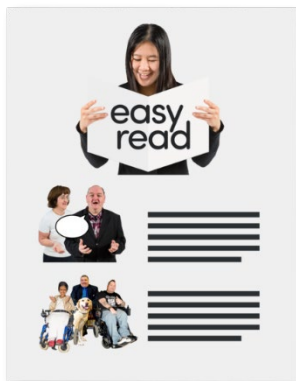


# Choice in Care and Support Strategy – Easy Read

## Introduction



This is an easy read guide about adult social services Choice in Care and Support strategy.



The strategy will ensure you are supported to make informed choices about your care and support.



Informed choices can be made when people are given easy to understand information and advice about all their care and support options. Information and advice should be shared with you before you make decisions.



People told us that having choice is important. It helps them to remain as independent as possible and improves how they feel about their lives.



We are committed to sharing information and advice to support you to make the right choices for you and your family. This includes how much you may need to pay towards your care and support.

## What choices could I have?



Together we will chat about your care and support needs and what options are available to support you.



We will chat about how you could be supported by:



**Family members and friends.**

Family members and friends may agree to support you.



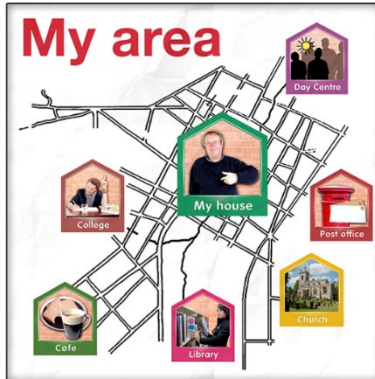
**Peer support groups for people with similar experiences.**

You could join a group or start one.



**Specialist advice and support services.**

These are services run by people with specialist training.



## **Organisations that work within the community.**

This could include getting advice and support from people and groups meeting in community centres, purpose-built day centres, libraries, religious buildings, and cafes.



## **Statutory services.**

Such as adult social services or support from the NHS.



You don't have to pick just one option. It might be helpful to have a mixture of support. For example, you may need some support from us, some support from family and friends, and some support from the community.



We want you to know all the choices available to you. If we don't know what services are out there, we will find out and tell you about them.

## What will we do next?

### We will:



Get to know you and your community. This will support us to work together to personalise your care and support.



Give you clear and easy to understand information about what choices are available.



Make decisions with you, and not for you.



Ensure that more choices are available in the future. We will work with people in North Somerset to develop the services they need.



If there is a cost to meeting your needs, you might get a Direct Payment. This is money from the council to help with your needs. If you are not eligible for support, you will still get advice and information.



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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