

Information for Carers: Carers assessments and eligibility

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Information sheet E4

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Families, friends and neighbours often provide the most support for vulnerable people. If you are a carer providing necessary care that you don't get paid for, you have the right to have your own needs assessed independently of the person you are caring for, whether or not they are receiving help from us.

A Carers Assessment is an assessment of your needs as a carer, not your ability to care. It is an opportunity to talk about your needs and tell us about the things you think could make caring easier, even if the person you care for refuses help.

We may be able to give you some advice and information on the phone. When you contact us we will ask you for information about you and your needs. We will not take your willingness to continue caring for granted. A staff member can come and see you, and the person you care for, if you wish, to give you the best information and advice.

They will ask you about:

- The help needed by the person you care for
- The help you are providing now
- The impact of caring on your wellbeing and ability to achieve outcomes that are important to you
- What you think would make life better for you, both in your caring role and to have a life outside of caring

After your Carers Assessment we will agree a support plan so that everyone involved knows what should be happening and when. You will receive your own copy of the support plan.

If your assessment shows that providing a service to either you or the person you care for would be best, then we will help to arrange this. Depending on what is required, there may be a need for a financial contribution, but this will be explained to you before any decisions are made.

You can ask for a Carers Assessment by phoning us on **0300 123 2224**.

For information about an assessment for the person you care for go to www.somerset.gov.uk/assessment

Eligibility

Following your care assessment you may be eligible for support in your own right. We use the national eligibility rules to work this out.

1. We must consider if your needs arise as a consequence of providing **necessary** care for an adult. (If you are provided things that the person could do for themselves, we would not see them as being part of your caring role.)

2. The effect on your needs is that any of the circumstances specified below are unable to be met:
 - Carrying out any caring responsibilities you have for a child
 - Providing care to other people to whom you normally provide care
 - Maintaining a habitable environment
 - Managing and maintaining nutrition
 - Developing and maintaining family or other significant personal relationships
 - Engaging in work, training, education or volunteering
 - Making use of necessary facilities or services in the local community
 - Engaging in recreational activities
3. As a result of not meeting these things there is, or there is likely to be, a significant impact on your wellbeing.

Wellbeing

Wellbeing is a broad concept, and relates to a person's:

- personal dignity (including being treated with respect)
- physical and mental health, and emotional wellbeing
- protection from abuse and neglect
- control over day-to-day life (including how care and support is provided)
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal life
- suitability of living accommodation
- contribution to society

Advocacy

Advocacy is when a person helps another person to be heard. An advocate can help you to tell other people what your needs or wishes are, or speak for you if you want them to. An advocate will support you to speak for yourself whenever possible.

If we feel, during your assessment, that you would benefit from an advocate we will arrange this.

Other information

There are other websites that give more information about carers assessments. Carers Direct, part of the NHS Choices call centre and website, has helpful information. Go to <http://www.nhs.uk/CarersDirect/guide/assessments/Pages/Overview.aspx>. Or, to speak to someone, phone Carers Direct on 0808 802 0202 for free, confidential information and advice for carers.

Lines are open 8am to 9pm Monday to Friday, 11am to 4pm at weekends. Calls are free from UK landlines or you can ask for a free [call back](#).

The Carers UK website has information about carers assessments, what they are, who is entitled to them, how they are carried out, and what will happen after them. Go to <http://www.carersuk.org/files/helpandadvice/4765/factsheet-e1029--assessments-your-guide-to-getting-care-and-support.pdf>

Carers UK advice line - 0808 808 7777. Open Wednesday and Thursday 10am to 12noon and 2pm to 4pm, or email advice@carersuk.org

Carers rights

For information about your rights as a carer please see information sheet **E10 Carers rights**.

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, www.somerset.gov.uk, or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer
Floor B2 East
County Hall
Taunton
TA1 4DY
Email: customerexperience@somerset.gov.uk

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.