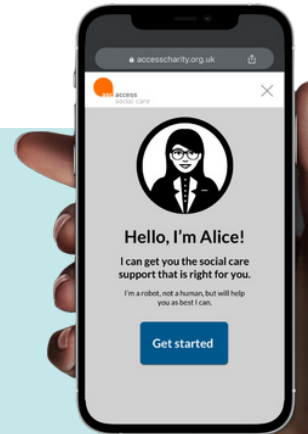


Legal Chatbot Content

Access Social Care supports communities to increase knowledge of the law and rights, providing free legal advice and information for people with social care needs to achieve a better quality of life. To meet growing demand for free legal support, we have developed an award winning chatbot to provide 24/7 independent legal support and guidance to people across England.



Content currently available on the chatbot

Getting care and support	<ul style="list-style-type: none"> • Getting an assessment • Eligibility • Supporters and advocates • Challenging poor assessments • Getting care after a hospital stay • Care reviews
Problems with care and support	<ul style="list-style-type: none"> • Delays in getting a care plan • Cuts to care and support • Dealing with inadequate care and support • Organising care and support when moving home • Problems with direct payments
Charging	<ul style="list-style-type: none"> • Problems with charging • Disability related expenses
Continuing Health Care	<ul style="list-style-type: none"> • Continuing Health Care assessments • Continuing Health Care eligibility • Dealing with Continuing Health Care problems
Carers' rights	<ul style="list-style-type: none"> • Getting support as a carer • Getting alternative support in place when a carer cannot provide care • Ending a caring role

Content available soon

Discrimination in the Care Act process	<ul style="list-style-type: none"> • Addressing discrimination that occurs in the Care Act process • Making an effective complaint relating to discrimination
End of life care	<ul style="list-style-type: none"> • Decisions about treatment • End of life planning • Finances • Care at the end of life