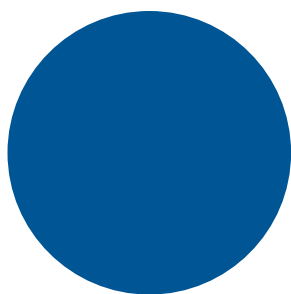


Support for Carers Booklet



Department of Adult Social Care and Health Integration

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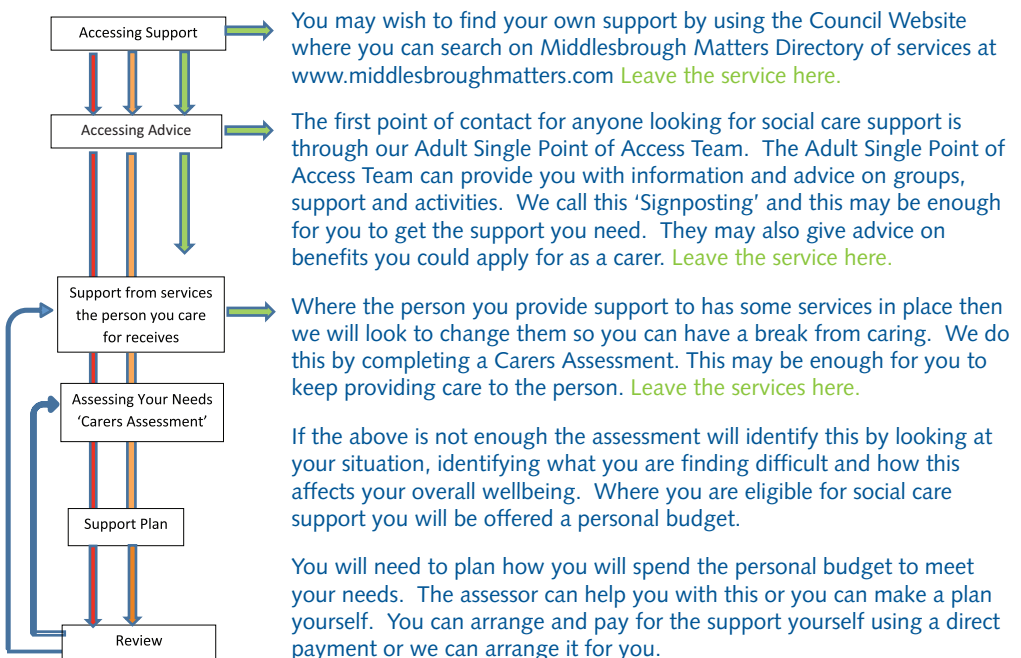
How to get the support you need – Choice and Control

The diagram below shows the different ways you can get adult social care support. Follow the arrows to work your way through the range of support or access to services. You can stop at any point.

Green arrow means you take complete control, write your own support plan, search and purchase your own support.

Orange arrow is where you want to have some control over parts of your support but would like us to take control over some areas – the 'pick and mix' approach.

Red arrow shows how we work through the process with you.



Your support requirements will be reviewed (checked) to make sure the support is working for you and if necessary adjusted to better meet your needs.

Who is a Carer?

The Care Act 2014 defines a Carer as someone who provides or intends to provide care for another adult. The Carer may also have a need for care and support. If you live in Middlesbrough and think you, or someone you know are a Carers and may need help or support you should contact us.



The Care Act 2014 says when a worker is assessing an adult with needs they should identify whether there are young carers in the family. The Children and Families Act 2014 says that Young Carers should also be offered a Young Carers Needs Assessment. For further information please contact the Adult Single Point of Access Team.

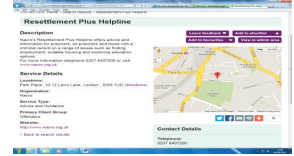


The Children and Families Act 2014 also says adults caring for children are entitled to an assessment of their own needs if it appears they or the child they support may have needs when the child becomes 18 years old. The child does not need to be receiving services from Social Care.

This leaflet explains the how the Department will help you. For more detailed information about what the law says about supporting carers please refer to www.middlesbrough.gov.uk

First Steps to Getting Help

Before you contact the Department of Adult Social Care and Health Integration you may want to see if you can find the information you need from another source.



For example you may be able to get the support you need from Middlesbrough Matters Directory, www.middlesbroughmatters.co.uk, which provides information on a wide range of support services available in the local area or you could look on the Council Website at www.middlesbrough.gov.uk

If you do find what you are looking for on the website then you can contact the Adult Single Point of Access Team 01642 726004 where you will be asked some questions about how we can help. The Adult Single Point of Access Team may give you information or advice to help you rather than having an assessment.



Where this applies to you then we will provide you with contact details of the support that may be able to help. We call this signposting.

Alternatively another service such as you GP, District Nurse, other health or housing staff or a carer support service can help you make a referral or will make a referral for you.

There are also a number of Carer Support Services that provide Carers with free independent information, advice and support, and carers assessments (including emotional support) such as:

- **Middlesbrough Carers Together Service**
(01642) 488977
www.carerstogether.co.uk

- **Dementia Adviser Service**
Sanctuary Supported Living
(01642) 223544
- **MIND Carers and Families Wellbeing Service**
(01642) 257020
- **The Junction**
(01642) 756000



How can Carers ask for help from the Department of Adult and Social Care Health Integration?

You can visit our web site, telephone, call in person or ask a relative, neighbour, friend or advocate to do this for you.

The District Nurse or other Health or Housing staff may refer you. We will work with you to identify what your needs are and the best way to meet them.

What happens next?

An officer from the Adult Single Point of Access Team will ask for some information such as your name and address, the address of your family, your date of birth and ethnic origin and if you have contacted us before.



The first step to making sure you receive the right support is arranging for us to properly assess your needs and circumstances.

They could suggest you contact one of the Carer Support Services to receive information, advice, and emotional support or to help you complete a Carer Supported Self-Assessment.

They may suggest that a worker from Adult Social Care and Health Integration helps you to complete a Carer Assessment.

What is a Carer Assessment?

The Carer Assessment is simply a talk to find out what needs you may have as a carer and what support may be available for you. The person you care for should be an adult who lives in Middlesbrough. You may live in Middlesbrough or you may live in another area.

You will be given a choice about:

- The time and place of your appointments;
- Having a family member, friend or advocate present
- If you have your assessment with the person you care for or if you would like to have it on your own
- If you would like a meeting or if you would prefer to talk over the telephone
- The language in which discussions take place.



The person you care for does not need to be receiving help from Adult Social Care and Health Integration for you to have a Carers Assessment. The way we meet your needs is called a Personal Budget.



How soon will I get a Carer Assessment?

The time it takes to carry out your assessment will depend on the urgency of your situation. We work this out from the information you provide to us when you first contacted us. We will keep you informed of any delays. We aim to complete the Carer Assessment within 28 days.

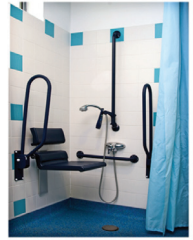
What is included in the Carer Assessment?

Your worker will ask questions to help get an understanding about the support you provide and whether this has an impact on your life. They will ask:

What Care Do You Provide?

This may include things like helping the person you care for to:

- Get washed, dressed, take medicine
- Eat, drink and/or make meals, shop for food
- Move around their home
- Get around outside, use transport, get to appointments
- Keep safe, emotional support
- Arrange services or equipment
- Deal with letters, bills, other money matters etc.
- Any other support you provide.



What Effect is Caring Having On Your Life?

- Physical Health
- Emotional Health
- Nutrition (eating and drinking)
- Need to keep a safe and comfortable home
- Work, education, training or volunteering
- Leisure and social life
- Relationships
- Other commitments in caring for children
- Other commitments in caring for adults
- Needs you may face in the future or
- Any other concerns you may have



How is the assessment done?

Workers who support you have been trained to ask questions in a sensitive way. They will be aware that some areas that need to be discussed may cover delicate issues, and this may well be a stressful time for those questions to be asked.



Please be assured that the answers you give will be treated in the strictest confidence.

The Law says that a Carer Assessment should consider your needs to have a break from caring. You may want a break from caring so you can access social and leisure opportunities; have more time to keep other relationships, for other commitments etc.

If you want to have a break from caring, the person you care for may need additional services from Adult Social Care and Health Integration to support them in this time. To do this, the person you care for should have an assessment from Adult Social Care and Health Integration.

These additional services may include:

- Day Centre
- Overnight Respite
- Sitting or Enabling support
- Support with personal care
- Direct Payments:



After being assessed, the person you care for may be allocated a Personal Budget and this is a sum of money they can use to buy services or to employ a personal assistant. The person you care for may be asked to contribute towards the costs of these services.

As a Carer and after being assessed you may also be allocated a Personal Budget to meet your needs.

A Carer Combined Personal Budget includes money that you both decide how to spend on services for the person you care for which would support you to have a break from caring.



The person you care for may choose not to accept services to help you have a break from caring. If this is the case, your worker will give you information about where to get emotional support. They can help you talk to the person you care for and explain why caring has an effect on the lives of carers and why carers need support to continue with their caring role.



How do we decide who receives our support?

To decide if you are entitled to help we compare your needs against a national eligibility threshold under the Care Act 2014. This is used by all Councils. Carer's eligibility is based upon the questions asked in the Carer Assessment, but also includes the outcomes for you.



By outcomes we mean things you need to be able to do, or have assistance to be able to do to live a fulfilled life. This can mean different things to different people.

Overall wellbeing is also considered within the eligibility for support, which means we take into account the impact having care and support needs has upon your overall wellbeing.

What is a Carer Support Plan?

This is a plan that shows how your needs identified in your Carer Assessment will be met. You will get a written copy of the Carer Assessment and the Carer Support Plan.



Will there be a review of your Carers Support Plan?

A Review of the Carer Support Plan will be arranged to make sure your needs are still being met. This usually happens once per year and can be done on-line, over the phone, at a meeting place away from home or at your own home.



Do I get to see and comment on the results of the Carer Assessment?

Yes. The Carer Assessment is a supported process and your views and opinions will be taken into account throughout the assessment. We aim to make sure your needs are met in a way which is best for you and works towards achieving your outcomes.

It will be written in whatever language or provided in whatever format you need.

What Support is available for Carers?

The worker will tell you where you can find information to help you support the person you care for, with things like:



- Medical conditions and medicines
- Getting Services or Equipment
- Connect / Telecare: These are alarms and other equipment to help the person you care for to live independently. You can download a copy at www.middlesbrough.gov.uk/leaflets.
- Housing issues
- Transport issues
- Community Services such as toilets for people with disabilities
- Lasting Power of Attorney (Please ask your worker about this as you may need it to help manage the affairs of the person you care for)
- Any other information you may need

As a carer, you may need to think about what would happen in an emergency if you were not able to provide care.

The Carers Emergency Card is a small plastic card that shows you are a Carer. (It does not contain any of your personal information). It has the emergency telephone numbers for Social Care and in an emergency, Adult Social Care and Health Integration would arrange appropriate support services for the person you care for.



Adult Social Care and Health Integration would contact anyone you have named as an emergency contact.

If you do have an emergency and need support from Social Care please contact us on:

- **During office hours – telephone (01642) 726004**
- **Out of office hours – telephone the Emergency Duty Team on (01642) 524552**

Your Money and Benefits

Some carers need advice about claiming Carers Allowance and other Welfare Benefits or if the person they care for is entitled to other benefits.



Please contact the Welfare Rights helpline (01642) 729242.

You can also read the Carers Benefits Leaflet. You can download a copy at www.middlesbrough.gov.uk/leaflets.

Your Health

Some carers get problems such as back pain, sleep problems, depression, anxiety etc. A Carer should let their GP Practice know they are a Carer. The GP Practice can provide flexible appointments, free flu jab, complete an annual health check for you.



Your Employment, Education and Training

The law says a Carer Assessment should consider your needs to get or stay in a job, education and training.

Working Carers have the right to request flexible working. This is the right to ask for a change in your work pattern to take into account your caring role.



Some employers have a special policy to allow Carers to have leave if they have an emergency with their caring role called a Carers Emergency Leave Policy.

Job Centre Plus and Carers Together (01642 488977) can support carers who want to return to work.

Safeguarding Adults at Risk (including Carers)

Adults may be at risk through disability, frailty or ill health and are unable to protect themselves against harm or exploitation. We have procedures in place to safeguard vulnerable adults against abuse.

If you are concerned about the welfare of someone you know, please contact us **01642 726004**. All concerns and allegations are taken seriously.



Similarly, if you as a Carer feel that you are at risk of harm or abuse, even if this is from the person you care for please contact us on **01642 726004**.

For more information on Safeguarding, please read our Protecting Vulnerable Adults in Middlesbrough booklet available at: www.middlesbrough.gov.uk/leaflets or on request by contacting us on **01642 726004**.



Making a Comment, Compliment or Complaint about Social Care

We make every effort to provide you with high quality services that meet your needs. We encourage any compliments, comments, suggestions and complaints as they help us to improve our services.

To make a complaint, comment or suggestion you can use our online form at www.middlesbrough.gov.uk/comments.

Alternatively you can contact our Complaints, Compliments and Comments Manager at:

**Complaints, Compliments and Comments Manager
Middlesbrough Council Department of Social Care
PO Box 505
Civic Centre
Middlesbrough
TS1 9FZ**

Tel: 01642 728307



Tell us what you think about this booklet

We would like to hear from people who read our information. Please take a few minutes to fill in this tear form to tell us what you think.

How useful did you find this booklet?

Name of booklet?



Good

☐

Okay

☐

No use

☐

How easy is the leaflet to understand?



Good

☐

Okay

☐

No use

☐

Do you have any comments or suggestions about the information we make available?

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Please post this tear off form back to us at the address below.

Social Care, Middlesbrough Council
PO Box 505, Middlesbrough TS1 9FZ

Thank you for giving us your views. You have helped us to understand what we are doing well with our information and what we need to improve on.

Please note that you can also share more of your views with us on our website at

<http://consult.middlesbrough.gov.uk/portal/hsc>

How to contact the Department of Adult Social Care and Health Integration

In office hours:

Our office hours are

Monday to Thursday 8.30am - 5.00pm

Fridays from 8.30am - 4.30pm.

You can contact us by

Telephone: (01642) 726004

In person you can visit us at our

Contact Centre, Middlesbrough House,

50 Corporation Road, Middlesbrough TS1 2YQ.

The Contact Centre is open from

Monday to Thursday - 8.30 am to 4.30pm

and on Fridays from 8.30am to 4pm



Emergencies, out of office hours and weekends:

For emergencies, out of office and weekends you can

Telephone: (01642) 524552

You can write to us at:

Middlesbrough Council Department of Adult Social
Care & Health Integration, PO Box 505, Civic Centre,
Middlesbrough TS1 9FZ



You can email us at:

socialservices@middlesbrough.gov.uk

Or visit our website at:

www.middlesbrough.gov.uk/comments



SFC April 18

We can provide this leaflet in other languages, large print, Braille on CD or tape telephone 01642 728305.

ہم آپ کو یہ لیفلٹ دوسری زبانوں میں بھی فراہم کر سکتے ہیں فرمائش خواہ بڑے پرنٹ کی ہو،
سی ڈی پر بریل یا ٹیپ پر اور اسکے لئے نمبر 729244 (01642 728305) پر فون کیجیے

हम यह लीफ़्लैट दूसरी भाषाओं में, बड़े प्रिन्ट में, ब्रेल में सी डी पर या टेप पर अनुवाद करवा सकते हैं
कृपया टैलीफोन करें 01642 728305 या 729290

ਅਸੀਂ ਇਹ ਲੀਫਲੈਟ ਦੂਜੀ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ, ਬ੍ਰੇਲ ਵਿੱਚ ਸੀ ਡੀ ਤੇ ਜਾਂ ਟੇਪ ਤੇ ਅਨੁਵਾਦ ਕਰਵਾ
ਸਕਦੇ ਹਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ 01642 728305 ਜਾਂ 729290

باستطاعتنا تقدیم هذا المنشور بلغات اخرى أو بكتابة كبيرة أو الابريل على قرص سي دي أو
شریط، الرجاء الاتصال بالهاتف 01642 729290 01642 728305

我们可以提供其他语言大字体,盲文的光碟或磁带版本.需者请致电
01642 728305 或多或少 01642 729290.