



Marsh Medical Practice

Guide to assessments of carers' needs
in North East Lincolnshire



Working with you
Marsh Medical Practice



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Working with you





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Who is a carer?

The term 'carer' may be unfamiliar to you and it may seem strange to be described as one.

We use the term 'carer' to describe anyone who looks after someone or feels responsible for someone who cannot manage at home without support. This may be because of illness, disability, mental ill health, learning disabilities or problems with drug and alcohol misuse. Carers provide this care and support on an unpaid basis.

Adult Carers are adults caring for someone aged 18 or over.

Parent Carers care for a child under the age of 18 with additional needs.

Young Carers are under the age of 18 and care for a parent, family member or sibling.

Hidden Carers do not identify themselves as carers – they can be among any carer group.

Caring for someone, for whatever reason, can be rewarding but, at times, can also be difficult. Having support can help you to maintain your caring role.

Your rights as a carer

As a carer you have the right to have your views taken into account when the person you care for is being assessed. If you provide a "substantial" amount of care on a regular basis you are entitled to have a separate assessment of your needs. This is called a carers assessment. You can ask for your own assessment at any time, even if the person you care for does not want an assessment or services.

A carer's assessment is a discussion between you and a trained person either from the council or another organization that the council works. The assessment could be done face-to-face, over the telephone or online. They will use the assessment to identify your support needs, and to discuss how these could be met. This might mean that the council will



give you help or put you in touch with other organisations, such as local charities, that you can talk to.

Assessments of carer's needs are carried out slightly differently in some circumstances, such as:

- Assessments of disabled children (parent carers)
- Assessments for carers of someone who is being discharged from hospital
- Help if you look after someone who receives NHS continuing care

Parent carers of disabled children

Parent carers of disabled children under 18 years now have a stand-alone right to assessments and services under the Children and Families Act 2014. This is called a parent carers needs assessment. This assessment can be combined with an assessment for the child, and could be carried out by the same person at the same time.

Carers Act 2014

This act ensures that carers are able to take opportunities that people without caring responsibilities often take for granted. When an assessment of carers needs is being completed with you, your needs will be taken into account;

- To continue working or return to work
- And/or to access or continue to access education, training or leisure activities

Am I entitled to an assessment?

The law says that you are eligible for an assessment if:

- you provide, or are about to provide, substantial and regular support to someone who needs care or
- your circumstances, or those of the person you care for, change or
- the person you care for is someone for whom the Department of Community Services or the Community Mental Health team (CMHT) may provide service.

What is an Assessment of Carer's Needs?

An assessment of carers needs is an opportunity to:

- Talk and reflect on your own needs as a carer
- Share your experience of caring and to recognise your role as a carer
- Be given information and advice
- Identify and discuss any difficulties you may have
- Make contingency plans if you are ill or cannot continue in your caring role.

An assessment is not about your capability to care but it looks at ways in which organisations can best help you in your caring role. This support can help you to continue with your caring responsibilities, maintain your own health and well-being or help you when you can no longer care.

It is your choice whether you have a separate assessment of your needs or a joint assessment with the person you care for. A joint assessment is when your views and needs are taken into account when the person you care for is being assessed.

You do not have to have an assessment of your needs as a carer. If you choose not to have an assessment, it does not stop the person you care for from receiving services.

What kind of questions will be asked?

To help the council understand your caring role and agree how best you can be supported, you may be asked about:

- Your caring role - how much time is taken up; do you feel you have a choice to care; which aspects do you find particularly difficult; do you understand the condition of the person you care for?
- Having a break from caring - do you have any leisure time for yourself or time with friends; when did you last have time for yourself?



- Your emotional and physical health - are you well; are you doing any caring tasks that put you at risk, for example lifting someone; do you get a full night's sleep; are you feeling anxious or stressed?
- Relationships - if you are a parent, do your caring responsibilities make parenting harder; how is your relationship with the person you care for?
- Caring for your home/accommodation - are you finding it difficult to maintain your home and look after the person you care for; do you do all of the housework; would adaptations/equipment help?
- Finances - are they a problem?

- Work/Education and Training - do you want to stay in work or return to work; are you worried that you might have to give up education or training because of your caring role?

- Support - what help do you get at the moment and is it enough?

- Other responsibilities - what other responsibilities do you have, for example, are you a parent/carer for another person; is balancing these responsibilities causing you difficulties?

- The future - how do you see the future; what is likely to affect your ability to care long term?

- Emergencies/alternative arrangements - what would happen to the person you care for if you were to suddenly become ill; do you know who to contact in an emergency? What might signal that you can no longer cope/care?

These are just examples of the type of questions you may be asked during an assessment. You may not wish to answer all of them, but it is helpful to think about them.

How can I get an assessment?

If the person you look after is currently having an assessment, you should speak to their care manager and ask for an assessment of your own needs.

Otherwise, if the person you care for lives in North East Lincolnshire, the Single Point of Access service can help you find the right support and you can ask them for a carers' assessment. You can contact the Single Point of Access on **01472 256256**.

Who will complete the assessment of carers' needs with you?

You can choose who can help you with the assessment, a Customer Co-ordinator or Social Worker from the local Adult Social Care team or Community Mental Health team. It often helps to have assistance with this because they may help you recognise possible needs you had

not thought of. It may also help in discussing appropriate advice and/or services for you and the person you care for. You may also opt to complete a self-assessment questionnaire yourself. You can get further advice from North East Lincolnshire Carers' Support Service based at 1 Town Hall Square Grimsby. They can be contacted by either calling in or telephoning **01472 242277**.

What is a Care Programme Approach?

If the person you care for is in touch with mental health services they will be assessed under the Care Programme Approach (CPA). There are two CPA levels, Standard CPA or Enhanced CPA and they are based on the different levels of need and support that are required.

If you are providing, or intending to provide regular and substantial care you are still entitled to an assessment of carers needs and this will be completed by a care co-ordinator.

What happens after the assessment of carers needs?

When your assessment is completed, the council or the council agency will discuss with you the help needed. This could be help given to you or, if they agree, the person you care for. When everything is agreed, you will receive a copy of the care plan. The care plan should include plans for what help might be needed in an emergency, for example, if you became ill. Someone will review your care plan with you each year, or earlier if your circumstances change, to make sure that what was agreed is still helpful to you.

If you are not eligible for support according to the national eligibility criteria, you will be provided with written information and advice that will support you to maintain your caring role. This may include putting you in touch with local charities or community organisations.

Remember, if you feel at any stage that your needs (or those of the person you are providing care for) have changed you can ask for a re-assessment or a review. The council can then look again at the help you may need. Please get in touch with your care manager or the North East Lincolnshire Carers' Support Service on **01472 24277**.

Will I have to pay?

You will not be asked to pay towards the cost of any services you receive as a carer. If the person you care for has additional services to enable you to have a break from your caring role, those services fall within North East Lincolnshire's charging policy and the cared for person will be financially assessed to see if they need to make a financial contribution towards the charge.

What support could I receive?

Services for the person you care for:

You may be able to get help for the person you care for but only if they agree to it and they meet our eligibility criteria.

Examples of the type of help available include:

- Personal or practical care at home
- Direct payments to enable them to buy their own care
- Adaptations and equipment in the home
- Respite care
- Day care services/activities

If the person you care for is provided with services, they will have a financial assessment and may be charged.

Support you may be offered includes:

- Substitute care (such as sitting service)
- Help with particular tasks or equipment to help you care
- Advice and support in your role as a carer



- Short breaks / holiday grants
- Direct payments to enable you to buy in the support you need.

This may include putting you in touch with local charities or community organisations.

Where else can I go for advice or support?

If your own health is suffering either emotionally or physically because of your caring responsibilities, don't be afraid to discuss this with us. If you want your GP to know that you are a carer, make sure you ask us to include you on our carers' register.

North East Lincolnshire Carers' Support Service provides free and confidential information, advice and support for carers. They produce Carer Information Packs, newsletters and give you the opportunity to join a local carer support group and meet other carers if you wish. They can also signpost you to other helpful resources.

For further information about the Carers Act and assessments, go to **www.carersuk.org**



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Further information

Helpful contacts

North East Lincolnshire Carers' Support Service **01472 242 277**

North East Lincolnshire Parent Participation Forum (for parent carers) **07583 474 892**

North East Lincolnshire Young Carers Forum **01472 323 231**

NaAViGO (carers support, specifically mental health problems) **01472 625 810**

Carers Direct **0300 123 1053**
www.nhs/carersdirect

Carers UK **0808 808 7777**
www.carersuk.org

Carerstrust **0844 800 4361**
www.carers.org

Young Carers Forum Website
www.babble.carers.org

Other Useful numbers

Age UK **0800 169 6565**
(open 8am to 7pm every day)

Citizens Advice Bureau
03444 111 444

Call Connect **03452 343 344**

Voluntary Car Service **01507 609 535**
(operational 24 hours per day)

RVS (formerly WRVS) **0845 6080 122**

Healthcare: District nurses **01507 631 295**

Marsh Medical Practice **01507 358 623**

Mental Health Single Point of Access
0303 1234 000

Hospitals

Diana Princess of Wales Hospital,
Grimsby **01472 874 111**

Lincoln County Hospital **01522 512 512**

Louth Hospital (minor injuries unit)
01507 600 100

Carers UK **0808 808 7777** 10am-4pm
Monday to Friday (answerphone available)

Useful Websites

www.ageuk.org.uk (Support and
information for older patients)

www.lincsshine.co.uk
(Mental health support network)

www.cruse.org.uk (Bereavement support)

www.carersuk.org (Carers UK website)