How Adults access Care and Support Services in Rhondda Cynon Taf

Start Here

I think I or someone I know may need care and support

We will consider your communication and accessibility requirements

Information Services:
We will provide you access to information about care and support services

- RCT Website
- First Response – 01443 425003
- One4aLL Centres
- Publications

You are happy with the information you have obtained – No further action required

Advocacy:
If you need support to access services an advocate can act on your behalf.

Safeguarding:
If identified, Safeguarding procedures will be followed

I need further support

Advice and Assistance:
We will discuss what matters to you and agree an outcome.

The National Eligibility Tool may be used at this point

Advice:
Outcomes can be achieved with advice. We will signpost you to other services following a conversation. If required, we will provide you with a copy of what we have agreed

Assistance:
Outcomes can be achieved with assistance. We will refer you to people who can support you to access activities, groups and services in your community. If required, we will provide you with a copy of what we have agreed

Preventative Services:
Outcomes can be achieved by accessing a range of preventative services from our Short Term Services (e.g. adaptations, community equipment, sensory services) If required, we will provide you with a copy of what we have agreed

You are happy with the advice, assistance or preventative service you have received and have agreed an outcome. No further action required.

I have eligible needs and require further/ specialist assessment

An assessment will be undertaken to identify your care and support needs.

We will also ask you to complete a financial assessment to establish your contribution towards care and support services

I need a care and support plan to meet my identified needs

Care and Support Plan:

A care and support plan will be designed to deliver care and support services to meet your needs

Review/Re-Assessment:

We will review your care and support plan at agreed points

If your circumstances change, we will undertake a reassessment of your needs