

## **Support for Older Adults - Adult Care & Support, Solihull MBC**

Key areas of support provided by Adult Care & Support for older adults in the borough:

**Care Act assessment** – under the Care Act 2014, assessments are for people over the age of 18 requiring help to live in the best way possible as a result of disability or ill health. A Care Act assessment aims to provide a full picture of a person's needs and to determine the level of care and support they may require.

A person is entitled to an assessment once Solihull Council is aware of their need for care and support. An assessment may be undertaken when a person is in hospital before they are discharged, or at home.

An assessment can be offered by Solihull Council Adult Care and Support or requested by the person or their family / representative. A person may also be referred for an assessment by a medical professional, such as their GP.

The services a person receives are chargeable and they may have to pay towards their personal budget to meet these costs. The amount a person can afford to contribute to their personal budget is worked out through a financial assessment.

**Carers assessment** - if a person is caring for someone else aged 18 or over on a regular basis, without being paid for it, they are entitled to have a carer's assessment.

The assessment provides the person with the opportunity to talk about the support they need to be a carer. It is beneficial for the assessment to be undertaken jointly with the person they care for in order for care and support to be coordinated for both, meaning the person only then has to tell their story once.

**Safeguarding** - anyone aged 18 years or over who needs community care services, or who finds it difficult to take care of themselves or protect themselves against harm or exploitation may be at risk of experiencing abuse and / or neglect.

Abuse of an adult with care and support needs is where someone hurts, harms or causes someone distress. It can include theft, bullying, verbal and racist abuse, threats, pressure about money or wills, unwanted sexual advances, physical abuse and neglect.

Where safeguarding concerns are identified, these should be reported to Adult Care and Support as soon as possible. It may also be necessary to contact the Police (101, or 999 in an emergency). Contact should be made with SMBC using the contact details listed below, or alternatively using the online web form: <https://beta.solihull.gov.uk/social-care-and-support/safeguardingvulnerableadults>

**Reablement service** - this is short term support, similar to rehabilitation and recovery, to help a person learn new skills, or regain and relearn any lost skills to reduce care needs.

**Provision of equipment and adaptations** - An occupational therapy assessment can help a person stay independent and provide information and advice about housing adaptations and equipment to help at home. Examples might include smaller pieces of

equipment such as a raised toilet seat or a wheeled trolley as well as larger adaptations such as a level access shower or the provision of a hoist.

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**Contact details for AC&S:**

You can contact the Solihull Connect Adult Social Care team by telephone or email:

- Email: **ccadults@solihull.gov.uk**
- Call: 0121 704 8007 (Monday – Friday, 9am – 5pm)
- Out of hours (for emergency and crisis situations): 0121 605 6060

Further information about the support provided by Adult Care & Support can be found on the SMBC website: <https://beta.solihull.gov.uk/social-care-and-support>