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# Support for Carers



Caring for someone

**Under the Care Act carers are entitled to an assessment for their own support needs.**

We appreciate the important role carers play in the lives of the people they care for and we take our responsibilities to support carers seriously.

## **Who is a carer?**

If you provide unpaid care and support to someone living in Wandsworth who cannot manage without help because they are frail, ill or have a disability, mental health condition or misuse substances, you could be considered a carer.

care and  
support  
& you

THE BRIGHTER BOROUGH  
  
Wandsworth



# Support for Carers

## What is meant by care and support?

Care and support covers lots of things you might do, like:

- helping the person with their washing, dressing or eating
- taking them to regular appointments
- keeping them company when they feel lonely or anxious

If these sound like the type of things you do, you are a carer and you may be eligible for support from the council in which the person you care for lives.

## How can you find out if you are eligible for support?

You can ask us for an assessment of your needs if:

- the person you care for lives in Wandsworth, even if you live in a different council area yourself
- the person you care for is 18 years old or over

If the person you care for does not live in Wandsworth, you will need to ask the council where the person lives to assess your needs.

## What happens if you are a carer but under 18 years old?

If you are under 18 years you are considered a young carer, you will be assessed by children's services. This also applies to an adult who cares for a disabled child.

When assessing an adult's need for care, we will consider the situation of the whole family to ensure that any young carer is identified and offered support from children's services, if appropriate.

If you care for an adult and you are about to turn 18 we will carry out a "transition assessment" which is an assessment that takes place when a young person is moving in to adulthood, between 17 and 18. The assessment will let you know whether you are likely to be eligible for support as an adult caring for another adult.

## What is a carer's assessment?

A carer's assessment helps us to find out how caring affects your life, which areas you need support in and if you will be eligible for a support plan.

You can have a carer's assessment even if the person you care for does not get any help from the council. Also, you do not need the permission of the person you are caring for to ask for an assessment. You can do so in your own right.

You can have a joint assessment with the person you are caring for or choose to have a separate assessment. They do not have to be done together.

The government has set out eligibility criteria for carers, in the Care Act 2014, that we use to work out if you qualify.

## Carer eligibility criteria

We work-out carer eligibility using 3 steps:

### Step 1: the reason for your support needs

### Step 2: what is difficult because of these needs?

As a result of your needs,

- 1) your physical; or mental health is, or is at risk of deteriorating, or
- 2) you are unable to do any of these things, which we call "goals or outcomes".



- carrying out any caring responsibilities you have for a child
- providing care to other persons for whom you provide care
- maintaining an habitable home environment
- managing and maintaining nutrition
- developing and maintaining family or other significant personal relationships
- accessing and engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community including recreational facilities or services
- engaging in recreational activities

**Step 3: how does this affect your wellbeing?**

There is, or there is likely to be, a significant impact on your wellbeing because you can't do these things (achieve these goals and outcomes).

'Wellbeing' is a broad concept. It is described as relating to the following areas in particular:

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 care and support and the way it is provided), participation in work, education, training or recreation, social and economic wellbeing, domestic, family and personal relationships, suitable living accommodation, being involved in the community.

**What happens if you qualify for support?**

If you have eligible needs that qualify for help from the council, this means that we must provide support to meet those needs.

**How can a carer's assessment help?**

If you are assessed as having eligible needs you could be supported through:

- information advice and guidance
- signposting you to support services within the community. For example, the Wandsworth Carers Centre, Alzheimer's Society and Bluebird Care. We help to fund the services they provide to carers
- practical support, like arranging for someone to step in when you need a short break
- a direct payment to spend on the things that make caring easier for you

**What happens if you are not eligible following assessment?**

If your needs are not eligible for support, the council will provide you with information and advice about other types of support for carers that is available in the community.

## When can you request a carers' assessment?

You can ask for a carer's assessment at any time by contacting the council where the person you care for lives. If you do not want a carer's assessment but you are looking for advice and information about support, you can ask your local council for help, or contact the Wandsworth Access Team 020 8871 7707.

## Will you need to contribute toward the cost of your support?

Although the new law allows councils to apply a financial means test as part of the carers' assessment we are not currently charging carers for services provided to them in their own right.

## If your needs change or you need more support

If either of these things happens, the council of the person that you support will be able to discuss your situation with you and agree the next steps that need to be taken.

## We offer a variety of support to carers through voluntary organisations within the local community:

### Wandsworth Carers' Centre

Information, advice and benefits checks for carers and a range of other support services. Including specialist advice for carers of people with mental health conditions, those who misuse drugs and alcohol, asian carers support, osteopathy, complementary therapies and counselling.

Out of hours appointments available.

Call: 020 8877 1200

Email: [info@wandsworthcarers.org.uk](mailto:info@wandsworthcarers.org.uk)

Visit: [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk)

### Bluebird Care (Wandsworth)

Provides home based replacement care services (ie. respite) for carers of people who live in Wandsworth.

Call: 020 8877 4950

Email: [wandsworth@bluebirdcare.co.uk](mailto:wandsworth@bluebirdcare.co.uk)

Visit: [www.bluebirdcare.co.uk/wandsworth](http://www.bluebirdcare.co.uk/wandsworth)

### Alzheimer's Society

Support and services for people living with any type of dementia and their carers

Call: 020 8877 0033

Email: [swlondon@alzheimers.org.uk](mailto:swlondon@alzheimers.org.uk)

Visit: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Other information services include:

#### Age UK Wandsworth

Information, advice, support and services for people aged 60 plus and their carers.

Call: 020 8877 8940

Email: [info@ageukwandsworth.org.uk](mailto:info@ageukwandsworth.org.uk)

Visit: [www.ageuk.org.uk/wandsworth](http://www.ageuk.org.uk/wandsworth)

#### Wandsworth Mencap

Support, advice and services including IT tuition and massage for people with a learning disability and their families and carers.

Call: 020 8767 9911

Email: [wandsworthmencap26@yahoo.co.uk](mailto:wandsworthmencap26@yahoo.co.uk)

Visit: [www.mencap.org.uk/local-groups/group/wandsworth-mencap](http://www.mencap.org.uk/local-groups/group/wandsworth-mencap)

## How you can apply for a carer assessment

For carers of older people or people who are ill, frail, have a physical or learning disability, a sensory impairment, substance misuse or a mental health condition

Contact the Access Team

Call: 020 8871 7707

Email: [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)

The initial conversation you have may take up to 30 minutes, whilst someone from the team finds out your about your needs to make the right referral and answer your questions.

## Advocacy

If there is no one suitable to support you and you have substantial difficulty being involved in decisions about your care and support, we will arrange an independent advocate. An advocate helps make sure you're involved in decisions by helping you understand your rights, express your views and can help make decisions about your care and support. For more information read Factsheet 1 Independent Advocacy support.

Information in this fact sheet is correct to the best of our knowledge as of November 2015

### Further information

If you have any questions about this fact sheet or if you need it in a different format (for example, large print) please phone (020) 8871 7707, email [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk) or minicom (020) 8871 8485.

For information about local services visit our website [www.wandsworth.gov.uk/acis](http://www.wandsworth.gov.uk/acis)