

Information for Carers: Carers Assessments

WWW.SOMERSET.GOV.UK



Information sheet E4

January 2011

Families, friends and neighbours often provide the most support for vulnerable people. If you are a carer providing regular and substantial care, 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 Somerset County Council.

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
- Any difficulties that you may have
- What you think would make life easier for you.

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 0845 345 9133.

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

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 8.00am to 9.00pm Monday to Friday, 11.00am to 4.00pm 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/Information/Helpwithcaring/Carersassessmentguide>

The **Carers UK's advice line** is 0808 808 7777 and is open Wednesday and Thursday 10.00am to 12.00pm and 2.00pm-4.00pm, or the email address is advice@carersuk.org

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 electronically, by going to our website, www.somerset.gov.uk, or
- Speak to your social care worker if you have one.
- Phone Somerset Direct on 0845 345 9133, or
- Contact the Community Directorate Complaints Officer:
The Complaints Officer - Community Directorate
Floor A2 East
County Hall
Taunton
TA1 4DY
Phone: 01823 356274
- Email: adults@somerset.gov.uk

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