

## Self assessment

### Frequently asked questions

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#### **Can I just ask for an assessment by Shropshire County Council?**

Yes, anyone aged 18 or above who believes that they may have social care needs which may fall within the definition of community care services can ask for an assessment. Local Authorities with Social Care responsibilities have a duty to carry out a community care assessment when requested.

#### **Can I ask for or complete an assessment for a relative or a friend?**

Carers, friends or family can also complete the assessment on behalf of someone else living in Shropshire. If this is the case, we will always contact the person concerned to check that they wish to have the services we may offer. To help us make contact please make sure you give us the correct telephone number

#### **If I need a further assessment what is involved and who does it?**

We recommend a further assessment for people who have more complex needs. This will involve meeting the person whose needs are being assessed so that they have the opportunity to discuss their needs and wishes, and those of anyone who cares for them if they wish, in full. It does not involve a medical examination and we only speak to a person's doctor if they have given us permission.

If either you or we believe that a further assessment is needed, someone will contact you to arrange a visit to discuss your needs with you in depth. We always encourage relatives or carers to be involved in this discussion.

#### **If I complete the self-assessment, am I automatically entitled to services?**

No, people with needs that fall outside our Adult Social Care Services eligibility criteria do not have any right to receive social care support. You are entitled to social care services only if we agree that you qualify for support. In some cases, if you qualify for support but have higher needs we will ask you to have a full assessment before services are provided.

#### **If I qualify for services, can I refuse?**

Yes, you have a right to refuse services if you feel your circumstances have changed for the better following the assessment. It is important for you to ask us questions if you feel you do not have enough information. You may find it helpful to talk to an independent advocacy service available from organisations such as [Age Concern](#), [Citizens Advice Bureau](#) or [Help the Aged](#)