


# What do social services do?

- Social services intervene **when a person is no longer able to live independently.**
  - They are responsible for **assessing a person's needs** (and financial situation).
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- Based on the level of need, a **care and support plan** is developed to meet those needs (e.g. help with getting dressed, shopping).
  - Social services then buy services from organisations or **providers** that specialise in the delivery of care and support.
  - They also oversee ongoing **monitoring of a person's needs** and the care they receive.

# How do healthcare and social care staff work together?



- Healthcare and social care staff work together, sometimes as a **multidisciplinary team**, to provide the best care they can.
- They do this through talking in meetings, at the bedside and in a person's home. But also through **making referrals** to each other.
- However, they **often work in isolation** and will not necessarily know that other staff/teams are involved in a person's care.
- Finding out about the other staff/teams involved in a person's care has **historically been difficult** and required a lot of **time and work**.

# Why do social care staff need access to some patient data?



To develop a care plan, the following information must be collected about a person:

- A list of health problems and **how this impacts** on daily living.
- If the health problems are **long term**, likely to improve or deteriorate.
- How they might **fluctuate** throughout the day.
- How they affect **behaviour**.
- Whether the person is **at risk** (e.g. falls, pressure ulcers, confusion, wandering).
- **Particular issues or challenges** with caring for this person.
- **Family/carer views**, abilities and needs.



# Social care is provided in a variety of settings...

**Healthcare**  
(including  
Community Care)



**Social services**  
(local council)

## COMMISSION

**Care Providers**

Home provision

**Nursing Home**

Residential Care Home

Healthcare Assistant

Social Worker

Nurse

Care Assessor

Care Worker

Administrator

Care Home Manager