



## Single Assessment Process (SAP) Factsheet 68 – 06 September 2010 (3 Pages)

For adults who use Health or Social Care Services across Cornwall, Devon, Plymouth and Torbay.

### 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 doctor, district nurse or hospital), or from social care 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 keep a record of your consent 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 to let us know if your circumstances change.



## What are the different types of assessment?

### ■ The Background Information and Contact Assessment

This is carried out when you first come into contact with a service. It is used to collect basic information for example; your name, address, doctor and reason for contact. It may be sufficient for a decision to be made about whether services or treatment can be provided. It also identifies if a further assessment of your situation is needed.

Are there further needs/risks?

### ■ The Overview Assessment

This assessment looks in more depth at the different aspects of your health and daily life. It helps us understand what problems and difficulties you may be experiencing and how we can support you 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 would like to discuss during your assessment.

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

Is this a situation that requires all types of assessment?

### ■ Specialist Assessment

This is carried out by an appropriate specialist (such as an occupational therapist, physiotherapist or nurse) who will look at any problems or difficulties you have which may need a specialist service. An example of this is the Health Needs Assessment.

### ■ Integrated Care & Support Plan

Once your needs have been assessed; if services and/or treatment are required, a care plan (summary of your needs) will be drawn up jointly with you to outline what these services are and who will be providing them including a diary sheet.

### ■ Review

When a care plan is in place, you should be advised as to when this will be reviewed. This may be carried out by a telephone or face-to-face interview, or you may be asked to complete a short questionnaire.



## 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 at the end of this factsheet) 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 Care Services** - listed below.

Primary Care Trusts (PCT)	Telephone Number
Cornwall & Isles of Scilly PCT	0845 170 8000
Devon PCT	0845 111 0080
Plymouth PCT	0845 1558100
Torbay Care Trust	01803 557425
Local Authority Social Care Services	
Cornwall Adult Social Care	0300 1234131
Devon Adult & Community Services	0845 1551 007
Torbay Care Trust	01803 219700
Plymouth Adult Social Care	01752 668000

## To find out more

For more information about the Single Assessment Process you can either:

- speak to the staff dealing with your care
- see the Single Assessment Process website at [www.devon.gov.uk/SAP](http://www.devon.gov.uk/SAP)
- or contact the Primary Care Trust or Local Authority in your area.

## Further information

A large print version of this factsheet is available on [www.devon.gov.uk/largeprint-factsheets](http://www.devon.gov.uk/largeprint-factsheets) but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email [customer@devon.gov.uk](mailto:customer@devon.gov.uk).