

Standards for Delivery of Adult Social Care Services in North Somerset

North Somerset Council's [Customer Care Charter](#) sets out the Council's general standards for customer care. It is available on the Council website and can be obtained from the Council on request by calling 01934 426 826

North Somerset Adult Social Services Standards:

The national outcomes Adult Social Care seeks to achieve are:

- improved health and emotional well-being;
- improved quality of life;
- making a positive contribution;
- choice and control;
- freedom from discrimination;
- economic well-being;
- personal dignity.

Access and Information

We aim to:

- Provide a point of contact for advice and support on health and social care, for the general public, service users, carers and professional staff via North Somerset Care Connect (tel 01934 888 801).
- Provide interpretation services for people whose first language is not English where they need them.
- Offer immediate advice and guidance from North Somerset Care Connect, action requests for simple services and send information to enquirers (as needed) on the day they make contact.
- Enable enquirers to speak to a relevant professional, if they need to, on the same day.
- Make initial checks regarding safeguarding issues at the first point of contact and take immediate action where necessary to ensure that vulnerable adults are safe from abuse.
- Let people know how to complain, make suggestions, and give other feedback.
- Let people know how their information may be shared and ask for their agreement to this.

Assessment

We aim to:

- Begin community care assessments on the day of contact via our Single Point of Access (Care Connect).
- Complete most simple assessments within one week and more complex assessments within four weeks.
- Make sure the complexity of the assessment carried out reflects the complexity of people's needs.
- Involve carers in assessments and make sure that they are offered an individual assessment of their own needs.
- Complete very urgent Occupational Therapy Assessments within one week and high priority assessments within four weeks.
- Carry out reviews or reassessments at least once a year and more often where needed.

Providing Services

We aim to:

- Put services in place on the same day in emergency situations and in all cases within four weeks of completing an assessment.
- Provide prompt assessments and services to avoid unnecessary delays in discharging people from hospital.
- Explain to everyone who contacts us about adult social care services that they have a right to a personal budget and to personalised services.
- Coordinate services and assessments with our partners in the NHS and the third sector so that people get 'seamless' services as far as possible.
- Enable carers to have services in their own right within the limits of available funding and resources.
- Commission services which enable people to become as independent as possible.
- Commission services which meet service user needs including those arising from culture, religion, age, gender or sexual orientation.

- Commission services which are of high quality, sustainable and represent good value for money from providers who share the Council's vision.
- Carry out a financial assessment and let people know what they will have to pay towards the costs of their services within eight weeks

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