

Information, Advice and Guidance

At any point throughout the Adult Social Care pathway if a customer requires IAG or signposting, regardless if they are receiving services or are eligible the practitioner dealing with the customer should offer IAG and or signposting using any reliable materials or sources available; namely Newham's Adult Social Care IAG portal and the Service directory to ensure that there is consistency in the information provided.

IAG and signposting includes directing customers into universal services, voluntary sector provision, preventative intervention delivered within the community or any other relevant bodies /organisations /departments outside Adult Social Care.

The foundations for all IAG should be built on helping customers to draw upon personal resources, family, friends and community. It should also focus on preventative service that are enabling which help maintain a customer's safety and independence. Universal services should always be sought before purchasing services.

IAG & Signposting what you must do:

- Give correct information, advice and guidance in relation to Adult Social Care (issues)
- Seek to find creative solutions to meet customers needs at a minimum expense to the Council & themselves
- Information regarding Personal Budgets, eligibility criteria and that services maybe chargeable
- Adhere to the sharing information and data protection legislation
- Where possible resolve enquiries on contact or as fast as possible
- Manage expectations on potential eligibility by saying 'Following an assessment you may be entitled to services'
- Empower Customers to make appropriate decisions by identifying and maximising personal resources.

IAG what you must not do:

- Give incorrect IAG or guess information
- Give biased information
- Give advice on non-social care needs such as:
 - Housing issues
 - Environmental issues
 - Health issues

Screening and Making Appropriate Referrals

Each time someone contacts or is referred to Adult Social Care, a Contact Form should be completed to help determine the customer's eligibility for services and their presenting needs. Sometimes it is necessary to continue to complete an assessment or to fully screen the customer appropriately.

The key principles when completing the screening process are:

- To gather factual and concise information
- Ensure all information obtained is documented and recorded on Carefirst
- Cover all the main areas on the contact/referral that relate to the customer
- Check whether immediate action is required and the level of risk associated with the contact.

High-quality screening will ensure we are able to assist the customer in the minimum number of contacts. Screening should be controlled to ensure all aspects are covered. Following the below structure and using your judgement to determine what is relevant to the customer and their enquiry will ensure good screening.

- **Identify current support/social network:**

- Do they have a next of kin?
- Support from family, friends, neighbours, carer/agency or nominated other?
- Do they receive any formal/informal care?
- Do they have/use any assistive technology? For example a fall detector, pendant alarm, key safe? If not you should signpost appropriately.
- Do they care for anyone? If so do they have any other help or respite?
- Is there a young carer involved? If so you must get consent before signposting young carers to services as required.
- If it is a carer referral, establish any areas of concern and if there is risk of breakdown in their care situation. A Carers Assessment may be necessary.
- Is there a dependent child in the household?
- Establish if any professionals are involved and find out their names and roles.
- Can the person speak English? If not check if any family members/friends/neighbours can speak or interpret on their behalf? If there is no one to help, we can signpost to an interpreter service.

- **Identify Customer's Health and Wellbeing:**

- Do they have any physical or mental health concerns/conditions? If yes signpost to appropriate health professional.
- Do they have any hearing or sight impairments and/or communication difficulties?
- Do they have any hobbies or activities that they attend at the moment or want to attend?
- How is their mobility? Do they suffer from frequent falls?
- Do they drive a car? Do they need a blue badge? If yes, please signpost to the LSC and inform the customer of the process.

- Can they manage their personal care?
 - Can they manage their medication? (E.g. do they have issues with taking/receiving medication)
 - Can they manage their finances?
 - Do they need welfare benefits advice? Housing Advice? If yes signpost to appropriate department.
- **Identify Any Health and Safety issues:**
 - Establish whether there are any risks or environmental hazards for the customer or the Practitioner if a visit was to be conducted.
 - Check if need to visit in pairs?
 - Are there any pets in the property?
 - What is the condition of home environment? Are there any repairs or maintenance needed or are there sanitation/hygiene concerns? If yes signpost as appropriate. Do they have gas or electric central heating or coal fires in property?
 - Is property rented (privately or council/housing Association), or sheltered or residential/nursing or owner occupied.
 - Does the home have a working smoke alarm? If not please use signposting.

Following screening, if the customer has been identified as meeting the eligibility for services and these can be commissioned on contact then all necessary actions will be completed by that practitioner. If the customer falls below the eligibility criteria then IAG and or Signposting will be given following the above guidance.

Should a referral to another team in the pathway be required, then an Assessment Form will be completed by the screening practitioner; capturing details of the enquiry and the rationale for the assignment to the specific team within the pathway. In cases where it identifies that a joint assessment is required e.g. a Social Worker and Occupational Therapist, this will be made known on the Assessment Form, as well as any other relevant piece of information.

In circumstances that require a customer to be assigned to more than one team; for example an assessment for services that cannot be implemented over the telephone **and** a referral to IEDA, the Assessment Form will be assigned to the appropriate team followed by an Intervention/Secondary Involvement Form, detailing what advice and input is required and assigning it to IEDA.

The Enablement Team and Review Team can carry out the Initial Review (up to 6 weeks) via the telephone at the discretion of the Team Manager.