

# Carers Assessment of Need



## Do you look after someone?

A carer is someone who, unpaid, is looking after a relative, friend or neighbour, who is ill, disabled, frail or in need of emotional support.

**Translation, CD and Large Print Available**

## 1. What Is A Carers Assessment Of Need?

- A carer's assessment of need is free and confidential. It is carried out by Adult Social Services, City of York Council.
- It is a chance to think about your needs and how you can be supported to have a 'life of your own', outside of your caring role, including things like employment, training and leisure.
- The assessment will be as informal as possible. It will usually take place in your own home but can be in another convenient place if you prefer. You can have the assessment with, or separate from, the person you care for.
- Carers who provide substantial care on a regular basis, have a legal right to an assessment even if the person they care for does not want an assessment themselves. Adult Social Services must legally inform you about your right to an assessment and how this can help you.

## 2. How Do I Ask For A Carers Assessment Of Need?

- You can request an assessment at any time, even if you have not yet taken on the caring role but expect to do so in the near future.
- You can request an assessment yourself by contacting the Customer Advice Centre on **01904 554141**. Ask for a carer's assessment of need. A care professional will then contact you to make an appointment. If you are already in contact with a care manager or social worker you can ask them about a referral.
- You can be referred for an assessment by other professionals, such as your GP.
- If the person you care for is in hospital, ask a nurse to make a referral for a carer's assessment of need as soon as possible.

### **3. What Sort Of Help Can I Get Through A Carers Assessment Of Need?**

A wide range of services may be available to you:

#### **■ Advice and information**

We can provide local and national information on a wide range of issues for example carers centres, carer support groups, health advice, benefits and financial advice.

#### **■ Equipment and adaptations**

For example, some equipment may help you move the person you care for more safely. Where required, you will receive training in how to use equipment.

#### **■ Employment and education support**

There is a wide range of organisations in York that can help you remain in or access work, education and learning. We can signpost you to these.

#### **■ Training**

Training may be made available, for example to help you to manage any challenging behaviours of the person you care for.

#### **■ The Flexible Carer Support Scheme**

A small fund has been made available to enable flexible support for adult carers of adults. It could be used, for example, to pay for support with your travel expenses, or exercise classes to enable you to carry on caring without getting exhausted or run down.

There is not a 'menu' of services; but the assessment will allow you to discuss your particular needs and the best way these can be met.

#### **■ Emotional support / dealing with stress**

Emotional support can be provided in a range of ways: for example, counselling support or relaxation sessions could be made available through the flexible carer support scheme.

## ■ **A break from caring**

Everyone needs some time for themselves. Your assessment will consider the need for respite care to give you a break. Respite can be organised in a variety of places, including the home of the person you care for. This service could also be made available through a 'Direct Payment' to give maximum choice to people.

Direct Payments enable the person you care for to purchase their own services instead of having the services organised by Adult Social Services. See Direct Payments leaflet for more information. To request a leaflet on Direct Payments contact 01904 554145.

## **4. Can I Do Anything To Prepare For The Assessment?**

- It is worth while spending some time thinking about your role as a carer before your assessment; you might like to try keeping a diary for a few weeks or making some notes, or think about talking to a friend or relative.

Some things you might want to include:

- ◆ Is your health affected?
- ◆ Do you find your relationships are affected?
- ◆ Are you worried about finding time for yourself?
- ◆ Are you worried about how caring will affect your studies?

## **5. What Happens After The Assessment?**

- After the assessment you will receive a copy of it, including an agreed action plan, which outlines the things you discussed with the care professional and the help that will be provided.
- If your assessment results in a support package, this will be looked at every year to see if it is still right for you. If your circumstances change you can ask for a re-assessment at any time.

## **6. Will I Have To Pay For Services?**

- There is no charge for a carer's assessment of need or the provision of information. Also there is no charge for any grant received through the flexible carer's support scheme. If the person you are caring for receives any increase in their community care services, they will receive a financial assessment to see if there will be any charges, or changes to what they are currently paying.
- For more information on assessment and charging in relation to the person you care for, contact the Customer Advice Centre on **01904 554141**.

## **7. Can I Have An Assessment If I Am A Young Carer?**

- Yes, if you are a young carer your assessment will be carried out by Children's Services, City of York Council.
- For more information or to request a young carer's assessment contact the Customer Advice Centre. You will be put in contact with the Referral and Assessment Team who will arrange to see you.

## **8. What If I Am A Parent Carer?**

- If you do not have a social worker you can contact the Customer Advice Centre, they will talk to you about your family's needs and may refer you onto the Children and Disability team. If you have a social worker speak to him or her.
- If you are caring for a disabled child or young person under the age of 18 years your needs as a carer will be considered as part of the "Framework for the Assessment of Children in Need and their Families".
- For more information contact your social worker if you have one, or ring Customer Advice Centre.

## 9. Carers Of People With Mental Health Problems

- If you are caring for a person with mental health problems (except those with Dementia or Alzheimer's) you may have your needs assessed through the person who helps plan the care of the person you care for.
- This may be called the Care Programme Approach (CPA).
- For more information please contact the Customer Advice Centre on **01904 554141**.

## 10. What If Things Go Wrong?

- If you are not happy with any part of the assessment process contact the person who undertook your assessment. You should be able to resolve any problem informally but if not they can advise on the complaints procedure or you can contact the Complaints Team on 01904 554145.
- For independent advice contact:

### **York Carers Centre**

17 Priory Street  
York, YO1 6ET

Tel: 01904 715490

Fax: 01904 624413

[www.yorkcarerscentre.co.uk](http://www.yorkcarerscentre.co.uk)

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## 11. Getting In Touch

### ■ **City of York Council** **Customer Advice Centre**

PO Box 402

10-12 George Hudson Street

York, YO1 6ZE

Tel: 01904 554141 or 01904 551550

Fax: 01904 554119

Minicom: 01904 554120

Email: [housing.socialcare@york.gov.uk](mailto:housing.socialcare@york.gov.uk)

[www.york.gov.uk](http://www.york.gov.uk)

The Customer Advice Centre is open from 8.30am - 5pm Monday to Friday.

Out of office hours and at weekends contact the Emergency Duty Team on 0845 034 9417

## More Information

- This leaflet is part of the Carers Information Pack. The pack includes all of the following leaflets:
  - ◆ A Quick Guide to Services for Carers
  - ◆ Carers Assessment of Need
  - ◆ Carers Guide to Benefits
  - ◆ York Carers Centre
  - ◆ Carers Emergency Card

To request a Carers Information Pack or any of the leaflets contact York Carers Centre on 01904 715490 or City of York Council on 01904 554145.

## Useful Contacts

### ■ The Princess Royal Trust for Carers

Telephone: 0844 800 4361

[www.carers.org](http://www.carers.org)

### ■ Carers UK

Telephone: 020 7490 8818

[www.carersuk.org](http://www.carersuk.org)

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 **01904 551550**

York  
Carers  
Centre



CITY OF  
**YORK**  
COUNCIL



The Princess Royal Trust

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