

# Having a chat about your care and support needs – Easy Read

## What is a Care Act Assessment?



The Care Act is a law about care and support for adults in England.



The Care Act makes sure that North Somerset Council involves you when your care and support is being looked at.



During an assessment someone from the council will meet with you for a chat about the support you need to live a healthy, fulfilling life.



You can ask someone to support you to chat with the council. This could be a family member, a friend, or an advocate.

## What happens during a chat with the council about your needs?



The person who contacts you for a chat will ask you some questions.



The person who contacts you will ask you what you can do and what you find hard to do.



The person who contacts you will also ask what is important to you and what support you need.



Together you will agree a plan that will meet your needs.

## Can I say no to having a chat about my care and support need?



You can say 'no' to having chat with the council worker.



If you say 'no' it's okay to change your mind and ask for a chat about your needs on a different day.



If you say 'no' to a chat and your needs change the Council will ask if you want to talk about what has changed.



Sometimes other people will talk about your needs even if you said 'no' to a chat. The council will explain the reasons why this must happen.

## Who can I contact to have a chat about my care and support needs?



You can ask for a chat about your care and support needs by completing the [self-referral form](#).



You can ask your GP, support staff, or carer to support you to contact the council for a chat about your care and support needs.



If you think you need to chat right now about your care and support needs, you can call Care Connect on 01275 888801 for support.

Further information about the Care Act can be found here:

An easy read guide to the Care Act:  
[ISL036 14 Mental Health Act Review Consultation](#)  
([sunrisecareadvisers.co.uk](http://sunrisecareadvisers.co.uk))



A video introducing the Care Act and the Assessment process: [An introduction to the Care Act 2014 - YouTube](#)

The Care Act Factsheets: [Care Act factsheets - GOV.UK \(www.gov.uk\)](#)



We want to hear from you. You can tell us what we do well or what we can do better by clicking [HERE](#). If you have worries about Adult Social Services, talk to the person you usually speak to.



If you need to make a complaint, you can write to the Complaints Manager at Adult Social Services and Housing, Town Hall, Weston-super-Mare, BS23 1UJ. You can also call 01275 882171 or email [complaints.manager@n-somerset.gov.uk](mailto:complaints.manager@n-somerset.gov.uk).

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