

What are care and support needs?

'Care and support needs' for safeguarding purposes are not limited to 'eligible care needs' – the type of which may be provided by a local authority or the Long-Term Care Benefit; as care and support also includes help and assistance that is given informally, by family & friends.

Care and support is best defined as a mixture of practical, financial and emotional support for adults who need extra help to manage their lives, or to optimise or maintain their independence.

Care and support is not a service, or limited to the provision of services. Care and support needs can be met in a variety of ways, such as providing information, guidance, equipment or training, or making best use of wider community resources, or building upon the person's own assets such as their own network of friends, family or community.



An adult with care and support needs may be:

- a person with a physical disability, a learning disability, or a sensory impairment,
- someone with mental health needs, including dementia or a personality disorder,

- a person with a long-term health condition, or short-term condition – or recovering from illness.
- someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living.
- Informal carers (may have support needs)

This is not an exhaustive list – included within the definition of who should receive a safeguarding response, also includes people who are victims of sexual exploitation, radicalisation, domestic abuse, modern slavery, and forced marriage for example. Some people may have support needs, without care needs per se being identified. Rather than trying to fit people into categories, it is more important that we build care/support around their needs, at their pace, with their express involvement – with genuine interest in improving their circumstances, and always in a timely and proportionate way.

People with care and support needs are not inherently ‘vulnerable’, but they may be more at risk of abuse or neglect, or exploitation due to:

- Poor physical or mental ill-health,
- becoming disabled,
- substance misuse or dependency,
- impaired cognition or memory,
- frailty,
- not having support networks,
- inappropriate accommodation,
- financial circumstances or,
- being socially isolated.

“Care and support enables people to do the everyday things like getting out of bed, dressed and into work; cooking meals; seeing friends; caring for families; and being part of communities. It might include emotional support at a time of difficulty or stress, or helping people who are caring for a family member or friend. It can mean support from community groups or networks: for example, giving others a lift to a social event. It might also include state-funded support, such as information and advice, support for carers, housing support,

disability benefits and adult social care". See: [Code of Practice for Health and Social Care Support Workers in Jersey \(gov.je\)](#)

Please see this SCIE video on this topic: [Care and support under the Care Act \(youtube.com\)](#)

Please see Michael's story: [Michael's Story \(youtube.com\)](#) After a series of traumatic events Michael became homeless and addicted to a synthetic drug 'spice'. This moving film shows how Michael battles through grief, mental health issues and addictions with the help of services. His support enables him to get into work and address his addiction.

The Department of Health (DOH) [Care and support statutory guidance - GOV.UK \(www.gov.uk\)](#) defines care and support as the help some adults need to live as well as possible with any illness or disability they may have. The guidance cites help can be provided in the following areas:

- getting out of bed
- washing
- dressing
- getting to work
- cooking meals
- eating
- seeing friends
- caring for families
- being part of the community

It might also include emotional support at a time of difficulty and stress, helping people who are caring for an adult family member or friend or even something as seemingly straightforward as giving others a lift to a social event.

Preventing care and support needs from increasing is also an express aim of the DOH guidance. Whilst we in Jersey are not governed by the DOH, we make reference to best

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practice from them and other trusted bodies, for example SCIE (Social Care Institute for Excellence) [Social Care Institute for Excellence \(SCIE\)](#).

For more reading on this subject please do your own research and also see for reference [Care and support statutory guidance - GOV.UK \(www.gov.uk\)](#)