

## Adult Services Assessments

### Introduction

Torfaen County Borough Council – Adult Social Care – supports fair access to good quality care and support for people who need help most. We will discuss your individual situation with you. This discussion is called an assessment.

You might request an assessment because you feel that you need support yourself or because you care for someone that may require care and/or support.

### What matters to you, matters to us.

A member of staff will discuss with you what is important to you for example things that you like to do, people that you like to spend time with and how any changes in your situation affect you. This may include challenges that you experience that affect your independence.

Small changes can make a big difference and the assessment may be a way of identifying straightforward solutions to your situation. This may include suggestions of support that is not directly provided by the Torfaen County Borough Council. It is up to you whether you wish to follow up this information and advice.

A video about assessment is available [here](#).

Taking your priorities into account, Adult Social Care will apply **eligibility criteria** to your situation and may recommend care and/or support funded by Torfaen County Borough Council. The member of staff will discuss this with you.

You can choose where to meet with staff for the assessment conversation; this may be at your home, place of work or hospital. You

can choose to have someone with you for the assessment and you may wish to think about what matters most to you before your assessment.

There is no charge for an assessment, however you may need to contribute to the cost of care and/or support arrangements. You can read more about this in the leaflet **paying for care**.

### Our contact details

If you need more help, please contact us.

**Telephone:** 01495 762200

**E-mail:**

[socialcareCallTorfaen@torfaen.gov.uk](mailto:socialcareCallTorfaen@torfaen.gov.uk)

**Our Address:**

Torfaen Social Care and Housing Services  
Civic Centre  
Pontypool  
Torfaen  
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*This factsheet can be made available in other languages and formats upon request. Please contact us in order to arrange this.*