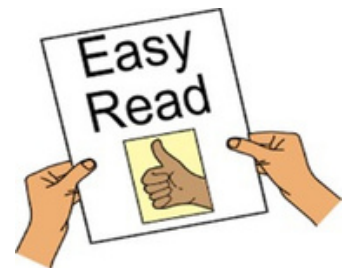


What is an assessment?



“Easy Read” does not mean that everyone will find this booklet easy to understand.

Many people will still need help and support to understand what they need to do.



Contents



1. Introduction
2. Your rights
3. What is an assessment?
4. What do we talk about?
5. This will include
6. This will include
7. Who might be involved?
8. Support plan and outcomes
9. Types of care and support
10. Paying for your care and support
11. Feeding back on your assessment
12. What do the green words mean?
13. What do the green words mean?

1. Introduction



This booklet gives you information about **assessments**, including some of the different types of assessment.



If you need help to understand this booklet please call:

Thurrock First
01375 511000



You can also ask your family, friends, support worker or your allocated social care worker to help.



We will talk with you about what help you need. This is called an assessment or **review**.

2. Your rights



The Care Act 2014 is a law about care and support for adults in England.



You have the right to have an assessment under the Care Act 2014.



You can ask for an assessment or review at any time by calling:

Thurrock First
01375 511000



You have the right to have a copy of your assessment or review once it is completed.

3. What is an assessment?



An assessment is a conversation with a social care worker to see if you need care and support.



A social care worker will meet with you in a place of your choice. You can have people to support you during your assessment if you want.



A **review** is a conversation to think about how the support you have is working. This will happen at least once a year.



You can ask for a review at any time if you think you need to change your support.

4. What do we talk about?



We will talk with you about what you like to do and what is going well.



We will talk with you about what you need help with, who helps you and what is not working well.



We will ask you what goals you would like to achieve. We call these 'outcomes'.



We will ask you what is important *to* you, and what is important *for* you.

5. This will include:

	<p>This includes things that are important for your well being and for you to enjoy life.</p>
	<p>Examples:</p> <p>Activities that you really like such as going out and meeting friends.</p>
	<p>Being more confident and learning to be <u>independent</u>.</p>
	<p>Some of them may be big things like where you want to live or what help you need with your money.</p>

6. This will include:



We will talk about things that are important to keep you healthy and safe.



Examples:

Eating healthy food and drinking enough.



Having **technology** or **equipment** that can help you live your life more independently and safely. For example a hoist to lift you out of bed.



Keeping clean, washing regularly and having clean clothes.

7. Who might be part of my assessment or review?



Sometimes we may talk with people who know you well as part of your assessment. If you have a carer, they may also have the right to a **carer's assessment**.



This may include:

- Family and friends
- People who support you
- **Care agencies**
- **Personal Assistants**



You have the right to help from an **advocate**. An advocate is someone who can help you say what you want to say.



If you feel you need an advocate you can contact:

VoiceAbility Advocacy Service
0300 303 1660

8. Support plan and outcomes



If you are **eligible** for care and support, a **support plan** will be written. This will be personal to you and the things you want to achieve.



Your support plan explains how you will be supported to achieve your personal outcomes.



Your support plan will also include how you can tell if you are achieving your outcomes.



We will look at your support plan with you at least once a year.

This is called a **review**.

9. Types of care and support



Your assessment or review is where you can talk about different options to help you to achieve your outcomes.



This could be:

Through family, friends, or resources in the community.



Through council commissioned services, such as a carer from a care agency or technology.



Whether your care and support can be met through direct payments. This is money you can be given to buy your own services.

10. Paying for your care and support



Local authorities can charge for the care and support a person gets.



To decide how much to charge, the local authority must carry out a **financial assessment**.



If there is a **charge** for your care and support you will be told how much this is.



You can ask about any **benefits** that you might be able to claim, by calling:
Customer Finance Team
01375 652681

11. Feeding back after your assessment



You can tell us how you feel your assessment went.



You can do this by telling your allocated social care worker.



You can also tell us if it was a good experience by making a compliment.

Email:
compliments@thurrock.gov.uk



You can also tell us if it was a bad experience, or if you are not happy with your assessment by making a complaint.

Email:
complaints@thurrock.gov.uk

12. What do the green words mean?

There are words that have been changed to green in this document.
The meanings of these words are listed below:

<u>Advocate</u>	An advocate is someone who speaks up for you, to help you say what you want to say, to feel listened to, and to get your needs met.
<u>Assessment</u>	An assessment is when you have a conversation with a social care worker on how your care and support needs can be met.
<u>Benefits</u>	Money from the government to help you if your income is low or you have a disability, for example Universal Credit, or Personal Independence Payment (PIP).
<u>Charge</u>	Money that you pay towards your services.
<u>Council Commissioned Services</u>	Care and support agencies and services arranged directly by the council to meet your outcomes.
<u>Direct Payment</u>	A direct payment is money you can be given instead of a service to buy your own support and services.
<u>Eligible</u>	Eligible means you have the right to support because you meet the criteria.
<u>Equipment</u>	Things that help you lead your life more independently. For example hand rails or a bath seat.

13. What do the green words mean?

<u>Financial assessment</u>	This is completed by a finance officer to work out how much you will pay towards your care and support services.
<u>Independent</u>	Doing things for yourself without needing support from others.
<u>Local Authority</u>	The local authority is your council (Thurrock Borough Council).
<u>Outcomes</u>	Personal outcomes are what matters to you and what you want to do with your life.
<u>Resources</u>	Community resources are people, places, activities and things that are available to people in the community.
<u>Review</u>	A meeting to see how your support is working and if any changes are needed.
<u>Support Plan</u>	A plan that explains what you need support with, what your outcomes are and who will support you to meet your outcomes.
<u>Technology</u>	Devices that raise alerts when you need help, or generally help you to live more independently. For example, a pendant alarm or epilepsy seizure mat.

Version: 30 April 2026

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