

Advice & Information in North Tyneside

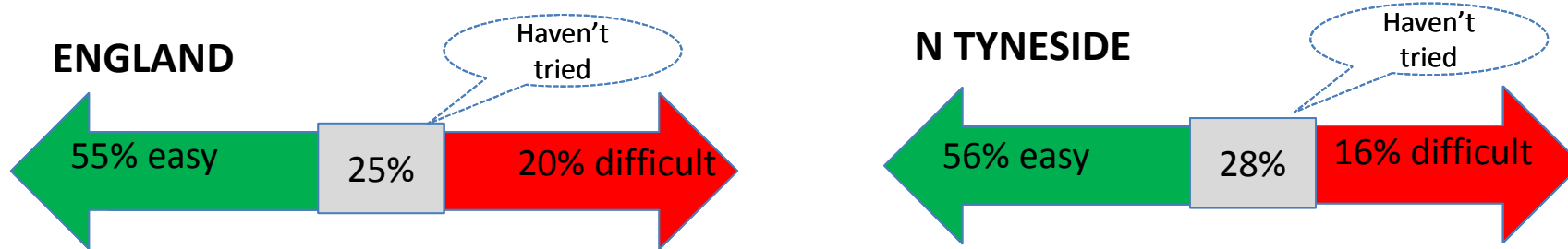


Policy driving the advice and information offer in North Tyneside

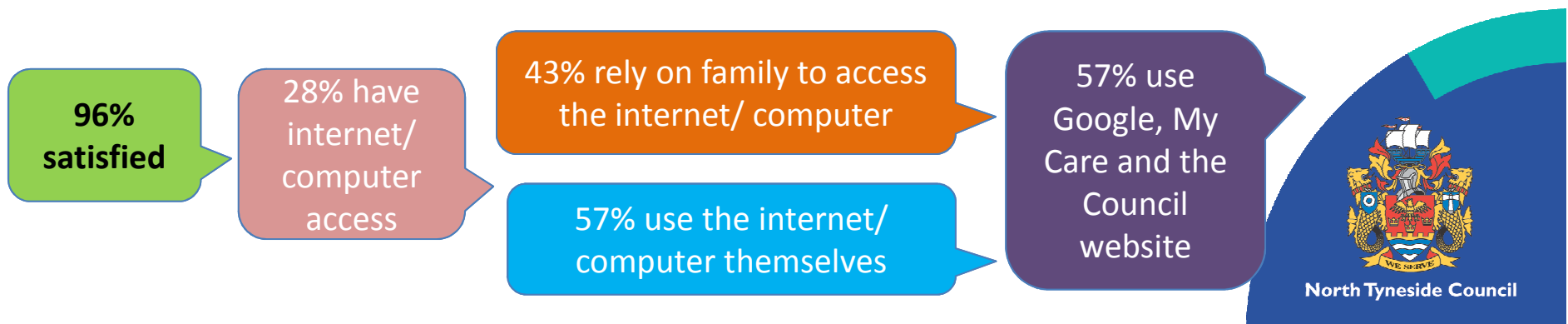
- **Care Act**
- **Creating a Brighter Future**
- **ASC Service Plan**
- **Our North Tyneside Plan**
- **Health and Wellbeing Strategy**
- **Prevention Agenda**



Customer Experience driving the advice and information offer in North Tyneside



	1st	2nd	3rd	4th
Who do they ask?	Friends, neighbours, relatives	Social work staff	GP surgery/ community nurses	Online
What do they prefer?	Face to face	Leaflets	Phone	Factsheets
Websites they know or use?	Council/ My Care	NHS	Age UK	Healthwatch
Most satisfied?	Leaflets/ factsheets	Staff	Gateway	Website/ My Care
Least satisfied?	Website/ My Care	Gateway	Staff	Leaflets/ factsheets

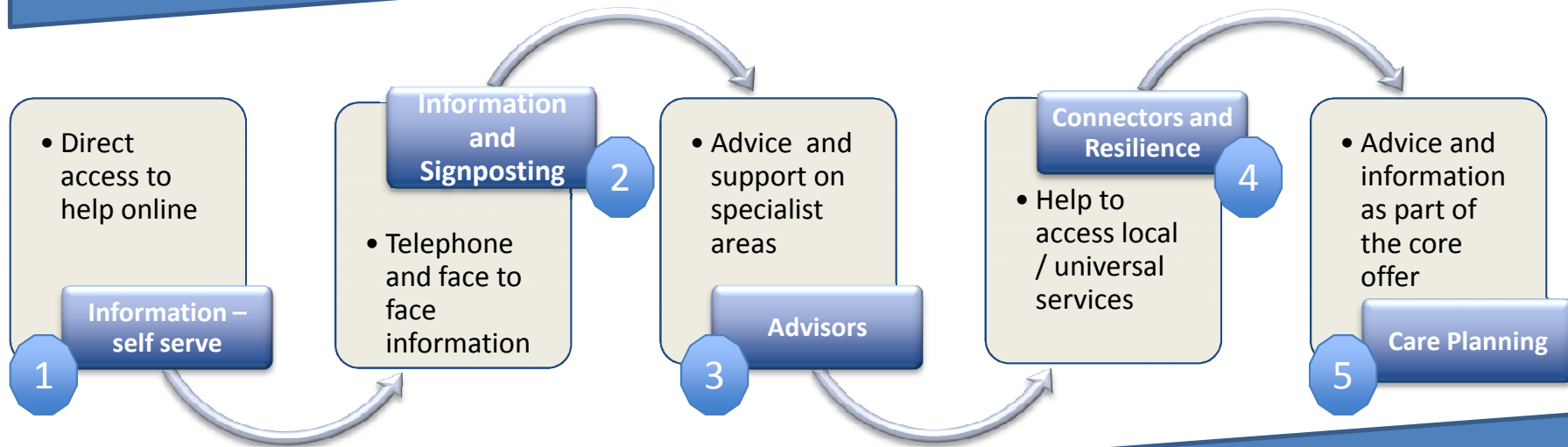


Customer and Professional Feedback driving the advice and information offer in North Tyneside



What is our offer?

Self Serve



Intensity of support



North Tyneside Council

1 Information – Self Serve

- Those who can will be directed to self serve support through online, web based tools, including;
 - A new adult social care web based portal (My Care)
 - The SIGN Information System
 - Partner websites
- Customers will be directed to these tools at every opportunity, where relevant and where they are able, to access information, advice, support and services to meet their care and support, and wider wellbeing, needs.
- Professionals will be directed to online resources and referral routes, to enable them to support their customers.

How can we help you?

Keeping Safe
Information and advice on many aspects of adult social care, including safety concerns and managing your affairs

Identify my individual needs
Complete a self assessment for yourself or as a carer - you can then submit the assessment to us

Services and Resources
Use the Marketplace to search for and access services and information to assist your independent living affairs

Will I be charged?
Read about financial assessments, savings and contributions

SIGN
North Tyneside
Free and impartial information on adult health and wellbeing services

- > Signposting
- > Information
- > Guidance
- > Network

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OUR NORTH TYNESIDE



Information & Signposting

- Signpost and direct people to existing support within North Tyneside as well as providing a supportive role to those who need more support to access it.
- Customers will be directed to SIGN North Tyneside, its members and the wider voluntary and community sector (VCS) for support to access information, advice, support and services to meet their care and support, and wider wellbeing, needs.
- Professionals, partners and SIGN will support customers using the same online, self serve tools to meet their care and support, and wider wellbeing, needs.

How can we help you?

Keeping Safe	Identify my individual needs	Services and Resources	Will I be charged?
			
Information and advice on many aspects of adult social care, including safety concerns and managing your affairs	Complete a self assessment for yourself or as a carer - you can then submit the assessment to us	Use the Marketplace to search for and access services and information to assist your independent living affairs	Read about financial assessments, savings and contributions

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Free and impartial information on adult health and wellbeing services



Advisors

- Advice providers build on information and signposting providing specific guidance and direction on a particular course of action. This may be to help someone to realise their specific needs, access a service or support, or realise an individuals entitlements.
 - North Tyneside Citizens Advice
 - North Tyneside Age UK
 - North Tyneside Council Adult Social Care Gateway
- Customers and professionals will be directed to advice providers regarding a specialist or particular issue, need or client group and will be offered more intensive, prolonged types of support.

How can we help you?

Keeping Safe	Identify my individual needs	Services and Resources	Will I be charged?
Information and advice on many aspects of adult social care, including safety concerns and managing your affairs	Complete a self assessment for yourself or as a carer - you can then submit the assessment to us	Use the Marketplace to search for and access services and information to assist your independent living	Read about financial assessments, savings and contributions







North Tyneside Council

Connectors & Resilience

- Connectors provide practical advice and assistance to connect people to the services they need in their local area.
- Connectors build upon the provision of Advice and Information in the earlier stages of our approach and aim to support people to direct and define how their care and support needs are met. Support may involve an opportunity to look at the needs and goals of an individual and provide time limited help over several weeks.

How can we help you?

<p>Keeping Safe</p>  <p>Information and advice on many aspects of adult social care, including safety concerns and managing your affairs</p>	<p>Identify my individual needs</p>  <p>Complete a self assessment for yourself or as a carer - you can then submit the assessment to us</p>	<p>Services and Resources</p>  <p>Use the Marketplace to search for and access services and information to assist your independent living</p>	<p>Will I be charged?</p>  <p>Read about financial assessments, savings and contributions</p>
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care & connect 

Connecting you to activities and care services

SIGN North Tyneside

- > Signposting
- > Information
- > Guidance
- > Network

Free and impartial information on adult health and wellbeing services



Care Planning

- Social work assessors provide a connecting role as part of adult social care assessments and meeting both eligible and non eligible needs.
- North Tyneside Councils' social work teams support individuals to identify what outcomes they want to achieve through a wellbeing assessment and support plan, and use their understanding of the local community and care service provider market, as well as the individual's strengths and assets, to explore options for support for both eligible and non eligible needs.



How can we help you?

Keeping Safe	Identify my individual needs	Services and Resources	Will I be charged?
Information and advice on many aspects of adult social care, including safety concerns and managing your affairs	Complete a self assessment for yourself or as a carer - you can then submit the assessment to us	Use the Marketplace to search for and access services and information to assist your independent living	Read about financial assessments, savings and contributions

SIGN
North Tyneside

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Rolling out the approach

Introduced in April 2015, but what next ...

- We are testing the approach!

RESEARCH



- There are some areas we need to develop further:
 - A new adult social care web based portal (My Care)
 - Self Assessment and Financial Assessment calculators
 - The SIGN Information System (service directory)
 - Live Web Chat
 - Personalised Information Prescription
 - E-marketplace
 - Real time appointment booking system

**Promoting the offer to the people
who need to know**



The Approach

Your personalised
Information
Prescription



How can we help you?

Keeping Safe
MY CARE
Information and advice on all aspects of adult social care, including safety concerns and managing your affairs

Identify my individual needs
Am I eligible?
submit the assessment to us

Services and Resources
SIGN North Tyneside
Free and impartial information on adult health and wellbeing services
Use the Marketplace to search for and access services and information to assist your independent living

- > Signposting
- > Information
- > Guidance
- > Network

Will I be charged?
Am I eligible?



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What about professionals? Working on behalf of their customers?



I'd like to refer a person who has mobility issues and is socially isolated; I think she needs an assessment.



Does the person you are supporting have access to IT and the internet?

Have you checked our website for relevant information and advice?

I'd like to refer someone for support services to help maintain her home and garden

Have you used the SIGN Information System to look for support or services?

How can we help you

ONLINE REFERRAL / CONTACT ROUTE

Information and advice on many aspects of adult social care, including safety concerns and managing your affairs

Complete a self assessment for yourself or as a carer - you can then submit the assessment to us

Use the marketplace to search for and access services and information to assist your independent living

Read about financial assessments, savings and contributions

Have you or your customer completed an online Self Assessment to find out about what support is available to access?

My patient would like to find out more about home care and care home providers?

Have you or your customer set up an Information Prescription for personalised advice and information?

Have you or your patient completed an online financial assessment?



My patient doesn't know if she'll have to pay for her own care?

I want to refer someone for social care support?

