

# My Assessment

What you need to know and how you can prepare



## What is an assessment?

An assessment is an opportunity for you to talk to us about your care and support needs and wellbeing.

Wellbeing is a broad concept relating to physical, mental and emotional wellbeing of an individual and will be unique to each person. This could involve a face to face assessment carried out at our local community service or in another suitable location. In some circumstances an assessment could be arranged at your home or over the telephone. We will discuss how we can help you stay as independent as possible and the best way to get the support you need.

You may have already discussed your needs with someone over the phone but we will try not to repeat questions you have already answered.

## What will happen at my assessment?

We will have a conversation with you to find out what is important to you.

**We will discuss:**

- What you want to achieve
- What is important to you
- Your situation and your needs
- Things you enjoy doing
- Things you find challenging
- Who can support you
- What is available in your community
- Your home

## How long will my assessment take?

The length of your assessment really depends on your needs, what you want to discuss, and what suits you. However, most assessments take between thirty minutes and two hours. We can arrange to split your assessment over more than one visit, if that is better for you.

We can usually provide information on how best to help you after one initial face to face assessment; however sometimes an extended assessment is required. This is referred to as a Social Outcome Assessment and at this appointment we will look at the areas of your life that are important for your wellbeing and whether you have particular care and support needs to achieve these.

## Can I have someone there with me?

Yes. Many people prefer to have someone with them at their assessment. You may like to bring:

- Your carer
- A friend or family member
- A professional who supports you (e.g. a nurse or housing officer)

If you would like someone independent to support you (an advocate) this is available through POhWER, the provider of independent advocacy in Hertfordshire. They can be contacted at: 0300 456 2370.

You do not have to have someone with you if you would prefer to have your assessment alone.

## What can I do before my assessment?

Call us if you are worried or think you may have difficulty taking part in your assessment.

For example, if you have difficulty understanding or remembering information, or find it hard to tell people what you want, you should tell the person coming to meet you.

Call us before your assessment if there is anything you think we should know such as:

- Any other assessments you have had (such as health or housing assessments)
- Any care that you have arranged yourself
- Your religious or cultural preferences

- When and where you are available to have an assessment
- What you would like us to call you when we meet with you

It may also help to find any documents you would like to show us such as letters from your doctor or care provider.

## What will be the outcome of my assessment?

You will receive a copy of the completed assessment to ensure the conversation was accurately recorded and you agree with what has been written. You will be asked to sign the assessment. However if you are not happy with what has been written you can discuss it before you sign it. After your assessment we will give you the information and advice that we have jointly identified will help to support your needs. We can then discuss how you can access any additional support that will help you. This could be helping you identify support available through your family or friends or providing you with information and support to access community resources or preventative services like MIND and Carers in Herts.

In some cases this may include a personal budget (an identified amount of money you can use to purchase the unmet social care needs we have identified). Social care is means tested so you may need to have a financial assessment and pay towards your care. We will tell you how much money your care will cost (your personal budget) and how much you may need to pay towards it.

Occasionally, it will not be possible for the person assessing your needs to make final decisions without talking to someone else first. If this is the case, we will explain to you what will happen next and how long it is likely to take.

## What will happen after my assessment?

After we have completed your assessment together we will:

- plan with you the best way for you to get the help you need, in the way and time you want it
- give you information about services available in your community
- offer advice about how to stay healthy and independent

### We may:

- give you medical, nursing or psychological treatment or therapies
- suggest, or provide, equipment or adaptations to your home that will help you and your carer
- put you in touch with other people who could help:
  - Local voluntary sector support in your community
  - Employment or Benefits Advisors
  - Housing Advisors
  - Drug and Alcohol Services
  - Other statutory services such as Health and Community Services

### If you are eligible (qualify) for social care support we will:

- discuss any services you would like us to arrange for you
- tell you how much money your care will cost us (if applicable)
- tell you how much you may need to pay towards it (if applicable)
- talk about direct payments if you want to arrange your own care

## Prompt Sheet

To get the most out of your assessment it is best to **prepare beforehand**. Start thinking about any challenges you face, and whether there is anything you feel would help you. Try writing some notes in the following boxes and bring them with you to your assessment.

### Seeing friends and family:

### Caring responsibilities (looking after someone else):

**Getting dressed:**

**Moving around your home safely (for example: walking up stairs):**

**Washing, personal hygiene and toileting (for example: taking showers, getting in and out of the bath, and washing clothes)**

**Getting out of the house and travelling into your community (for example: using public transport):**

**Working, volunteering, exercising or learning:**

**Preparing food and cooking:**

## Doing housework and keeping your home clean:

## Other notes:

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## Our Website

Information about mental health, our services and support available to you.

**[www.hpft.nhs.uk](http://www.hpft.nhs.uk)**

## Hertfordshire County Council website

Information about adult social care – apply online for meals on wheels or a Blue Badge and make a referral or care services

**[www.hertsdirect.org/adults](http://www.hertsdirect.org/adults)**

## Hertfordshire Directory

Find national and local community groups, charities, services and activities

**[www.hertsdirect.org/directory](http://www.hertsdirect.org/directory)**

## HertsHelp

Independent information and advice on local community services and care funding (including brokerage services)

Telephone: 0300 123 4044

Minicom: 0300 456 2364

Email: [info@hertshelp.net](mailto:info@hertshelp.net)

## Call us

It might be useful to write the contact number of the team supporting you in the box below:

**If you are worried that you or someone you know is at risk of abuse or neglect**

**Call Hertfordshire Health and Community Services on 0300 123 4042 (24 hours a day)**

**Cover Artwork:**  
***Life Renewed Restored* by Tricia Perera Freeman**  
Acrylic paint and paper on canvas

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