

what happens next?

Once we have completed an assessment, we will discuss with you what services are available to meet your needs; how long you may have to wait; what the options are, and what you want.

We will also explain any charges, however a number of our services are provided free of charge.

You are entitled to ask for a copy of your assessment and to have it explained - and for a copy of the complaints procedure if you are dissatisfied.

when will the assessment be carried out?

The time taken to complete an assessment depends on a number of factors - for example the availability of staff such as O.T.'s with the specialist skills to assess your needs and the current level of demand.

If you are waiting for an assessment and your circumstances change or worsen, please let us know so that we can review the urgency of your need, and if necessary give it a higher priority.

We operate a priority system:

Priority 1

We must give first priority to those whose safety is at immediate risk, and there is no one else available or willing to help. We respond to these situations immediately.

Priority 2

If your physical safety is increasingly at risk, you are

struggling with all the activities of daily living and your own carers are under increasing pressure, we will respond as soon as we can after priority 1 situations.

Priority 3

You may be asking for help because:

- Your family or care network may require support.
- Your personal care needs require the provision of some assistance, though you can manage most things.
- You need some basic equipment, to help maintain your independence.

We will undertake an

assessment and arrange a service as soon as we can - but you may have to wait some time. We will try to give an estimate of how long the wait is likely to be at the time of your first contact.

how to comment on our service

We always welcome feedback about our service

- tell us what you think we got right, as well as what we did not get right. This helps us to make sure that our services are the best they can be for you in the future. You can pass any comments to the member of staff providing the service. Alternatively you can pick up a comments form from any local Social Work office, or you can complete the online feedback form which is available on our website.

We hope that you're happy with the service, but if you're not then please speak initially to the staff member providing the service you received as most problems can be dealt with quickly by them. If the matter still can't be resolved then you can speak to their manager. If you're still not happy with the response then you can follow our formal complaints procedure which is outlined in our complaints leaflet. You can pick up a leaflet from any social work office or you can download it from our website.