



Help for carers

If you are looking after someone who has a disability, illness, and illness due to old age then you are a carer.....get help.

Who is a carer?

If you fit the definition below then you are a carer:

“A carer is someone of any age who provides care to someone who:

- has a physical disability
- has a sensory impairment
- has a learning disability
- has mental health support needs
- has problem with drug or alcohol misuse
- has a long term or chronic illness
- is an older person who is physically or mentally frail
- or any combination of the above.”

‘Care’ is defined in a broad way and includes emotional support and help with paperwork (for example, paying the bills, Council Tax, etc.) as well as physical care and domestic tasks.

The person you care for must be at least 17 years of age and lives in Tower Hamlets. You may be asked to provide evidence of their residency such as a council tax or utility bills if they are not known to Adult Social Care.

You are **not** considered to be a carer if you are paid to provide personal assistance or support.

This includes home care workers, nurses or volunteers from statutory, voluntary or private service providers.

Getting support if you are a carer

Help is available to support you as a carer through Carers Centre Tower Hamlets, Adult Social Care and Children’s Services at Tower Hamlets Council.

The support available can vary depending on your situation. A Carers Assessment will help identify the support you need.

What is a Carers Assessment?

A Carers Assessment is a discussion, usually a meeting, where we ask you about what help you may need with caring. You can get support to help you to keep well and healthy and manage caring alongside your other responsibilities and everyday life.

We will ask you about the practical help and support you provide, what you are prepared to continue to do, and what would make managing easier for you.

You will have the opportunity to talk about:

- the support you provide or intend to provide
- how caring affects your life
- what you find difficult at the moment and any concerns for the future
- if you want to carry on caring and what support you will need
- what kind of help you may need to give your time to start or continue employment, training and leisure opportunities.

During the Carers Assessment, we will identify the outcome of the Carers Assessment and will work with you to meet the needs. We may be able to refer you or the person you care for to a range of support services that you may benefit from. This discussion will be drawn up into an action plan, which will be reviewed annually, or whenever your circumstances change. As part of this action plan you may be eligible to a direct payment, depending on your needs and circumstances. However, the direct payment will be decided by Adult Care Team following the Carers Self-Assessment.

Who can have a Carers Assessment?

You have a right to a Carers Assessment if you provide, or intend to provide care to someone who has care and support needs, even if they have refused a community care assessment of their own needs.

The Care Act 2014 simplifies, consolidates and improves existing legislation; “putting carers on an equal legal footing to those they care for and putting their needs at the centre of the legislation”.

What if the person I care for does not live in Tower Hamlets?

If the person you care for lives outside Tower Hamlets, the local authority in which they live will complete your Carers Assessment. They

will tell us if they identify that some of the support should be provided within Tower Hamlets.

When and where will my Carers Assessment take place?

- If the person you care for is going to be assessed, your Carers Assessment can be completed at the same time or you can choose for it to be done separately. This is known as a combined assessment.
- If you want your assessment completed separately then this will be carried out by Carers Centre Tower Hamlets who will arrange a suitable time with you.
- The assessment will take place at Carers Centre Tower Hamlets and you can have someone with you if you wish. Telephone assessments or home visits are also possible (subject to criteria such as you are unable to leave the person you care for or you have a physical disability or mobility issues yourself).

Things to think about before your assessment

It is important to think carefully about your own needs and the kind of help that would make it easier for you to be a carer. You may find it helpful to keep a diary of everything you do and also consider:

- Are you happy to continue caring?
- Are you able and willing to provide care?
- Is there anything you would rather not do?
- Do you get enough sleep and does caring affect your health?
- Does caring make you feel more stressed and anxious?
- Are you able to get out and about with the person you care for?

- Do you get any time to yourself?
- Are other relationships and friendships affected?
- Are you worried you may need to give up work?
- Do you wish to work or undertake training?
- Is the person you care for getting enough help?
- If you have children, does your caring role affect your parenting role?

Your assessment

During the assessment we will talk to you about the different ways services could be provided to support you.

We cannot guarantee that you will be eligible for services but the most likely practical outcomes would be:

- increased short breaks, sitting services or respite
- access to benefits
- contact with local carers groups
- referrals to services which support your health and wellbeing
- help with aids and adaptations to help you provide care in the home
- emergency planning
- a Carers Direct Payment

This help could be from social care services and Carers Centre Tower Hamlets but may also be from other parts of the Council or other organisations.

After your assessment

Once your assessment has been completed, you will be given a written copy of your assessment with action plans, which lists any needs we have identified. This will show details of your support or information needs and how they will be met.

Will I be charged for any of the services I receive?

Many services to carers, for example through Carers Centre Tower Hamlets and the voluntary sector are free to all carers.

Tower Hamlets Council is falling in line with all other local authorities in England and is now charging for care and support in peoples' homes and in the community.

If the outcome of your Carers Assessment is to increase the level of community care services, then the person you care for may be charged for this.

For more information about charging, please see the **Paying for Adult Community Care & Support** booklet in the Publications page on our website www.ccth.org.uk.

How do I request a Carers Assessment?

If you feel that any of the support services mentioned may help and you would like to request an assessment or would like further information, please contact Carers Centre Tower Hamlets on:

Email: enquiries:ccth.org.uk



020 77901765

Website: www.ccth@org.uk

Carers Centre Tower Hamlets

21 Brayford Square

London E1 0SG

Open: 9am to 5pm, Monday to Thursday
9am to 4.45pm, Friday

We want to hear from you if you have a comment, compliment or complaint. Please contact us on: ☎ **020 7790 1765**, pick up a leaflet at the Carers Centre or visit: www.ccth.org.uk

