

Oxfordshire Guide for Carers

A Guide to Carers' Assessments

*For people who help to support family, friends
and partners who need help to live in the
community due to disability, frailty,
illness or addiction.*



CARERS MAKE A VALUABLE CONTRIBUTION TO OUR COMMUNITY

In Oxfordshire, we know most care in the community is provided by family and friends. Our aim is to work in partnership with people helping to care and to help support them in their caring role.

We aim to offer a sensitive and confidential service designed to take account of the needs of both the carer and the person cared for.

ARE YOU A CARER?

If you look after someone with a physical or mental illness or disability, a learning disability, frailty or an addiction who needs support to live at home, whether or not that person is:

- Young or an older person
- A relative, a partner, a child, or a friend
- Lives with you or not
- Needs personal care or supervision or emotional support

Then you are a Carer.

YOUR RIGHTS AS A CARER

Parliament sets out what local councils must do to support carers in:

The Carers (Recognition and Services) Act 1995
The Carers and Disabled Children Act 2000, and
The Carers (Equal Opportunities) Act 2004

Carers aged over 16 and people with parental responsibility for a disabled child have the right to a confidential carer's assessment. You can ask for your own assessment at any time. If the situation changes and you need more help in order to cope, you can ask for a re-assessment.

If you are caring for an adult, you have the right to a carer's assessment even if the person you care for does not want an assessment or services.

(But this does not apply if you provide care as part of your job or on behalf of a voluntary organisation)

It is also important to let your GP know you are a carer so your health needs as a carer can be taken into account.

YOUR RIGHT TO A CARER'S ASSESSMENT

Oxfordshire Social & Community Services, and Children, Young People & Families have to look at the support you may need to carry on caring, if:

- you are providing – or intending to provide – substantial care on a regular basis, that is where caring has a major impact on your life, and
- the person you care for may be eligible for support
- you ask Social & Community Services or Children, Young People & Families for a carer's assessment (see page 9 for contact details)

If you are caring for an adult, if you prefer you can complete a carer's self-assessment (contact the Access Team or complete this online – see page 9).

WHAT IS A CARER'S ASSESSMENT?

If you care for an adult or a child with a disability and you are aged 16 and over, you can ask for a carer's assessment. To work out what support would be most helpful, we need to discuss:

- the help the person you care for needs
- the help you are providing or you intend to provide (for example, for the person following discharge home from hospital)
- the help you require to maintain your caring role
- the help Social & Community Services or other services may provide
- your wish to work, undertake training/education or leisure activities

Working out the help that you need is called having a carer's assessment.

Your assessment gives you the chance to discuss your needs. You should also be able to contribute to the discussion of the needs of the person you care for so your needs are taken into account when planning services for them.

Some things you may want to think about:

- Do you get enough sleep?
- Is your health affected in other ways?
- Are you able to get out and about?
- Do you get any time for yourself?
- Are your other relationships affected?
- Do you want information about benefits?
- Are you worried you may have to give up work?
- Is the person you care for getting enough help?

If you care for an adult, it is your choice whether you have a separate assessment or a joint assessment with the person you care for. You have the right to have a friend or representative present. You are entitled to a written copy of your assessment and if you have a joint carer/client assessment, the care plan of the person you are caring for.

You do not have to have a carer's assessment. If you choose not to have an assessment, it will not stop the person you care for from receiving services. If you choose to have a carer's assessment at a later date, you can ask Social & Community Services at that time.

If you care for a child with a disability, your own needs will be considered as part of the family assessment.

If you are under 18 looking after someone, it is important that your needs are looked at too. We know when there is not enough support young people may miss out on school or time with friends, not get enough sleep or have a lot of worries to carry.

If you and your family need support:

- if the person you are caring for has a Care Manager or Social Worker, you can ask them about having a family assessment
- or you can contact the Access Team (See page 9). They will tell you who to contact for a family assessment
- if you are 16 or 17 you can also ask for a carer's assessment
- you can also find free, confidential support from a Carers Centre (See page 11) or you can speak with your teacher, your doctor, or a youth worker

In Oxfordshire we believe that children and young people should not have to undertake the same levels of caring as adults. The tasks or responsibilities undertaken should not affect the young person's well-being – physical, social, educational.

WHAT HAPPENS NEXT?

We always assess people's needs to see if they are eligible for services. We must give priority to people in most urgent need, where their health and welfare would be at serious risk without our support.

After the assessment, you will be given a copy of your assessment. If we are able to help, we will draw up a care plan for the person cared for, taking into account your needs as a carer. The care plan explains what services will be arranged and who will provide them. A copy of the care plan is given to the person you care for.

Even if an adult for whom you are caring does not want to have an assessment or services, you may still be eligible for specific carers services for yourself (see page 8 "Services for you").

If someone is eligible for services, we can arrange the services or we may be able to provide finance so they can purchase the services themselves, using our Direct Payments scheme (Direct Payments leaflet available from the Direct Payments Support Team on 01865 374430). If someone is not eligible for services, we can still provide information and advice and help to link up with other organisations which support carers.

Once we have agreed with you the needs that could be met, there could be a range of services that meet those needs which might include:

Services for the person you care for which may benefit you

- home support services such as help with personal care, getting up, washing, and dressing
- day care services or an activity to go to during the day
- use of the home delivery shopping service.
- a place to stay for a short time (respite) so you can have a break
- adaptations and equipment in the home
- pendant alarms and/or sensors
- relief to care – care provided usually in your home to give you a break

Services for you

- Information and advice
- referral for advice and information from carers' organisations
- referral to other specialist groups which provide expert advice and support about health, housing, benefits, employment, education, training and leisure opportunities
- someone to talk to
- referral to carers' support groups
- in certain circumstances, a carer's service such as counselling or practical assistance to relieve you in your caring role

Do you have to pay for services?

- there is no charge for any assessment
- a charge may be made for services we provide to the person you are caring for, depending on their financial circumstances (charges for our services are in accordance with the Government's Fairer Charging Policy. For a copy of the Fairer Charging leaflet, contact the Access Team)
- there are no charges for services for children under 18
- we do not charge for the services we provide to carers (see "services for you")

If the person you are caring for already has a Care Manager/Social Worker or other community services care professional, you can ask them for a carer's assessment

or

**You can contact
Social & Community Services, Access Team
on 0845 050 7666 or by e-mail to:
access@oxfordshire.gov.uk**

or

**If you are caring for an adult, you can assess yourself online. See the Home Page on the Carers in Oxfordshire website
www.oxoncarers.org.uk**

TO REQUEST A CARER'S ASSESSMENT

You ask for a carer's assessment



Your needs will be assessed



You will be given a copy of your assessment



You will be given information and advice



If you are eligible for support from Social & Community Services or Children, Young People & Families, ways we can help to meet your eligible needs will be discussed with you.



This will be set out in a care plan



The plan will be put into action



The plan will be regularly reviewed.

SOME HELPFUL CONTACTS

Social & Community Services Out of Hours
Emergency Duty Team: 0800 833408
NHS Direct: 0845 4647 (24-hour service)

The three Carers Centres in Oxfordshire provide free, confidential advice, support and information.

Carers Centre (Oxford)

174a Cowley Road, Oxford OX4 1UE
Tel: 01865 205192
e-mail: info@carerscentre.co.uk

Carers Centre (South & Vale)

5 Lydalls Road, Didcot OX11 7HX
Tel: 01235 510212
e-mail: carers@svcarers.org.uk

Carers Centre (North & West Oxfordshire)

27 Horsefair, Banbury OX16 0AE
Tel: (local rate) 08457 125546
Tel: 01295 264545
e-mail: carers@ccnwoxon.org.uk

Carers in Oxfordshire

Website with information and contacts for carers and those who support them.
www.oxoncarers.org.uk

National Helplines

Carers UK – Carers Information Line

Tel: 0808 8087777 www.careruk.org

Contact a Family – UK Helpline for parent carers

Tel: 0808 8083555 www.cafamily.org.uk

If you have a concern or complaint about County Council services, first try to discuss this with the staff or manager. If this does not resolve the problem, contact the Access Team (page 9).

**For further information about our services,
Contact Social & Community Services,
Access Team on 0845 050 7666 or email us at
access@oxfordshire.gov.uk**

আপনি যদি অনুরোধ করেন তাহলে এই পুস্তিকাটি বিকল্প ছাঁদে, যেমন, অন্য কোনও ভাষায়, বড় হরফে, ব্রেইলে, অডিও-কাসেটে, কমপিউটারের ডিস্কে বা ইমেলের মাধ্যমে পেতে পারেন।

Bengali

“本刊物備有其他的格式可供索取。這些包括有其他語言版，大字版，盲人用版，錄音帶版，電腦磁碟版或電子郵件版。”

Chinese

प्राथना करने पर यह प्रकाशन दूसरे रूपों में प्राप्त किया जा सकता है। जिस में सम्मिलित है, दूसरी भाषाओं में, बड़े छापे में, ब्रेअल, सुनने की टेप पर, कम्प्यूटर की डिस्क पर या ई-मेल द्वारा।

Hindi

“ਇਹ ਪੁਸਤਕ ਬੇਨਤੀ ਵਰਨ ਤੇ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ। ਜਿਵੇਂ ਕਿ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਛਾਪੇ ਤੇ, ਬ੍ਰੇਲ ਵਿਚ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ, ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਈ ਮੇਲ ਤੇ।”

Punjabi

“اس اشاعت کو تبادلہ اشکال میں درخواست کرنے پر حاصل کیا جاسکتا ہے۔ اس میں دوسری زبانیں، برازیٹ، بریل (جسے آواز سے چھو کر پڑھ سکیں)، آڈیو کیسٹ، کمپیوٹر ڈسک یا ای میل شامل ہیں۔”

Urdu

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Arabic

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Polish

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Portuguese

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Telephone: 0845 050 7666

