

You can contact us in the following ways:

After the assessment

The Carers Assessment and Support Plan will be sent to you. The Support Plan will focus on what you would like to achieve or change, what support you need and what will be the outcome or benefit to you. Support could include voluntary, statutory or private sector as well as informal arrangements.

In many cases, when services are provided to you or the person you care for, you will be contacted annually for a carers review. Alternatively you will be given information as to how to get back in touch if you need more help or if your situation changes. If more difficulties do occur and your caring role becomes more challenging you do not have to wait 12 months to get back in touch. You should phone Worcestershire County Council Social Care Access Centre 0845 607 2000 and ask for a Carer Review.

What if I am unhappy with the assessment?

If you are unhappy with your assessment and disagree with the Support Plan, you have the right to appeal. Please contact Worcestershire Carers' Unit on 0800 389 2896 for more details.

Worcestershire County Council Carers' Unit

By telephone:

0800 389 2896

By post:

Worcestershire Carers' Unit, County Hall,
Worcester WR5 2NP

By email:

carers@worcestershire.gov.uk

Online:

www.worcestershire.gov.uk/carers



a consortium of 3 charities providing support and information to the 57,000 unpaid carers in Worcestershire

Call our helpline **0300 012 4272**
Available 24 hours a day, every day of the year

This document can be made available in other languages and alternative formats (large print, audio tape, computer disk and Braille) on request from The Carers' Unit on telephone number 0800 389 2896 or by emailing carers@worcestershire.gov.uk

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Worcestershire Carers' Unit

Carers Assessment Information for Carers

What is a Carers Assessment?

Having a carers assessment is your opportunity to talk with a Social/Health Care Worker about your needs and feelings as a carer. The purpose of the carers assessment is to consider how caring impacts on your life. It allows you to talk about your needs, the support needed to help you to continue to provide care, or decide who should provide this if you are unable to continue. It will also cover your own health and family commitments, as well as your work, education and training needs, and the impact that your caring role might have on these.

The way Worcestershire County Council make a decision about the help and support we can provide for carers is by carrying out this assessment—it is not a test and there are no wrong answers.



Legal Rights

You have a legal right to an assessment if you provide a 'regular and substantial amount of care' to someone aged 18 and over. Your rights to an assessment have developed as a result of legislation culminating in the Carers Equal Opportunities Act (2004) which gave a duty to the Local Authority to inform carers of their right to an assessment.

You have the right to have your needs, as a carer, assessed. This may be done at the same time as the person you care for, or you may ask to have it done separately. Even if the person you care for refuses their assessment, you are still entitled to your own. You can also ask for your assessment to be done by a different Social/Health Care Worker.

If you would find it helpful, you can ask to have someone with you during your assessment; however, you may find it easier to talk more freely if the person you care for is not present.

The assessment is free but the council does charge for some of its services.

Preparing for your assessment

It may be helpful to consider these questions before your assessment: How and when did you start caring, and what has happened since that time? What are all the things you do for the person you care for, and do any of these create difficulties for you where you may need help?

The Carers Assessment will look at the following areas:

Your physical and emotional health. Do you have any health problems? Are you stressed, anxious or depressed? Are you getting enough sleep? Are you anxious about the person you care for?

Improved quality of life. Do you feel isolated? Do you have time to pursue leisure activities, hobbies or further education? Does your caring role prevent you from taking a real break of any type?

Increased choice and control. Do you know how to contact support services? Do you have any anxieties or need help in planning for the future, or for what happens if you suddenly become ill or have an emergency? Do you know who to contact in an emergency?

Making a positive contribution. Are you involved in your cared for person's assessment? Can you influence decisions that affect you? Do you feel able to provide the quality care you would like? Would you like support to be able to access further learning or educational opportunities?

Economic wellbeing. Do you need information about benefit entitlements? Is any legal or financial advice needed? Would you like to return to work or are you planning to return to work? Do you need support to access services that will help maintain employment to support your independence?

Freedom from discrimination and harassment. Do you feel that you are recognised and respected as a carer? Are you able to follow your beliefs or cultural needs? Does your caring role impact on your ability to meet your needs?

Maintain personal dignity and respect. Do you feel able to maintain the dignity and personal nature of your relationship with the person you care for?

Outcomes from an assessment

A carers assessment may identify services for you, or the person you care for, that may assist you in continuing to care. The discussion will also enable you to think about whether you can continue in your caring role or whether the amount of time you spend providing support needs to be reduced.

The carers assessment enables the Health/Social Care Worker to determine how best to support you, what information or advice is required and what other services may be able to assist. It also allows the worker to consider eligibility for services provided by the Local Authority. They will be able to explain what help may be available during their discussion with you. Help and support could include the Flexible Breaks Voucher Scheme, a Carer Direct Payment or one of many free training sessions or courses for carers.

Contingency Plan and Emergencies

You will have the opportunity to complete a contingency plan. The aim of the contingency plan is to identify the practical and emotional support that you provide, and how this would be best covered if you were not available; this could include informal support from friends or family, or Social Care support, or a mixture of both.

The **Back Me Up Service** provides up to 5 days of substitute care for the person you care for if you have a personal emergency, such as sudden illness, hospital admittance or a change/increase in your caring role which puts your employment at risk. The service is free and emergency cover is available 24 hours a day.

Support options may be: help provided by the Back Me Up Home Care Service, an increase in an existing care package, or a one-off payment to pay for the care required to cover the emergency.

You can access the **Back Me Up Service** by calling Worcestershire Social Care Access Centre on **0845 607 2000**.