



BFSWS

BRITISH FORCES SOCIAL WORK SERVICE OVERSEAS



polaris

part of the polaris community

ADULTS AT RISK

SOCIAL WORK ASSESSMENT

Information for people using our service

MANY PEOPLE EXPERIENCE PERIODS IN THEIR LIFE WHERE THEY STRUGGLE DEALING OR COPING WITH PERSONAL ISSUES.

You may have a disability or enduring health issues, you may be caring for someone with ill health and/ or a disability. You may be in a troubled relationship, or you may be facing court action.

At these times it often helps to talk to someone or be given advice and/or practical help. Living in the service community, however, you are probably a long way from your family and friends.



This is where the social work service may be able to help. We know that with a little support, most adults can sort out their own problems. Our aim is to help you do that.

ASSESSMENTS



At the initial visit the social worker will talk with you about the difficulties you are experiencing and together you will agree whether extra services are required and if so, the best way to provide them. This process is called an assessment.

We will record this assessment on a form which we will give you to read, comment on and sign. You will be given a copy of the assessment for your own records.

During the assessment and before arranging any services, we consider many aspects of your life which are important to you including your ethnic, religious and cultural background. This ensures that we meet your needs in the most appropriate way. If there are specific issues you want to raise with the social worker in this area please feel free to do so.



If you regularly care for a child or adult with disabilities you may be entitled to an assessment called a Carer's Assessment. You can discuss this with the social worker.

REFERRALS

People are referred to the social work service in different ways. You may have contacted us yourself, or someone else may have contacted us on your behalf. You may have been referred to the social work service by the Courts.



When you, or someone acting on your behalf, gets in touch with us and asks for help or support, this is called a referral. If it seems from the referral that you may need extra services a social worker will contact you to make an appointment to discuss this with you.

HOW LONG WILL THE ASSESSMENT TAKE?

45
DAYS

The social worker has up to 45 days to complete the assessment. Some assessments will be straightforward, others a little more complex depending on the situation.

With your consent we will want to speak to other agencies that you may be involved with so that we can share all appropriate information to make sure any services planned are tailored to meet your individual needs.

WHAT IF I CAN'T MAKE THE APPOINTMENT?

When the social worker arranges to see you and your family to carry out the assessment, he or she will put aside time to do this and may have to travel to the appointment. If you cannot keep the appointment for any reason, please let the social worker know so that they can arrange another time for the assessment to suit you better.



OUR DUTY TO SAFEGUARDING

If at any time during an assessment we become aware of anything you are doing or not doing, that may pose a serious threat to a child or adult at risk, we will need to take appropriate action to ensure their safety and welfare.

We will always let you know what your rights are if this situation arises and we need to take action.

COMMENTS, COMPLIMENTS AND COMPLAINTS

We will give you more information on how to comment on the services you receive when you first contact us and when we have finished our assessment. We encourage people to give us feedback as this helps us to make sure that our service meets your needs.



CONTACT DETAILS

To contact your social worker, please contact us on:

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