

# Prisoners and the Care Act

Assessing and meeting  
the care and support needs  
of adult prisoners at  
HMP Wormwood Scrubs

Hammersmith & Fulham Council is responsible for:

- assessing and meeting the care and support needs of adult prisoners at HMP Wormwood Scrubs
- for providing care and support where those needs meet the national eligibility criteria and
- for transferring that care back into the community at sentence end.

These responsibilities no longer rest with the council in the area from where you lived before you entered prison.

There are over 10,400 prisoners in Britain aged over 50, with 3,500 aged over 60. As with older people in the community, if you are an older prisoner, you are at greater risk of developing health problems, which in turn may mean that you may need some support with certain vital tasks in your day-to-day lives such as walking, washing and dressing yourself.

In addition, many people in prison experience physical health problems, mental health problems, problems with drugs or alcohol, or have a learning disability.

You may therefore also have a need for care and support.

### **About assessment**

Care and support is arranged for you in the same way as for people in the community: The Care Act states that people in prisons, who have needs for care and support should have the same access to care as anyone else.

If you think that you or someone you know in prison needs some support to manage day-to-day tasks you should ask a health worker or other worker within the prison to request an assessment of your support needs from Hammersmith & Fulham council. Alternatively, if you can, contact the council direct using the contact details on the last page of this leaflet.

## Who can be assessed?

- Adult prisoners
- Under 18 year olds moving from youth custody, where you can request a needs assessment before you reach 18, in order to prepare for the transfer and a smooth transition to a prison as an adult prisoner.

Under the law, you have a right to be assessed for care by your local council if you:

- have difficulties managing with your daily activities and tasks
- find it hard to get out of your cell
- already receive services from your local council and feel that your needs have changed.

Following the assessment and depending on your situation, you may be asked to go through a short period of rehabilitation or reablement. The aim of this is to see if you can regain the ability to do some of those things which you have been finding difficult, before a final decision is made on what support you will need.

A decision will then be made about whether you are eligible for support. If you are eligible, the social worker will start putting together a plan with you to meet your needs; this is called a 'care and support plan'.

If you are not eligible for support from the council, we will suggest other support options for you and will make sure that you are able to make any necessary arrangements.

## **What to expect at your assessment**

You can expect that whoever carries it out will:

- clearly explain the assessment process from start to finish, discuss what your options are at each stage of the process and make sure that you take part in the assessment as much as possible
- give you space to offer your own views about what you need and what is important in your life
- offer you an interpreter or an advocate (someone who can speak on your behalf) if you need help to communicate your views
- arrange some temporary support for you whilst your assessment is being completed, if you have a serious or immediate need
- involve other professionals and specialists (such as doctors, nurses and physiotherapists) in your assessment if needed. If they do this they will tell you who they intend to consult and check that you are happy for them to do this
- give you a copy of your completed assessment and a statement of needs which will tell you whether you are eligible for support from the council or not

- try to give you information and advice about other services more suitable for your needs if you are not eligible for help.

## **If you are eligible for support, how will it be provided?**

The support you may receive will depend upon your individual situation. This support may include:

- equipment to help you stay independent, including aids to meet 'prescribed social care needs'
- provision of advice and guidance to prevent you requiring acute services
- help looking after yourself in prison
- help with moving and going out of your cell in attending employment or education
- an independent advocate to speak up for you if you have significant difficulty understanding the process.

However you receive your support, the council will work with you to draw up a written care and support plan which gives details of how your support will be provided, how much it costs, and how it will be paid for. This gives you the chance to take control in deciding how you will receive your support, and to have a clear idea of when and how this support will be provided for you.

## **If your needs change or your care isn't working out**

We will arrange for a social worker or another health and social care worker to review your support plan to make sure it still fits your needs. If anything changes, for example, if your health worsens, or you have a fall, or you move, your social worker can make any adjustments to your support plan and see if there are any ways to help you regain your independence.

If there is a problem with the way your care is being provided (perhaps a care worker is not doing all the things listed in your support plan), and you cannot get the problem sorted by yourself, then contact your council and ask them to help sort things out. (Contact details on last page).

## **Duties which councils will not have towards you**

You will have most of the rights and responsibilities of people living in the community except for the following four rights:

- You cannot receive direct payments and will have much less choice over how your eligible care needs are met.
- We will not be responsible for investigating safeguarding incidents in prisons. These are incidents where prisoners who are vulnerable because of, for example, a health problem or disability, are subject to abuse or neglect by other

people. The prison staff will be responsible for ensuring the safety of such prisoners.

- You will not be able to express a preference for particular accommodation except when this is being arranged for you, after your release.
- We will not have to protect the property of adults in prison or approved premises who have care and support needs.

### **What to do if you are refused an assessment**

- Most people who ask for an assessment for care services will receive one. However, the local authority can refuse to carry out an assessment if they feel there is not a genuine need for support.
- In you are refused an assessment and you are unhappy with the council's decision, you should first of all write to them formally to request an assessment, state your case, and ask the council to provide written reasons as to why it is not willing to carry out an assessment. Make sure your council is fully aware of your situation, and give any relevant details, for example, about any disabilities or health problems.
- If you are still not happy with the council's decision, you are entitled to make a formal complaint through the complaints procedure. Ask your social worker or care manager for a form and the leaflet explaining how to make a complaint

## **Support on release from prison**

The council covering the area where you have been in prison will still be responsible for arranging care and support for you following your release from prison, and may carry out a further assessment of your needs to ensure that you are receiving the right support in your new surroundings.

You may also find it useful to look at Support for offenders on page 10, which offers information on the support available to help any person to settle back into the community after discharge from prison.

# Support for offenders on leaving prison

## Starting Over Service

Works with men at point of arrest and upon entry to local prisons. The service works with people living in Hammersmith & Fulham, Kensington and Chelsea and Westminster.

By focusing on the needs of service users, such as housing, drugs, alcohol, mental health, learning disabilities, employment and training, they work to reduce offending and protect the community. They work with service users throughout their time in custody and provide them with intensive support to resettle them into the community upon release.

Service users sentenced to under 12 months in prison are eligible for these services.

As contact is online only, please ask your social worker or care manager to put you in contact

Those leaving prison after longer sentences continue to be supervised in the community by the national probation service and the new Community Rehabilitation Company

## Other information and advice

### Unlock

An independent charity providing information, advice, training and advocacy and dealing with the ongoing effects of criminal convictions. If you don't have access to a computer their contact details are:

Telephone:  
01634 247 350  
(Monday to Friday,  
10.00am - 4.00pm)

Text:  
07824 113848

Skype:  
unlockhelpline

Email:  
advice@unlock.org.uk

Write:  
Helpline, Unlock,  
Maidstone Community  
Support Centre,  
39-48 Marsham Street,  
Maidstone, Kent, ME14 1HH

Unlock asks that you contact them directly if possible. If a family member or an organisation working with you contacts us on your behalf, Unlock will usually ask to speak to you.

## Only Connect

Is a crime prevention charity providing a positive community - including training, support and creative opportunities - for young people at risk, prisoners and ex-offenders. Write to us, call or visit at:

OC West (Shepherds Bush)  
1 Commonwealth Avenue  
London W12 7QR

Telephone:  
020 8743 5830

Email:  
info@onlyconnectuk.org.

## Age UK

The range of services to older people in prison, delivered by local Age UKs, includes regular dedicated services within the prison, as well as:

- day services or an in-reach service
- tailored advice on benefits, pensions, housing, health and other matters to individual prisoners and prison officers
- healthcare services in prison, for example, nail-cutting services or advice on diet and exercise
- advocacy for individual prisoners who may find it difficult to raise concerns

- social groups that help to promote older prisoners' sense of wellbeing and better mental health.

Age UK London,  
Regional Team

Telephone:

020 8418 5933,  
(mobile: 07734 553 739)

1st Floor, 21 St Georges Road,  
London SE1 6ES

### **The NACRO Resettlement Advice Service**

Provides extensive advice to people with criminal records on the law, employment issues and more. You can contact their helpline as follows:

Telephone: 020 7840 1212

Email: [helpline@nacro.org.uk](mailto:helpline@nacro.org.uk)

### **The SOS Project**

A programme that reintegrates former prisoners back into society. It works with people in Westminster and Kensington and Chelsea.

### **Caring For Ex-Offenders**

Aims to reduce reoffending by reintegrating ex-offenders into society through the local church. They provide people attending local churches with training and advice to enable them to support ex-offenders to live transformed lives.

For more information, please contact the Caring for Ex-offenders office:

Holy Trinity Brompton,  
Brompton Road,  
London SW7 1JA

Telephone:

020 7052 0332

Email:

[info@caringforexoffenders.org](mailto:info@caringforexoffenders.org)

### **Bounce Back**

Bounce Back is a charity and social enterprise focused on training and employment of ex-offenders.

Bounce Back Foundation  
5th Floor, York House,  
207-221 Pentonville Road,  
London N1 9UZ

Telephone:  
020 7735 1256

Email:  
info@  
bouncebackproject.com

## **The Offenders Families Helpline**

Offers lots of information  
about what to expect if a  
member of your family is  
arrested, has to go to court,  
or is remanded in custody.

Offenders' Families Helpline  
Family Lives

CAN Mezzanine  
49-51 East Road  
London N1 6AH

Free helpline from BT  
landlines:

0808 808 2003

Email us:  
info@  
offendersfamilieshelpline.org

## Finding out more

There are a number of ways (see below) in which you can find out more about recent changes under the Care Act, about how to access care and support, and about the care and support options which are available to you.

### Online help and leaflets

The Government has produced a series of factsheets which explain the aims of the Care Act and how the changes may affect you. Visit **www.gov.uk** and search for 'care act'.

They have also produced a series of leaflets in formats for people with learning disabilities. Search for 'care act easy read' on **www.gov.uk**

To find out more about the changes to care and support, visit **www.gov.uk/careandsupport**

## The People First website

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and local services that can help you live the life you want, be independent, and find the help you feel you might need. The website is provided by the Adult Social Care service of Hammersmith & Fulham Council, the Royal Borough of Kensington and Chelsea and Westminster City Council.

## Contact your council

To ask for more information about the Care Act or other care and support issues, or to request an assessment of your support needs contact your council direct:

Telephone: **0845 313 3935**

Email: **[h&fadvice.care@lbhf.gov.uk](mailto:h&fadvice.care@lbhf.gov.uk)**

You can also ask questions specifically about the Care Act by emailing **[careact@lbhf.gov.uk](mailto:careact@lbhf.gov.uk)**

## Leaflets

There are a range of leaflets from your council on issues covered by the Care Act, and on other issues which may be of interest to you. To access leaflets telephone your council using the details above, or go to the Leaflets Library at the top of the home page at **[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**

## Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits and accommodation. *Those marked with an asterisk offer some level of information and advice about the Care Act.*

### **Action on Disability\***

*A user led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.*

### **Action on Disability**

The Greswell Centre, Greswell Street, London SW6 6PX

Telephone:

020 7471 8510

[www.actionondisability.org.uk](http://www.actionondisability.org.uk)

### **Age UK\***

*The country's largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.*

Age UK

Hammersmith and Fulham,  
105 Greyhound Road,  
London W6 8NJ

Telephone:

020 7386 9085

[www.ageuk.org.uk/hammersmithandfulham](http://www.ageuk.org.uk/hammersmithandfulham)

### **Carers Network\***

*Carers Network is the first point of contact for unpaid adult carers living in Hammersmith & Fulham who need information, advice or support about being a carer.*

Bishop Creighton House,  
378 Lillie Road,  
London SW6 7PH

Telephone:

020 7386 9417

[www.carers-network.co.uk](http://www.carers-network.co.uk)

## **Citizens Advice Bureau\***

*Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.*

Hammersmith and Fulham  
Citizens Advice Bureau,  
The Advice Centre,  
338 Uxbridge Road,  
Shepherds Bush  
London W12 7LL

Telephone:

020 7385 1322

[www.hfcab.org.uk](http://www.hfcab.org.uk)

## **Mencap**

*Mencap H&F provides a range of services and campaigns with people with learning disabilities and their families and run a support group for carers of people with a learning disability.*

HF Mencap,  
65 Aspenlea Road, Fulham,  
London W6 8LH

Telephone:

020 8748 5168

[www.hfmencap.org](http://www.hfmencap.org)

## **Mind\***

*Mind provides advice and support to people with mental health needs and their carers.*

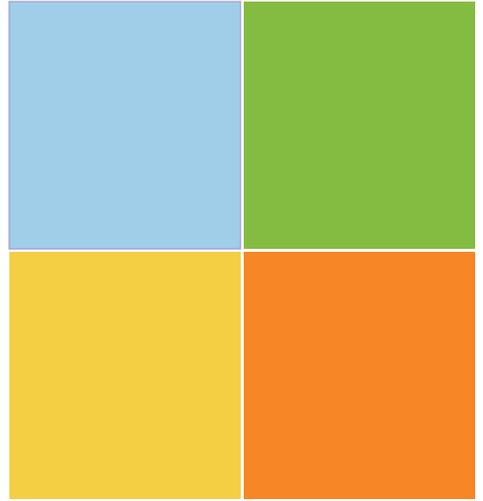
H&F Mind, 309 Lillie Road,  
Fulham, London SW6 7LL

Telephone:

020 7471 0580

[www.hfmind.org.uk](http://www.hfmind.org.uk)





# **Prisoners and the Care Act**

**Assessing and  
meeting the care  
and support needs  
of adult prisoners  
at HMP Wormwood**

Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

**Please return this section to:**

Sensory Impairment Team,  
145 King Street,  
Hammersmith,  
London W6 9XY

**Telephone:**

0845 313 3935

9.00am - 5.00pm

Monday to Friday

**Email:**

[h&fadvice.care@lbhf.gov.uk](mailto:h&fadvice.care@lbhf.gov.uk)

## How you can help us

We welcome feedback on how we might improve our service.

If you would like to make a comment, compliment or complaint, please contact:

### **Customer Feedback Team**

Adult Social Care,

Floor 4,

Hammersmith

Town Hall Extension,

King Street,

Hammersmith, London W6 9JU

Telephone: 0800 587 0072

Email: [ascustomerfeedback@lbhf.gov.uk](mailto:ascustomerfeedback@lbhf.gov.uk)

**For further information, or to apply for Care Act services, please contact:**

### **H&F advice**

T: 0845 313 3935

F: 020 8753 5880

E: [h&fadvice.care@lbhf.gov.uk](mailto:h&fadvice.care@lbhf.gov.uk)

For more information about our services and publications view them on [www.lbhf.gov.uk](http://www.lbhf.gov.uk) or [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)



**[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)** for a wide range of information about local activities and services to help you stay independent.

