

The
Single Assessment Process
for adults who use Health or Social
Care services across Cornwall, Devon,
Plymouth and Torbay.

To get a copy of this leaflet in
another format or language,
please contact the number for
your area listed on page 4.

Further copies from: Social Services General Office, County Hall,
Topsham Road, Exeter EX2 4QR. Tel. 01392 382946.

Comments on this leaflet: Please contact the Head of Public
Information & Communication, Tel. 01392 382566 (address above).
Email: paul.giblin@devon.gov.uk

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Devon
County Council



This leaflet can be supplied in large print and in other languages.

Why are we using the Single Assessment Process (SAP)?

The Single Assessment Process (SAP) is a way of providing assessments for adults with health and/or social care needs. It is a requirement of the Department of Health's National Service Framework for Older People, to improve services. It emphasises that you, the person needing services, must be at the centre of planning and decision-making to provide the most appropriate service.

If you need help from health services (such as your GP, district nurse or hospital), or from Social Services (such as help at home with washing and dressing), the Single Assessment Process will be used to assess your needs and any risks to your independence.

The process involves health and social care organisations working closely together with you to make sure you and your carer receive the right care or services at the right time. And you don't have to give your information more than once. With your permission, your assessment information will be shared with other professionals who will be involved in providing care or services for you.

What information do we need about you and why?

To ensure that you, and/or your carer, get the right care and services we need to find out:

- basic details about you, such as your name and address and your next of kin
- details of any services you are receiving and family/friends who are important to you and your care
- what strengths and abilities you have
- what care and services you need, or your carer needs, and what risks there are to your safety or independence.

What about sharing information?

There is legislation about the sharing of any of your information and the main rules mean that:

- We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and the safety of others).
- Sometimes the law requires us to report information to other authorities, (for example when we encounter infectious diseases which may affect others).
- Anyone we share information with has to follow the same rules.

You have a right to withhold permission for us to share personal information about you with another service. However, the more information that we can share the easier it is for us to provide co-ordinated services.

We will use a form that will be kept in a file with your care records and you will be asked to sign this. It will then be recorded on computer. Our aim is to ensure that any records we have about you are accurate, secure, held in confidence and can only be accessed on a strict 'need to know' basis.

What does the Single Assessment Process (SAP) involve?

In the SAP there are different types of assessment, and health and social care staff should ensure you receive the right level and type of assessment to suit you.

- Your consent must be sought to share your information with others who can help resolve the problem, at each level.
- You will be advised if a co-ordinator is involved in organising your assessment and plan.
- Any package of care should be regularly reviewed to ensure it is still appropriate and necessary and you should contact us again if your circumstances change.

What are the different types of assessment?

■ BACKGROUND AND CONTACT ASSESSMENT

This is carried out when you first come into contact with the service, and you may complete it yourself. It is used to collect basic information, for example, your name, address, GP reason for contact and may be sufficient to make decisions about whether services or treatment can be provided. It also identifies if a further assessment of your situation is needed. You can keep a copy of this and use it whenever you make contact with health or social services - this may be held electronically with health and social services staff being able to access it with your permission.

Are there further needs/risks?

■ OVERVIEW ASSESSMENT

This assessment looks in more depth at the different aspects of your health and daily life to help understand what problems and difficulties you may be experiencing and how we can help support you and your carer, and provide you with appropriate health or social care services. Before you begin your Overview Assessment you may be given a 'Personal View of Your Needs' form, which gives you the opportunity to make notes about what you or your carer would like to discuss during your assessment.

Is an assessment by a Health/Social Care worker with a specific skill required?

■ SPECIALIST or IN-DEPTH ASSESSMENT

You may have specific needs, which require specialist input from a skilled professional (such as a physiotherapist, nurse or occupational therapist) who will carry out specialist assessment(s) as required.

Is this a situation that requires all types of assessment?

■ CARE PLAN

This outlines what services or treatment has been put in place to meet your needs, any contingency plans and a weekly diary sheet. You should receive a copy of this.

■ REVIEW

Any care plan that you have in place should have a review date set to make sure the services or treatment is right for your needs. You can ask for a review at any time.

Can you see the information we have about you ?

Under the Data Protection Act 1998 you are entitled to see the information that is kept about you. If you contact the Data Protection Officer of the Primary Care Trust or the Local Authority that is arranging your care, (see contact numbers below) they will discuss this with you.

Do you have any comments, questions or complaints?

If there is anything you do not understand about the Single Assessment Process, or you do not know who to contact, or you have a complaint or a concern, please contact your local **Primary Care Trust** and ask for the **Patient Liaison Advisory Service (PALS)** or your local Social Services - listed below.

Primary Care Trust	Tel.
Cornwall & Isles of Scilly PCT	0845 170 8000
Devon PCT	01392 205 205
Plymouth PCT	0845 1558100
Torbay Care Trust	01803 210500

Local Authority Social Services

Cornwall Adult Social Care	01872 322000
Devon Adult & Community Services	0845 1551 007
Torbay Care Trust	01803 208500
Plymouth Adult Social Care Services	01752 306900

To find out more

About the Single Assessment Process you can either:

- speak to the staff dealing with your care
- see the SAP website at www.devon.gov.uk/SAP
- contact the Primary Care Trust or Local Authority in your area.