



# Waiting Well



Waiting Well is information for you because you have made contact with Adult Social Care.



This information is about what happens next and what you may need to do.



The information could be for you, or someone you care for.

# Contacting Adult Social Services



You have been sent this information because you have asked for an assessment under the Care Act.



The assessment will look at your care and support needs and /or your support needs as a Carer.



You do not need to contact us again unless your needs change before your appointment.



For more information, please email

<https://www.torbay.gov.uk/adult-social-care/>

# Contacting Adult Social Services



For non-urgent enquiries, you can email [tsdft.customerservices@nhs.net](mailto:tsdft.customerservices@nhs.net)



If there is something urgent you need help with, you or a friend can phone us on 01803 219700 .



You can ring us Monday to Friday 8am – 6pm.



At other times, if there is an emergency, you will need to call the Emergency Duty Team on 0300 4564876

# What happens next?



The Care Act 2014 explains about the care and support needs for people and when they will get help from Adult Social Care.



If you have help from someone in your family or a friend, they may be a Carer. They can be included in your assessment.

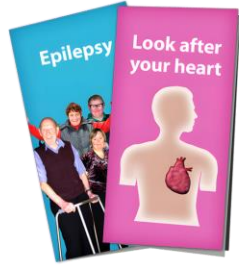


If you have a Carer, they may also need an assessment and can have a Health and Wellbeing check.



Some people do not need help from Adult Social Care. If this is the situation, you will be given information about other services in Torbay that can help.

# What information will adult social services want?



**For a needs assessment you need to think about**

- Any health conditions you have and how they affect you.
- Things you can do for yourself.
- The people and friends who help you do the things you want.
- How often you need help or support.
- What you would like to be different or better.
- The things that stop you from making things different or better.
- What you need at home to help you live well and independently.



# What information will adult social services want if you are a Carer?



**For a carer's assessment, you need to think about:**

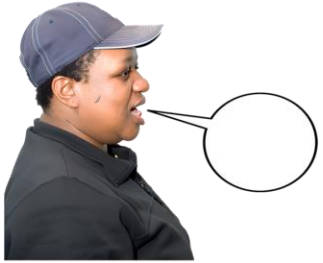
- The activities you help the person you care for with.
- The number of hours a week you provide support.
- Do you have to help during the day or night, or both?
- Does the person you care for have any issues you find hard to deal with?
- How are your health or wellbeing affected by your caring role?
- If you work, what would make working /caring easier?
- Are you able to have a break from caring or to plan ahead?
- What would you most like to change about your situation?



# Support at your assessment



During your 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.



If you don't have a Carer or a family member, you can ask for an independent advocate.

The advocate can help you understand your rights and make sure you are listened to at the assessment.



Advocates do not work for the Council or the NHS.

You can contact [www.devonadvocacy.org.uk](http://www.devonadvocacy.org.uk) if you feel you need an independent advocate.

# Other information you need to know



If you need support under the Care Act 2014, there may be a charge for some services.

An assessment about your money will be completed. This will be used to decide if you need to pay any money for the cost of your care and support.



You can find more information at  
<https://www.torbay.gov.uk/adult-social-care/>

If you or someone you know is being hurt, abused or neglected, it is important to contact us at

[www.devonsafeguardingadultspartnership.org.uk/](http://www.devonsafeguardingadultspartnership.org.uk/)





# Support for Carers



Signposts for Carers is a service to help all Carers in Torbay.

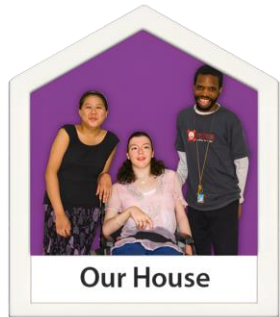
If you are a Young Carer, you can contact

<https://www.torbay.gov.uk/children-and-families/services-and-support/young-carers-service/>



If you are a Young Adult Carers 16-25, you can contact

[www.torbayyac.co.uk](http://www.torbayyac.co.uk)



For specialist Carers who care for people with mental health, dementia, learning disability or neurodiversity you can contact

<https://www.torbay.gov.uk/adult-social-care/carers/>



To find out more about any Carer Support ring Signposts for Carers on 01803 66 66 20 [signposts@nhs.net](mailto:signposts@nhs.net)

# Other services in Torbay

## Torbay Community Helpline

One call - that's all



**Contact us:**

Phone:  
**01803 446022**

Online form:  
**[bit.ly/torbayhelpline](http://bit.ly/torbayhelpline)**

Open:  
**Monday-Friday,  
10am-1pm, 3-6pm  
& Saturday,  
11:30am-12:30pm**

**Visit:**

**Paignton Library &  
Information Centre**

*(Great Western Road, TQ4 5AG)*  
**Open Tuesday-Thursday,  
9:30am-1:30pm**

**Torbay Community Café  
& Help Hub**

*(4-8 Temperance Street,  
Torquay TQ2 5PU)*  
**Open Monday-Friday,  
10am-3pm**



## Offering Information and Signposting to our local community

Paignton Community Hub  
offers a face to face  
Information point with  
guidance from local  
organisations each week day.  
No appointments required,  
drop in and speak with us  
today

**MONDAY TO FRIDAY**

**09:30 to 13:30**

For more information  
contact us on



**07562 780102**



**Based within  
Paignton Library**

**Paignton  
Community  
Hub**



Hosted by

**Engaging  
Communities**  
South West



Supported by

**TORBAY COUNCIL**

