

For more information contact:

Customer first
on 0141 577 3001
customerfirst@eastrenfrewshire.gov.uk
Textphone: 0141 577 4870
or call into our offices at

Council Offices
211 Main Street
Barrhead
G78 1SY
East Renfrewshire

Council Headquarters
Eastwood Park
Rouken Glen Road
Giffnock
G46 6UG
East Renfrewshire

Opening hours
Monday – Friday
8am – 6pm

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille.

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What is an assessment?

Why we do them. How you can use them to get the best possible service from us.



What is an assessment?

An assessment is an opportunity for you to tell us about your circumstances and discuss your care and support needs. We can then put together a care plan which describes your needs and the support, service or guidance that we will give you.

Why we do assessments

The information from the assessment will help us to understand the problems you are having and identify the services that may be needed.

How we do assessments

We will ask you questions to find out exactly what your needs are. They will be about areas of basic living such as your personal care, household tasks, health, accommodation, emotional needs and social activities.

A carer, advocate or friend can be present during your assessment to support you if you wish.

We will write down what you tell us on a form which you will be asked to sign to say that you agree with what has been written. This form is called a community care assessment form.

When you ask for help from us you will be told how long you might have to wait before the assessment of your needs can start.

What if my needs change?

If your needs change, please contact us again. As you have already had an assessment you won't need to repeat all of the information.

Can I see what is written about me?

Yes, you will be offered a copy of the assessment and the care plan.

What if I am not happy with the assessment?

If you are not happy with the assessment you can talk to your assessor at any time. You also have the right to comment or complain to us.

Who will have access to my information?

Your information is kept private. If you agree, we would like to be able to share it with other health or social care staff involved in looking after your needs. This will save you answering the same questions again when you see a different person, and will help us to offer you well-planned and consistent care.