

Access Social Care Information, Advocacy & Rights



Jacky Martel - Hub Manager & Senior Advice Co-ordinator
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Research



1 in 5 adults are disabled

1 in 5 adults provide unpaid care

Carers and disabled people:

- are more likely to live in poverty
- have poorer health outcomes
- report negative impacts on relationships

There has been a
staggering 77% drop
in the number of
legal aid community
care cases taken on
since 2010

About us

We are a specialist health and social care advice providing charity



Growing need for support

Empower	Legal capability training
	Legal education training
	Online training/resources
Enforce	Legal advice and casework
	Pro-bono clinics
	Barristers panel
Challenge	Data analysis and insight
	Strategic casework
	Strategic consultancy
	Influencing

Legal
Support
Service



Try the
chatbot
here

asc access
social care

Close button (X)

Hello, I'm Alice!

I can get you the social care support that is right for you.

I'm a robot, not a human, but will help you as best I can.

[Get started](#)

Case study 1

- Woman cares for her husband - advanced stage of a neurological condition
- Also supports 3 teenage boys - 1 nearly 20, autistic and has a severe learning disability
- Unsure if her son had a social care assessment
- Care staff visit twice a day to support husband
- Son not had support since he finished a special needs college over a year ago
- Someone visited 8 months previously about her son, but she was not sure who or why
- ASC supported her to write a letter requesting a new assessment for her son using the Chatbot
- Letter detailed difficulties her son was having in achieving the outcomes listed in the Care Act
- Carer's Assessment was requested, and language support and accessible information need flagged
- New assessments looking at the needs of the whole family have begun

Case study 2

- Jamaican woman, blind and in her 40s residing in emergency Bed & Breakfast accommodation with her niece - her unofficial carer
- Unable to work and would like to go to University
- Receiving PIP but not the Daily Living Allowance
- Vulnerable and has a history of self-harm
- Rehab Support Worker helped her to use the Chatbot to chase up her PIP Daily Living allowance application
- She received a reply within a week
- Another Chatbot letter was sent to request an urgent assessment
- Her Support Worker helped her to use the Chatbot to ask her Social Worker to move her to accommodation that supported her needs and rights
- She was successfully moved to a private property in another area

Case study 3

- Woman diagnosed with Functional Chronic Pain
- Cannot walk without support
- Uses a wheelchair when she goes out with support from friends and family
- Lives on the 2nd floor with 5 flights of stairs due to building design - there is no lift
- Never goes out alone due to the stairs
- Needs help with cooking, cleaning, shopping and showering
- Relies on friends and mum - knee replacement
- Referred to ASC by a Social Prescriber - also referred to Social Services
- Due to being short-staffed, unable to allocate her a Social Worker - placed on a waiting list
- Case did not progress until Social Prescriber referred her to our Chatbot letter clinic
- Within a week, Chatbot letter completed / sent
- Social Services have now completed an assessment - she was offered 9 hours of social care support per week

Contact

Jacky Martel

Hub Manager & Senior
Advice Co-ordinator

jacky.martel@accesscharity.org.uk

Alan Bird

Chief Technology Officer

alan.bird@accesscharity.org.uk

Ailee Towns

Head of Business Development

ailee.towns@accesscharity.org.uk

