

Carers Assessment Process Public Information

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1. What is a Carer?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental ill health or substance misuse problems. The term Carer should not be confused with a care worker or care assistant who receives payment for looking after someone as a job. Caring is rewarding but it can also be difficult to juggle caring for someone and your own needs. The physical and emotional demands involved in caring for somebody else can lead to strain, isolation and mental or physical illness. As a Carer you have the right to appropriate information to support you in your caring role. This can include a Carers Assessment.

2. What is a Carers Assessment?

The Carers Assessment process starts with a simple conversation with a trained member of staff to find out how you can be supported as a person who looks after someone else. Some people find the idea of an Assessment daunting as they feel they are being tested or judged in their ability to look after a friend or loved one. This is not the case. An Assessment is just an opportunity for you to talk to a social care professional about what could make caring easier for you and what help and support may be available.

3. Who can have an Assessment?

All carers have a right to a free assessment of their needs arranged through social services. Any Carer is entitled to an assessment, even if the person you care for has refused support.

It is a statutory duty for Local Authorities to offer a Carers Assessment where a Carer is identified. You may accept the offer or decline it.

Many Carers have an Assessment at the same time the person they care for is getting their needs assessed by their Social Worker but you can ask for an assessment at any time, even if the person you care for doesn't want help from social services.

4. Where can I have an assessment?

The Assessment can take place on the telephone or if there is a need to talk face to face we can meet in person in your home, the home of the person you care for, or somewhere else if you prefer.

5. How do I request a Carers Assessment?

To request an Assessment contact the First Contact Adults Team at Newport City Council.

City Contact Centre

Tel: 01633 656656

Email: FirstContact.Adults@newport.gov.uk

Online Form - Carers Webpage: <http://www.newport.gov.uk/en/Care-Support/Carers>

Young Carers under 25 can get support from Barnardo's Tel: 01633 251192

Website: www.barnardos.org.uk

The First Contact Adults Team is a multi-disciplinary Team made up of Social Workers, Occupational Therapists, Direct Payments and Community Connectors.

6. How to get support from Social Services?

Social Services may be able to provide information, advice or services for the person you care for. They may be able to advise you on ways to take a break from your caring role. An Assessment can help to see if a person has care and support needs, and to work out if they are eligible for help from social services. Some help may be free and some services may be chargeable. The Social Worker or practitioner will be able to advise you.

7. What matters to you?

When carrying out an assessment, a conversation is had about what matters most in improving your life and wellbeing. As well as talking about any difficulties you're experiencing, it's important that we find out about your strengths, capabilities and what is working in your life. We can then help you work out what outcomes you are hoping to achieve from our help, and if appropriate agree a care and support plan that can best meet your wellbeing needs.

8. Before an Assessment.

- Contact First Contact within adult social services and request an assessment.
- Agree a time and place. This can be by telephone or in person at home or a place to suit you.

It may be useful to think about:

- Your caring role and how it might be affecting you.
- You can discuss the positives and negatives confidentially.
- Reflect on what helps you cope.
- Identify things to discuss with the practitioner who will complete the assessment with you.

9. What is discussed during the Carers Assessment?

This can vary depending on the issues you raise with the practitioner. It could include:

- How long you have been caring.
- The physical and practical impact of your caring role.
- How you are feeling and the emotional impact.
- How often you do or not get a full night's sleep.
- How much help you receive.
- What affect the caring role has on other relationships and friendships.
- Whether you have any free time outside your caring role.
- Whether you have any time for leisure or social activities.
- Whether you are in paid employment or would like to work.
- Whether you would like to take up training while continuing with your caring role.
- Any other aspirations you may have which are currently limited by your caring role.
- Identify any desired outcomes.

10. What happens next?

For the majority of Carers, the support provided will involve understanding their needs through the discussion of their caring role, and signposting them to appropriate information and community services to assist them.

If an eligible need is identified, then your practitioner will progress this area in conjunction with you.

Should your circumstances change, contact us to inform us and request a re-assessment of your needs if necessary.

11. Charging for Services

Some eligible services provided may be subject to a charge, or the council may ask people to pay towards their care and support. There are national regulations about who has to pay, the most a council can charge and the circumstances when the council cannot charge for services it provides. Before providing certain services we would need to carry out a financial assessment to find out how much money a person has as income or savings in order to make a fair decision on how much that person should have to pay. The council will notify you about any charges before we start providing a service.

12. Direct payments

If you qualify for support you may be eligible to receive money from Social Services called a Direct Payment to purchase your own support privately, or to buy your own equipment. This scheme is available to adults and children, both cared for and Carers. The Direct Payments Scheme is designed to give you choice and control and to help you manage your life as independently as possible.

13. Young Carers aged under 25 years.

Barnardo's Young carers Project provides support for young carers aged up to 25 years in Newport.

- Do you help your parents to do the shopping, washing, ironing?
- Do you help to look after your brother or sister?
- Do any of your parents suffer from mental health problems?
- Do your parents misuse drugs or alcohol?
- Do you struggle with your school/college because of your caring responsibilities?
- Do you have any health problems yourself?

If you are experiencing any of these things, Barnardo's Young Carers project can help. Being a young carer is a very important job and this free service is just for people like you.

Telephone: 01633 251192

Website: www.barnardos.org.uk

14. Further Resources:

Newport City Council Carers Webpage: www.newport.gov.uk/en/Care-Support/Carers/Carers

Find out about Carer issues, grants and support groups.

Newport Community Connectors: Run a monthly Carers Café held at the Riverfront Theatre. The informal sessions are a chance to gather information and chat to other Carers. Tel: 01633 235650 or Email: community.connectors@newport.gov.uk

GP: Most practices in Newport have Carer Champions. Speak to your doctor about your caring role.

Carers Wales have many public resources. You can request copies of their booklets. Contact: <https://www.carersuk.org/help-and-advice>

Carers Wales Assessment in Wales Factsheet:

<https://www.carersuk.org/wales/help-and-advice/factsheets-carers-wales/getting-an-assessment-in-wales>

Fairer Charging Policy: Government information can be found here:

<https://gov.wales/sites/default/files/publications/2019-04/social-services-and-well-being-wales-act-2014-part-4-and-5-code-of-practice-charging-and-financial-assessment.pdf>