



PEOPLE IN PRISON

Information for those
with eligible care and
support needs





People in Prison

People detained in a prison or approved premises in Wandsworth are entitled to an assessment of their eligible care and supports needs from the council, this may include:

- help with personal care, such as washing and dressing
- help with getting around if it is difficult
- equipment and adaptations
- help during meals, such as with eating

Are you eligible?

In order to be eligible a person must be:

- aged over 18 in Young Offender Institutions or prison such as Wandsworth Prison
- residents of an approved premises, such as a bail hostel
- a person who had to move from their usual home as a condition of bail in criminal proceedings.

Rights to advocacy

The council has a duty to assess and respond to the care and support needs of adult prisoners. If you are a prisoner in Wandsworth prison or approved premises, you are entitled to the same level of independent advocacy than if you were living in the community. However, this is dependent on the co-operation of the prison in allowing access for independent advocates.

If you do not have someone who can speak on your behalf and you feel that you need some extra support, the council can refer you to an independent advocate.

Your rights to an assessment

As a prisoner you have the same rights as people living in the community, with some exceptions. The assessment will look at your care and support needs and evaluates any risks to your independence and wellbeing if those needs are not met.

The assessment will look at:

- Support you need to help you explain your situation
- Any support you currently receive
- Personal care (eating, dressing, washing, etc.)
- Day to day activities, such as ordering items from the canteen and cleaning, mobility and moving around
- Managing paperwork and your finances
- Social relationships and activities
- Work, training, education and volunteering
- Your living situation
- Your mental health and wellbeing
- Safety and risks



There are some differences in how prisoners are supported compared with people living in the community.

For example;

- direct payments, prisoners cannot have a direct payment.
- the council will not be responsible for investigating safeguarding incidents in prisons. These are the responsibility of the prison.
- prisoners can't choose their accommodation, except when this is being arranged for after their release.
- the council will not have to protect the property of adults in prison or approved premises with care and support needs.
- you are not eligible to be assessed as a carer whilst you are in prison.
- if you have been sectioned or receiving after care from Mental Health Service from another local authority they will remain responsible for these services and we will work with them to support you.
- continuing Health Care needs will be met by health services

How to ask for an assessment

The prison healthcare team screens new admissions for potential social care needs during reception, as well as anyone within the prison they encounter where it appears they may have social care needs, and will issue a referral to the council

If you think you may need help from the council for your care and support needs, speak to the prison officer assigned to your floor. They will help you complete a form and contact the council for you to request an assessment to see if you have any eligible needs.

The assessment will either be carried out by a social worker or occupational therapist (OT) who will meet with you at the prison or the premises you are detained at, to carry out an assessment.

Care and support

At the end of the assessment process we will tell you if you are eligible for care and support. If you are eligible for help from the council, we will use the information you have given us during the assessment to work out roughly how much it will cost to support your needs. We will also let you know if we can help you to pay for this support.

If we can help to pay, we will agree an amount of money that is sufficient to meet your assessed care and support needs. We call this a personal budget.

If you are eligible for social care, Wandsworth Council will organise your care and support for you, which will be delivered by Oxleas NHS Foundation Trust in partnership with the care provider within Wandsworth prison.

The council will work with you to develop your care and support plan which shows how your personal budget will meet your needs, and the care provider will then tailor this further with you.

Wandsworth prison may also be able to arrange support for you with domestic tasks.

Reviewing your care and support

We will arrange to review your care and support plan from time to time to find out how everything is working and to make sure it still meets your needs. When this happens will depend on your individual circumstances, but we will always review your needs once a year.

If anything changes in the meantime, for example your condition worsens, it's a good idea to let your care provider know who will contact the council, so that we can make adjustments to your plan.

What happens if I'm unhappy with the outcome of my assessment?

If you're unhappy with the process, your assessment, care and support plan or personal budget, we want to hear about it. We recommend that you speak to your social worker in the first instance. If you can't come to an agreement, you can let us know in writing what you are unhappy about and why you think the process has been unfair or inaccurate.

Once we have heard from you we will look at your concerns and may contact you to discuss the issue. We will always respond to you in writing. If you are still not satisfied, you can use our complaints procedure.

What happens if I'm unhappy with the service I receive?

If you are unhappy about the service you are receiving in the prison you should contact the care provider's management team to discuss your concerns.

Paying for services

If you qualify, you may have to pay for or contribute towards the cost your care and support. You will need to complete a separate financial assessment so we can work out what you can afford to pay towards the cost.

The financial assessment will look at:

- Income
- Savings above £23,250
- Capital such as a house

The person helping you with your assessment will also help you complete the financial assessment.

Sharing Information

Where we need to share information about your care and support needs outside of the prison or approved premises we will ask your permission to do so. If you do not give your permission, you should be aware that this may limit our ability to meet your eligible needs.

Transitions from children's to adult care and support and leaving care

If you are a young person moving from a youth justice provision to adult prison services and have eligible care and support needs, we will assess your needs as part of the transition process.

If you are in the care of a local authority and aged between 18 and 21 then your supporting council will remain responsible for your leaving care service. We will work with you, the prison and existing council about these services.

Your care and support needs if you transfer during your sentence

During your sentence, if you transfer from a prison or approved premises in Wandsworth to a prison or approved premises in another council area then the other council will become responsible for your care and support needs.

The new council may assess your needs before you move. Wandsworth will let the new council have a copy of your care and support plan and communicate with you, your current prison and the new one to ensure your continuity of care.

If you are transferred within Wandsworth to an alternative provision we will remain responsible for your care and support needs.

What happens when you are discharged?

When you are discharged from prison and you have an existing care and support plan, this can be sent to the new council in the area you are moving to.

This is called a resettlement plan. The council for the area you are moving to may carry out a re-assessment with you at a later stage. We will work with the council for the area you are moving to and the prison on your resettlement plan.

If Wandsworth Council is not initially aware that you have been discharged you can ask your local council to contact Wandsworth Adult Social Care to provide a copy of your care and support plan.

If you are being discharged within Wandsworth then we will work with you to carry out a further assessment of your care and support needs in the community.





Complaints and Appeals

As with people in the community you have the right to complain if you remain unhappy about the way you have been dealt with by the council or the outcomes of our decisions.

Speak to the prison officer on your floor if you want to make a complaint or you can write to:

Statutory Complaints Manager

Freepost RTKU EGLA ZZGT
Room 162, Town Hall
Wandsworth High Street
London SW18 2PU

Our contact details

Write to us at:

Wandsworth Council
Adult Social Care and Public Health
Wandsworth High Street
London, SW18 2PU