



# Waiting Well

A guide to what help is available whilst you are waiting for Adult Social Care



## Waiting Well Pack for Derby People

### Why have I received this pack?

Because you have been contacted by Derby City Council adult social care team and are waiting to be contacted by a social care worker or an occupational therapist. This pack is a guide on what help is available whilst you are waiting.

The pack also gives information on services that anyone can access. These services may meet all your current needs, or they may offer support whilst you are waiting for services. This could be if you are someone who needs to draw on care and support, or if you are helping and supporting someone else.

### Who is this information for?

You will find this information useful if you:

- are waiting for an assessment of your [social care needs](#) or a [carer's assessment](#)
- are waiting for adult social care services to start after a needs or carer's assessment.
- are currently drawing on care and support and have a change in your needs.
- experiencing a change in your physical and/or mental health and want to understand what local support is available

## Contacting Adult Social Services and what to expect

### How do I contact adult social care?

If you are contacting us to discuss a social care needs assessment, please call 01332 640777.

More information about Adult Social Care is available on Derby City Council website.



Assessment for adult social care - Derby City Council

<https://www.derby.gov.uk/health-and-social-care/your-life-your-choice/support-from-adult-social-care/adult-social-care-assessment/>

### What to expect when you contact adult social care

If you are over 18 and need help with your daily life or personal social circumstances, we will work with you to find out what help and support you need. This may include a social care needs assessment and/or further discussion on how we best work with and support you.

For people who are over 18, a needs assessment under the Care Act 2014 (Section 13) can either be to assess:

- Your needs for care and support
- Your needs for support as a carer.

To receive support through adult social care you will need to be Care Act eligible. For more information on eligibility please visit:

<https://www.scie.org.uk/assessment-and-eligibility/determination-eligibility/eligibility-outcomes/>

## Caring for someone

Many people provide help and support to other adults who would otherwise struggle to cope on their own as a result of an illness, condition or disability. Where someone is not being paid for providing this support as part of their job, they are a carer. Whilst caring for someone can be very rewarding and important to people who are often doing it through a sense of love, community or duty, it can also be very challenging and have an impact on people's physical, emotional and mental health and wellbeing. If you are a carer or if there is someone in your life who is a carer for you, there are services available to provide support. For carers aged 18 and over, you can contact Derbyshire Carers Association on 01332 228777 or visit <https://derbyshirecarers.co.uk/>. For young carers (aged under 18) you can contact the Young Carers team on 01332 641017.



Support for carers - Derby City Council

<https://www.derby.gov.uk/health-and-social-care/your-life-your-choice/information-for-carers/support-for-carers/#page-1>



Young carers support – Derby City Council

<https://www.derby.gov.uk/health-and-social-care/your-life-your-choice/information-for-carers/young-carers-support/>

## What information will adult social services want when I contact them?

When you contact us, we will listen carefully and ask questions to understand your current situation and what you think you need to be as well and as independent as possible. We will work with you to understand what is important for you, your hopes and goals, and what help you would need to achieve those.

We are working on getting an online self assessment document on the website.

## Preparing for your assessment

For a needs assessment, you can get ready by thinking about:

- What health conditions do you have and how do they affect you?
- What can you do for yourself?
- Who gives you the support and friendship to help you do the things you want?
- How often do you need support?
- What would you like to be different or better?
- What is stopping you from getting there?
- What living arrangements would help you maximise your wellbeing and independence?

## Support for your assessment

During your social care needs assessment you have the right to have someone with you who knows you well like a carer or a family member. They can help you to share your thoughts and needs with the person completing your assessment. We may be able to arrange for you to have an independent advocate if you don't have anyone to support you and you have difficulty understanding the process and/or expressing yourself. Advocates are independent and do not work for the Council or the NHS.

The local advocacy services for Derby City Council is Disability Direct. It is not possible to access this service directly, **so please let us know** if you think you need an independent advocate.

## Do I have to pay for help?

It may be that you'll have to pay toward the cost of your care. More information on this can be found on our website at [Financial assessment - Derby City Council](#)



If you are eligible for adult social care services, we will connect you with the team that will complete your financial assessment.

## What do I do if my needs change?

If there is a change in your social care needs or finances, get in touch with us and we can have another look at your assessment.

Whilst you are waiting if your need for support becomes more urgent, please contact us on 01332 640777.

## Social Care Limitations

Unfortunately, there are some things we are not able to support with these are listed below with some other information for you to consider.

- **Medications** – We will not support with medication or health issues as a primary need for social care. However, if your medication needs are alongside other social care needs we may be able to support. You could also consider a medication dispenser through our CareLink TEC equipment offer.
- **Housing** – We do not have access to social housing, retirement accommodation and warden aided accommodation, please contact Derby Homes for support with general housing needs on 01332 888777. Specialist housing which may be required for people with high social care needs will be looked at as part of the assessment.
- **Self-funding** – If you are self-funding (have above £23,250 in savings or equivalent in incomings) there is a charge if you would like us to commission a service on your behalf. Unfortunately, if you are self-funding we are not able to arrange a Direct Payment for you on your behalf. Where you would like to employ a personal assistant consider approaching an organisation such as Disability Direct, Penderel's Trust or SmartPaye who can support with employing a personal assistant and payroll.



## Organising your own care

Where you have above £23,250 in savings or the amount of available income is more than the costs of your care you will be required to self-fund all your care.

You could consider using the [www.cqc.org.uk](http://www.cqc.org.uk) website to find home care providers, care home placements and other regulated providers.

Here is the link to Derby and Derbyshire's care guide [https://www.carechoices.co.uk/wp-content/uploads/2018/08/Derbyshire-2025\\_Ebook2025-1.pdf](https://www.carechoices.co.uk/wp-content/uploads/2018/08/Derbyshire-2025_Ebook2025-1.pdf)



‘Derby City Council – My Care Directory’ also has useful links for organising your own care.

## Alternative support whilst waiting for adult social care services

### Advice on keeping well

Taking positive steps to look after your health and wellbeing while waiting can help to build on your strengths. General information and advice on keeping well is available at [www.nhs.uk/live-well](http://www.nhs.uk/live-well).

If you are struggling with your mental or physical health please contact your GP to discuss your concerns.

Here are some mental health support numbers:

- Derbyshire Mental Health Helpline 111 (Option 2)
- Samaritans (24/7): 116 123
- Alzheimer’s Society 01332 497640 (support and advice, peer groups, carer support)

### Local Area Coordination

Local Area Coordination is a way to support people in Derby to live their best lives, stay independent, and feel connected to their community. It’s about working together to find practical solutions to life’s challenges, build on people’s strengths, and help people to achieve their goals.

Local Area Coordination is free for anyone in Derby who might:

- feel isolated or disconnected from their community
- need help navigating local services and resources
- want support with a specific challenge or life change
- have ideas for improving their community and need support to make them happen.



<https://www.derby.gov.uk/council-and-democracy/neighbourhood-partnerships/neighbourhoods-service/>

### Occupational Therapy, Aids and Adaptations

Occupational therapy will support you to think about the activities you want to do, how you do them, and any changes to the environment that would enable you to do them more easily.

Sometimes a piece of equipment can support people to be more independent in their home. If you know what would help, you can self-fund a wide range of independent living equipment.

<https://www.manageathome.co.uk/>

If you are unsure what would help, you can wait to have a conversation with our occupational therapist.



To keep you safe at home a piece of equipment which has responders to support may help you. This is called Technology Enabled Care (TEC) in Derby this is provided by CareLink and they can be contacted at: <https://www.derby.gov.uk/health-and-social-care/your-life-your-choice/living-independently/carelink/#page-1>

If you require adaptations to your home, you can request a conversation with our occupational therapy team. They can advise you on the most suitable equipment or adaptations for home to meet your long- and short-term needs. If you live in a Derby Homes property, they will liaise with them, and if you live in an owner-occupied property or privately rent, they can give you information about the means tested Disabled Facilities Grant. You can check your entitlement to the means test at <https://www-foundations.uk.com/guides/process-a-dfg/means-test-calculator/>



Our Healthy Housing team may be able to support you at <https://www.derby.gov.uk/housing/improvements-and-repairs/healthy-housing-hub/>

### Financial support and advice (including benefits)

Citizens Advice Mid Mercia Tel: 0808 2787972

Derby Advice: Benefits advice Tel: 01332 643394

### Additional Support Available

Whilst you are waiting for a needs assessment, you may be thinking about other things such as money, work and relationships. Scan the QR code below to find out about:



Applying for a bus pass <https://www.derby.gov.uk/transport-and-streets/public-transport/bus-pass-disabled-people/>



Applying for a blue badge <https://www.derby.gov.uk/health-and-social-care/disabilities/blue-badge/#page-1>

### Being Safe

If you are the victim of abuse, or you think you know someone who is being or has been abused, it is important to get help and advice. Contact us and we will take your concerns seriously.



During office hours (Monday to Friday 9am to 5pm)

Contact details to make a referral to Adult Social Care, Derby City Council:

Telephone - 01332 642855

Or you can complete an online referral at [Safeguarding Referral form](#)

For Derbyshire County referrals, the Safeguarding Referral Form should be faxed to the appropriate Area Office. The fax number will be given to you by Call Derbyshire on 08456 058058.

### Outside office hours

You can contact Careline (Derby's out of hours emergency social care service) on 01332 956606.

If something needs to be done straight away to protect someone from abuse or harm, call the emergency number 999 (24 hours).

For other departments of Derby City Council or external agencies to make a referral to Adult Social Care, complete and submit the Safeguarding Adults eform.

## How was this pack created?

This pack was created by people who draw on care and support, carers, staff from your council and staff from partner agencies from across the East Midlands. It was created as part of a joint project between IMPACT (the UK centre for Improving Adult Care Together - [impact.bham.ac.uk](http://impact.bham.ac.uk)) and East Midlands Association of Directors of Adult Social Services (EMADASS).