



Adult Social Care

Working with you to understand your needs



When we say **we** in this document, we mean West Berkshire Council Adult Social Care.



Why do we have this leaflet?

We want to make sure people who use our services can understand ways we can help with care and support.



We have three teams who help assess your needs for care and support.

Help and Information:



West Berkshire Directory

Your local guide to support, information & activities



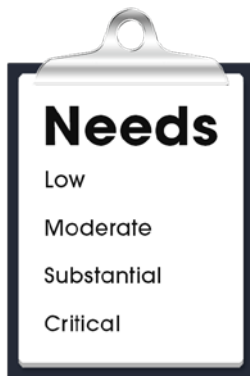
We provide information, help and advice to assist adults find support to live independently.

You can find lots of information on the [West Berkshire Directory](#).

You can also call us on 01635 503050. We will help you find the right person to talk to about your care needs, or help you find information you need.

Understanding your needs:

We will listen to you to understand what you want and need. This is called a Care and Support Needs Assessment. If you have eligible care and support needs, we will help find solutions for your care.



Paying for your care:



You will be offered a financial assessment and advice about benefits that could help you pay for your care. If you have enough money, we may charge you for your care.

Some people have to pay the charges in full, others pay less and some people pay nothing.



If we are paying for some or all of your care, we will agree a Personal Budget which is a sum of money that your care will cost.

We will agree how you want to spend this sum of money and include it in your Care Plan.



Your Care Plan is agreed with you and written down to show your needs, and how they are going to be met using the money in your Personal Budget.



If you need to contact us regarding this Easy Read leaflet, or want to talk to us about care and support, please telephone Adult Social Care on 01635 503050 or email: adultcare@westberks.gov.uk. Or complete an online form <https://www.westberks.gov.uk/adultenquiry>