



Carer's Needs Assessment

Carer's Guide



Who is a carer?

A carer is somebody who cares for a friend or family member who needs support due to their age, illness, disability, substance misuse or mental health problem. This is not the same as someone who provides care professionally, or through a voluntary organisation.

Your rights as a carer

Under the Care Act 2014 carers have new rights and will be treated the same as the people they care for. The Act gives carers the right to request a carer's assessment regardless of the amount of care they provide.

Wokingham Borough Council' responsibility

From April 2015 local authorities have a duty to provide an assessment of needs to all carers and to support carers who meet the national eligibility criteria. This replaces the old duty whereby carers only qualified for an assessment if they provided a *substantial amount of care on a regular basis*.

The council has a duty to consider the impact that caring has on the carer's health and wellbeing; employment and training; study and education; and leisure and sports interests when carrying out an assessment.

If the carer wishes to continue caring we look at the help that may be needed to enable them to continue with their caring role such as help with accessing leisure facilities, practical help at home and joining support networks.

About the carer's needs assessment

An assessment of a carer's needs is an opportunity for you as a carer to talk and think about the impact of your caring role on your wellbeing and what support you may need with your caring responsibilities. This may include not just support from the council but your local community and support network.

The assessment will look at ways in which we can best help you in your caring role to achieve the changes (outcomes) you wish for. The assessment discussion will cover:

- What is important to you
- Tasks undertaken and time involved
- Time for yourself - impact on areas of your life such as health and wellbeing (both physical and emotional), employment and training, education/study and leisure and sports interest
- Difficulties you encounter in carrying out your caring role
- How you feel about being a carer
- What you want to change including what help and support would improve the situation.

It is your choice whether the assessment is carried out as a joint assessment

with the person you care for or as a separate assessment.

How can I get an assessment?

If you are a carer for someone with social care needs this can be done through the following ways:

- If the person you care for is receiving support from the council you can make your request to the cared for person's adult social care practitioner.
- If you or the cared for person is in hospital you can ask the health liaison team.
- You can contact our Health and Social Care Hub on 0300 365 1234

Initially the Health and Social Care Hub will provide you with information and advice or support in your local community. If a detailed assessment is required, the Health and Social Care Hub will forward your details to our duty assessment team. The duty assessment team will contact you and take you through the stages of an assessment.

Community Mental Health Team

If you are a carer for someone who is known to the Wokingham Community Mental Health Team (CMHT) please contact the carers lead on 0118 989 0707.

Initially the carers lead will provide you with information and advice or support in your local community and will also ask you if you would like an assessment.

If an assessment is required, the carers lead will make arrangements with you to carry this out and take you through the stages of the assessment from Step 2 below.

What is an assessment?

An assessment of carers' needs is the carer's time to discuss their own needs and concerns about the care they are providing. The focus will be on the carer and not the person they are caring for.

Assessment stages

Step 1: The first stage of an assessment is for us to find out about your circumstances so that we can work with you to help identify the changes you feel may help you. We will ask you over the phone to provide information of your circumstances, concerns and impact caring has on you. The information you provide will tell us of your needs and the reasons for seeking support at this stage. It will also give you an opportunity to:

- think about your caring role and the impact this is having or likely to have
- in identifying the main difficulties for yourself and possibly other family members
- the changes that you want.

Following this conversation if we find that you do not meet the eligibility criteria for support, we will give you information and advice about community based support and other local services that may help you. If a more detailed assessment is required, then one of our adult social care practitioners will arrange to carry out the assessment with you.

If at any time throughout the process you need help and support with the assessment, or in understanding your options and in making a decision regarding the support available, and you have no other person who can help/represent you, then the council can arrange for an independent advocate. The independent advocate will act in your best interest and will support and represent you to ensure that you understand and are involved in the process.

Step 2: Detailed assessment. If you require a more detailed assessment, then we will arrange a meeting with you, so we can talk with you in more detail about your needs and the changes you are looking for. This helps us to understand better what life is like for you, and the areas of your life which you might benefit from support to achieve the changes you are looking for.

Examples of questions that may be asked at an assessment are provided at Annex A

Step 3: When the detailed assessment is completed, the adult social care practitioner/mental health carers lead will discuss with you the help needed. We will give you a record of the assessment and on your request also share a copy with anybody else.

We will take account of your views and wishes, but we cannot guarantee to provide all the support that you request. The practitioner will be able to let you know whether or not your needs are eligible for support. This means that they meet the national eligibility criteria set by the Government which all local authorities in the country must comply with.

Carers - National Eligibility Criteria (from April 2015)

A carer's needs meet the eligibility criteria if:

- the needs arise as a consequence of providing necessary care for an adult.
- the effect of the carer's needs is that **any** of the circumstances specified below apply to the carer.
- as a consequence of that fact there is, or is likely to be, a significant impact on the carer's well-being.

The circumstances specified are:

- The carer's physical or mental health is, or is at risk of, deteriorating
- The carer is unable to achieve **any** of the following outcomes:
 - o carrying out any caring responsibilities the carer has for a child;
 - o providing care to other persons for whom the carer provides care:

- o maintaining a habitable home environment in the carer's home (whether or not this is also the home of the adult needing care);
- o managing and maintaining nutrition;
- o developing and maintaining family or other personal relationships;
- o engaging in work, training, education or volunteering;
- o making use of necessary facilities or services in the local community, including recreational facilities or services; and
- o engaging in recreational activities.

For the purpose of the circumstances specified above, a carer is to be regarded as being unable to achieve an outcome if the carer:

- is unable to achieve it without assistance;
- is able to achieve it without assistance but doing so causes the carer significant pain, distress or anxiety, or
- is able to achieve it without assistance but doing so endangers or is likely to endanger the health or safety of the carer, or of others.

Step 4a: If you have eligible needs the practitioner/carers lead will discuss and agree with you which of your needs the council can help you with and will provide information and advice on where you can get support for any other needs which the council cannot help you with. You will be entitled to receive a personal budget, a statement showing the cost of meeting your needs - see step 5.

Step 4b: If the practitioner/carers lead decides you do not have eligible needs, this is not the end of the process. The practitioner/carers lead will work with you helping you to find other places where you can get support to meet your needs and will also provide information and advice on how to prevent or delay the development of needs in the future.

Step 5: Personal Budget

If your assessment shows you are eligible for help to meet your needs we will tell you how much money could be available for this help. This money is called a personal budget. The personal budget statement will set out clearly how much money you have to spend on your support and will help you and the adult social care practitioner/carers lead to come up with a support plan that really works for you - see Step 6. A personal budget can pay for a wide range of things to help you achieve the changes you want.

Step 6: The adult social care practitioner/carers lead will draw up a support plan and this will set out what is important to you, how you will use your personal budget to buy support and how that support will help you make and achieve the changes in your life that you want to make.

You will need to agree the support plan and personal budget before final approval from the council.

Step 7: Once your support plan and personal budget have been approved by the council you can start to make the arrangement as set out in your support plan. We will offer this to you as a direct payment (this is where you get the money direct from the council to spend on and arrange your own support services). If you are unable to manage a direct payment, we will discuss other options with you.

What help can Wokingham Borough Council offer me?

If you meet our eligibility criteria, support that we may be able to help you with include:

- help with particular tasks or equipment to help you care
- advice, support and training in your role as a carer
- access to leisure, fitness or sports activities
- access to learning, education, training or employment
- maintaining relationships with family and friends

Where else can I go for advice and support?

Wokingham Borough Council's website is a one-stop online window to all the services and a range of information about care and support including:

- Carers - Support groups, advice and training
- Community organisations and services - Charities, financial support and safety
- Day care and short breaks - For carers and people with specific needs
- Health and wellbeing - Healthy living and health conditions
- Home and personal help - Homecare, adaptations and domestic help
- Housing - Disability and 50+ housing and advice
- Learning and development - Training, courses and volunteering
- Leisure and activities - Clubs, support groups and events
- Transport - Mobility hire, disability and 50+ transport

www.wokingham.gov.uk/adult-care

What if I'm not happy with the assessment or services I'm receiving?

If you have a problem or a concern, first try and discuss with your case officer.

If you are unable to discuss with your case officer or following a discussion this does not resolve the problem, then you may want to make a formal complaint through the council's adult social care complaint procedure.

For information about our complaints process please refer to our website <http://www.wokingham.gov.uk/socialcare/assessment/complaints/> or contact our complaints team by:

- o emailing customerservice@wokingham.gov.uk
- o telephone (0118) 974 6350 or (0118) 974 6620

Helpful contacts for carers

Wokingham Borough Council contacts:

Customer Services Team
Wokingham Borough Council
Shute End
Wokingham Borough Council RG40 1WN
Tel: (0118) 974 6000
Email: customerservice@wokingham.gov.uk

Berkshire Integrated Hub

To make things easier, our Health and Social Care Hub handle all referrals for our community services

Berkshire Healthcare NHS Foundation Trusts
2nd Floor, The Old Forge
45-47 Peach Street
Wokingham Borough Council RG40 1XJ

<http://www.berkshirehealthcare.nhs.uk/contact-us/make-a-referral/make-an-adult-community-health-referral/>

Emergency Duty Service. The emergency duty team provides a response to emergencies arising outside normal working hours, including providing an emergency social work service to the whole of Berkshire and to all client groups. **The emergency duty team operates between:**

5pm and 9am on weekdays

- 24 hours at weekends and bank holidays
- Contact the emergency duty team on 01344 786 543

Community Mental Health Team

Crisis Resolution and Home Treatment Team

The Crisis Resolution and Home Treatment Team operates outside of office hours and provides more intensive support at times of crisis and acute illness. Contact 0300 365 9999.

Carer support organisations for Adult Social Care:

Wokingham Borough Carers Groups:

Wokingham Outreach Carers Service provide a range of support and services to carers, they can offer:

- Information, advice and guidance
- Signposting to other organisations
- Short break accommodation
- Access to carer support groups

- Free access to local leisure, health and well-being facilities
- 'Carer Smart' benefits and discounts
- Free training and caring support
- Access to Carers breaks
- Carers grants
- Peer support

Contact: Brigid Dos Santos

Tel: 0118 324 7333

Email: ask@berkshirecarershub.org

<http://www.wokinghamoutreachcarersservice.org.uk/>

Crossroads Care Wokingham works with carers and the people they care for providing carers with the essential breaks from the stress of caring.

Crossroads Care Wokingham

Wokingham Community Hospital

Barkham Road

Wokingham RG41 2RE

Tel: 0118 979 5324

Email: crossroads@wokingham10.orangehome.co.uk

Wokingham Bracknell and Districts Mencap provide help, support and advice to individuals with learning disabilities, their carers and their families.

Wokingham, Bracknell & Districts Mencap

Suite 2, Oakmede Place

Terrace Road South

Binfield

Berkshire RG42 4JF

Tel: 0300 777 8539

Email: admin@wokinghammencap.org

Young People with Dementia (YPWD) is for younger people with dementia (people of working age) within Wokingham. You can access information about dementia, how to cope and events in the area for people with dementia and their families and carers.

Contact: Charlie Draper

Email: charlie.draper@ypwd.info

Tel: 07500806385

Stroke Association Wokingham Stroke Support Group is for stroke survivors, their families and carers. The group's aim is to help people achieve their personal goals for a full life after a stroke.

Contact: Natasha Saunders

Email: Natasha.saunders@stroke.org.uk

Tel: 0118 321 9349

Alzheimer's Society works to improve the quality of life of people affected by dementia and carers. There are a variety of activities available in Wokingham including Singing for the Brain.

Contact: Geraldine Durrant

Tel: 07713 390 714

Email: geraldine.durrant@alzheimers.org.uk

Carersdigital.org

Have teamed up with Carers UK to give carers a wide range of digital tools and essential resources, to access these please click on the direct link which will enable you to sign up by simply providing an email address as username and selecting a password.

<https://carersdigital.org/login/signup.php?DGTL4366>

Carers Direct (NHS helpline)

Tel: 0808 802 0202

Web: www.nhs.uk/carersdirect

Mental Health Care

Web: www.mentalhealthcare.org.uk

National Family Carer Network is a registered charity that aims to promote the voice and rights of family carers supporting a person with a learning disability.

Tel: 01883 722 311

Web: www.familycarers.org.uk

Mind helps people to take control over their mental health so that they live full lives and play their part in society.

Web: www.mind.org.uk

Drugfam provide a lifeline of safe, caring and professional support to families, friends and carers who are struggling to cope with a loved one's addiction. Through their range of services they give families the strength to break free from the cycle of addiction and rebuild their lives.

Tel: 0845 388 3853

Web: www.drugfam.co.uk

Annex A: Questions an assessment may cover

Assessment of needs

Why are you seeking support?

What you want in the way of support and why?

Your caring responsibilities

We need to find out how the person you care for manages on a daily basis, what you do for them and the impact on your wellbeing, lifestyle and safety. So we will ask you whether the person you care for:

- is able to carry out basic personal care activities, including washing themselves or laundering their clothes without help (including prompting and encouraging personal care)
- has easy access to a toilet and whether they can manage their toilet needs without help
- is able to dress themselves without help
- is able to prepare and eat meals and drinks without help
- is able to manage and make use of their home safely (This will include activities such as using steps and using the kitchen and bathroom)
- is mobile and can get around the community safely and can use their own transport or public transport or do they rely on you to take them out and about
- is able to manage their own medication without help
- is able to realise when they need medical treatment. For example do they know what to do if they have any sores, blisters, ulcers, bleeding, injuries, falls, burns, headaches, severe medical condition such as arthritis
- is able to manage their finances and correspondence
- is able to make and attend appointments
- is able to plan their own daily activities

We will ask you about what emotional support you provide to the person you care for, such as:

- o Listening - Listening to a person's concerns, issues and feelings can help to reduce the risk depression/anxiety/stress or distress and alleviates loneliness. We want to know whether you regularly listen to the person you care for.
- o Offering emotional support and encouragement to enable the person to improve their confidence, sense of well-being and achieve their potential.
- o Do you have to manage challenging behaviour and crises, what pressures and risks does this put you under.

Impact on you

We will ask you about the impact your caring role has on:

Your wellbeing and health:

- does it affect you emotionally
- do you feel isolated, stressed, tired or have problems sleeping
- do you have any health conditions and is this affected by your caring role
- do you have any difficulty with carrying out any of your tasks for example moving and handling

Your lifestyle:

- are you able to develop and maintain your family or other significant relationships
- are you able to access and engage in work, training, education or volunteering
- are you able to access recreational facilities and hobbies

Your ability to cope:

- are you able to manage day to day living, including shopping, cleaning, laundry, managing finances and correspondence
- do you have time to cook and prepare meals
- do you worry about yourself and do you have someone that you can talk to

Your relationship with the person you care for:

- do you feel responsible for the person you care for
- do you feel guilt or angry or trapped

Continuing with your caring role

We will ask you if you are able to and willing to continue with your caring role and if you are the type of support you need:

- Are there any tasks you feel unable to continue providing
- Are there any tasks you need support with
- What support do you require to help you in your caring role
 - o Financial support and advice (e.g. information about benefits)
 - o Advice and information about support for carers/ carers services in the community
 - o Legal advice
 - o The chance to talk to someone
 - o Practical help/someone to take over some or all of the jobs
 - o Regular breaks
 - o The chance to get away
 - o Being able to join clubs/access leisure and recreational activities
 - o More free time
 - o Accessing employment/volunteering
 - o Maintaining employment/volunteering
 - o Accessing training/education
 - o Keeping in touch with friends and family
 - o To be put in touch with support networks
 - o Advocacy
 - o Counselling (including bereavement counselling)
 - o Other
- Do you have any contingency plans for when you might be ill or unavailable to care for the person you provide care for



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» www.wokingham.gov.uk/adult-care



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