



Helping you to care

Information and advice about services and support for carers in Warwickshire.

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What is a carer?

If you provide regular unpaid emotional or physical support to a friend, neighbour or a member of your family then you are a carer and there is a range of support available to help you.

Carers can be any age and provide many different kinds and levels of support.

Our aim is to make sure that carers in Warwickshire receive suitable support in their individual caring role. Caring can be a very positive experience but it can also be isolating and very tiring and this is why we have commissioned specific services for carers and developed links with a range of other organisations who can also offer information and support. Each carer has individual needs and may have different requirements for information or support at different times in their caring role.

Where do I start?

You can:

- contact the Adult or Young Carers' Support Services listed in this factsheet
- let your GP know that you are helping to care for someone. It is helpful for them to understand your circumstances so that they will be able to offer you advice and support applicable to your situation
- use this factsheet to find good sources of information and find out what support may be available to you
- talk with your family and friends to see how they can help you with your caring role
- talk to health or social care professionals you may be in contact with
- ask for the person you care for to have an assessment of their needs
- ask for a carer's assessment

Carers' Support Services in Warwickshire

Warwickshire County Council has commissioned the following local services to provide support for carers. These services are available countywide and are free of charge.

Service for adult carers who may be caring for adults or ill or disabled children

Guideposts Carers' Support Service

Tel: 0845 6009980

Email: carerssupport@guidepoststrust.org.uk

Website: www.guidepoststrust.org.uk

Guideposts' service is available to all adult carers, including parent carers and those who care for people who have a mental illness. This service offers:

- emotional support either one-to-one or in a group
- social activities and discussion groups around topics of interest
- practical training to help you provide care and look after yourself
- opportunities to meet other carers with similar caring roles
- money and benefits advice
- assistance in getting specialist information and support
- advice and information on how to obtain equipment or aids that may be useful to you and the person you care for e.g. Telecare.

Service for young carers (aged 8 -18)

Young Carers' Project

Tel: 01926 485486

Email: info@warwickshireyoungcarers.org.uk

Website: www.warwickshireyoungcarers.org.uk

The Young Carers' Project offers:

- one to one and group support for young people who have a caring role
- social activities and breaks away from their caring role
- discussion groups.

What is an assessment?

This takes the form of a conversation between someone who needs practical support and a member of one of the social care teams. The aim of the discussion is to find out what needs someone may have and what level of support they require. There are eligibility criteria, which need to be met to qualify for support from Warwickshire social care services. Support services provided as a result of an assessment are charged for. A financial assessment will be offered which will help to identify how much you may have to pay towards these services.

More information about assessments for the person you care for can be found on our website: www.warwickshire.gov.uk/assessments

What is a carer's assessment?

Carers' views should be included, where appropriate, within the assessment and care planning process of the person they care for. Some carers who are providing substantial and regular care have additional rights to a separate assessment of their own needs.

A carer's assessment is your chance to discuss the effect that caring has on you. You will be asked about how this impacts on your ability to have a break, pursue social or leisure activities, continue or begin in employment or undertake training opportunities.

You will also be given the chance to discuss the impact caring has on your physical and emotional wellbeing. The assessment helps to identify areas in your life where you could be better supported.

Who is eligible for a carer's assessment?

You are eligible if you spend a significant proportion of your time providing unpaid support to family or friends. Paid care workers such as home carers, foster carers, district nurses or voluntary workers are not entitled to a carer's assessment.

If you are aged 16 or over and provide, or intend to provide, substantial care on a regular basis to another individual who is 18 or over, you are eligible for a separate assessment in your own right.

You can still have a carer's assessment even if the people you care for have refused an assessment themselves.

If you live outside of Warwickshire, but the person you care for lives in Warwickshire, it is the responsibility of the county that the cared for person lives within to be responsible for undertaking the carers assessment.

If you care for a person under the age of 18, or a disabled child you should be referred to the relevant children's team for an assessment.

In cases where there is more than one person providing care to a family member or friend, all carers would be entitled to an assessment.

How do I get an assessment?

You can call us on 01926 410410 and ask for a carer's assessment. Alternatively, if the person you care for is being assessed by a social care practitioner, speak to them about how you can have your needs assessed and they will be able to offer you information and advice about this.

How do I prepare for an assessment?

You may want to begin thinking about how caring affects your life. Such as:

- are there specific things you find difficult when providing care?
- How much time does caring take each day or week?
- Do you have any time for yourself?
- Is your health affected in any way?
- Do you get enough sleep?
- Do you understand the condition/ needs of the person you care for?
- If you are already receiving support – does this meet your needs and those of the person you care for?
- What do you feel would help you to carry on?
- Do you need any specific information e.g. about benefits, support groups etc.
- Are you juggling caring with other responsibilities such as family or a job?

What happens after the assessment?

Once the assessment is complete, the social care practitioner who has helped you to complete the assessment will talk to you about the services that can help to support you in your caring role.

The types of service you may be offered will depend on your level of need. These could include:

- Direct Payments. This money is provided to enable you to purchase things that can help support you in your caring role e.g. a mobile phone, washing machine or for you to lead a life outside of your caring role. This could include paying for a training course at your local college.
- Information and advice.
- Sometimes it may be more appropriate to make changes or amendments to the care package of the person you care for to ensure that you are both better supported. This may include replacement care for the person you care for so you can take a break. Your social care practitioner will discuss all of your options with you Following your assessment to ensure that your needs are supported.

Will I have to pay?

We do not charge for services provided directly to carers e.g. direct payments for equipment or relaxation activities/interests, etc.

Home-based replacement care services for the cared for person to enable carers to take time out from their caring role will become chargeable at 50% of the cost with effect from 2nd January 2012 and will become fully chargeable from 9th April 2012. This policy change will ensure that both residential and home-based replacement care are treated equally with regard to charging.

If we do provide a chargeable service to the person, you care for, even if it is provided as carer support, we will base the charge on their ability to pay.

For more information on our charges please visit our website:
www.warwickshire.gov.uk/socialcarecharges

What if my needs change?

After your assessment, we will consider your situation as part of the annual review of the person that you care for.

However, if things in your life change before the planned review and you feel unable to continue caring, you should contact us on 01926410410 to request a review of your assessment earlier than the planned date.

What financial support is available for carers?

If you provide unpaid care by looking after an ill, frail or disabled family member, partner or friend there may be financial services and benefits available to support you. For example:

- Carers Allowance.
- Carer Premium/Addition.
- Carers may also be entitled to a Council Tax reduction.

For more information visit:
www.direct.gov.uk/en/CaringForSomeone/MoneyMatters/DG_10037637

What are carers breaks?

Many carers value the opportunity to have a break from their caring role as it enables them to rest, catch up with other tasks or take part in activities that they wouldn't normally be able to whilst having peace of mind that the person they care for is safe and well.

There are different ways of enabling carers to take a break or reduce the impact of caring. These can range from using equipment or aids to providing replacement care.

Below is a list of the types of services that may be offered to you or the person you care for to support you in your caring role:

- personal care for the person you look after
- day opportunities outside the home
- short breaks of a few hours by providing replacement care at home
- longer periods of 'respite care' in a residential setting
- equipment and/or assistive technology e.g. Telecare (adaptation or devices used within the home to help keep someone safe and maintain their independence while you go out).

Other ways of reducing the impact of the caring role and aiding the independence of the person you care for can include:

- home adaptations that may be available to make the home a safer and more convenient place to live
- advice from Occupational Therapists on aspects of daily living that reduces the time you spend caring
- supported housing.

These are all examples of the type of services that can be provided directly to the cared for person, which can allow you the opportunity to take a break. These services are provided directly to the cared for person, and often involve an element of personal care, for this reason it is necessary that the cared for person receives a social care assessment in order that the most appropriate service is offered to them.

How do I get a break?

The person you care for will need to have their needs assessed. You or they will need to call us on 01926 410410 to request a social care assessment. It is also important for you as a carer to have an assessment of your own needs.

Caring for someone while working

You may be able to apply for flexible working under the Work and Families Act 2006. Even if you are not covered by the Act, if you are working it may be helpful to tell your employer about your situation.

If you are hoping to return to work contact your local Job Centre Plus to find out what support may be available to help you with preparing for and travelling to interviews, attending training and other such services.

Further information and help about working and caring can be found on:

www.nhs.uk/carers-direct/

www.warwickshire.gov.uk/carers

Who is a young carer?

If you are under the age of 18 and help to look after a parent, grandparent, brother, sister, other relative, or a close friend who has a physical disability, learning disabilities, a serious illness, mental ill health, a dependency on alcohol or drugs, has HIV/Aids then you are a young carer.

What help is there for young carers?

The Young Carers' Project supports children and young people in their caring roles by providing:

- information
- advocacy
- practical advice
- a range of other support services and
- emotional support.

You can contact the service yourself or you can be referred by your parents or someone who knows you, for example your teacher, social worker or health professional.

The project employs experienced, friendly staff who meets with young carers to find out what would best suit their situations. There are regular activity sessions and a chance to talk about any issues, or just to have a break and some fun.

Warwickshire Young Carers' Project
8b Holly Court, Holly Farm Business Park
Honiley
Kenilworth
CV8 1NP
Phone: 01926 485486
Online: www.warwickshireyoungcarers.org.uk

Useful links and contacts:

www.nhs.uk/carersdirect

Information, advice and support service for carers. National Helpline:
0808 802 0202

www.carersuk.org

For further information on caring and carers rights from Carers UK.
Tel: 0808 808 7777

www.carers.org.uk

For further information on caring and carers rights from the Princess Royal
Trust for Carers. Tel: 0844 804361

www.direct.gov.uk

Contains Central Government information on allowances and entitlements for
carers.

Benefit Enquiry Line: Freephone 0800 882 200

Textphone 0800 243 355

For further information

If you require further information about our services please contact Warwickshire County Council on 01926 410410 in the first instance.

Compliments, comments and complaints

If you have any comments or complaints about our services, please let us know be contacting:

Customer Relations Team
P.O. Box 9, Shire Hall
Warwick
CV34 4RR
Tel: 01926 410410

Information in other formats

If this information is difficult to understand, we can provide it in another format, for example, in large print, on audio tape, easy read, or in another language. Please contact the Interpreting and Translation Unit on 01926 410410.

Customers can also contact the Coventry and Warwickshire Sign language Interpreting service for the information to be translated into Sign language:

Text: 024 76229667 Voice: 024 76520378
Fax: 024 7622 6326 Email: office@cwsllis.co.uk

Are we getting it right?

We are interested to know what you think of our information. For any feedback you may please contact:

Promotions and Publications
Building 2, Saltisford Office Park
Ansell Way
Warwick
CV34 4UL
Email: promotionsandpublication@warwickshire.gov.uk
Tel: 01926 410410

Website: www.warwickshire.gov.uk/carers

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