Looking after someone you care about?

How can Adult & Children’s Social Care Services help

Promoting independence | changing lives
<table>
<thead>
<tr>
<th>Name</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carers Centre</td>
<td></td>
</tr>
<tr>
<td>Carer Support Worker</td>
<td></td>
</tr>
<tr>
<td>Chemist</td>
<td></td>
</tr>
<tr>
<td>Chiropodist/Podiatrist</td>
<td></td>
</tr>
<tr>
<td>Community Psychiatric Nurse/Community Mental Health Nurse</td>
<td></td>
</tr>
<tr>
<td>Day Care Centre</td>
<td></td>
</tr>
<tr>
<td>Dentist</td>
<td></td>
</tr>
<tr>
<td>District Nurse</td>
<td></td>
</tr>
</tbody>
</table>
Other useful numbers for local Social Care Offices and Carers Organisations can be found towards the back of this booklet.

<table>
<thead>
<tr>
<th>Name</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor</td>
<td></td>
</tr>
<tr>
<td>Hospital</td>
<td></td>
</tr>
<tr>
<td>Home Care Service</td>
<td></td>
</tr>
<tr>
<td>Respite Care</td>
<td></td>
</tr>
<tr>
<td>Social Worker</td>
<td></td>
</tr>
<tr>
<td>Specialist Health Visitor</td>
<td></td>
</tr>
<tr>
<td>Early Support Keyworker</td>
<td></td>
</tr>
<tr>
<td>Parent Partnership Service</td>
<td></td>
</tr>
</tbody>
</table>
1. Looking after someone you care about
2. How can you get support in your caring role
   • Your GP and Primary Care Team
   • Your local Social Services Department
   • Local Voluntary Organisations
   • Other local Council Departments
3. Contacting the Local Social Care Services Offices
4. What may happen when you contact Social Services
   • Community Care Assessments
   • Carers Assessment
   • Parent Carers of Disabled Children
   • Children and Young People in Caring Situations
   • Specialist Assessments
5. What may be discussed at your Carer’s Assessment
6. What might happen after your Carer’s Assessment
7. Care Plan/Support Plan reviews
8. If you do not qualify for a Carer’s Assessment 17
9. Complaints & Commendation 18
Flow Chart – Accessing a Carer’s Assessment 19
10. Are there any charges for Carers’ Services 20
11. Social Security benefits carers may claim 20
Contacting the Local Social Care Offices 22-23
Useful numbers and websites 23-27
Glossary 28-30
1. Looking after someone you care about

Are you a …..?

- son
- daughter
- wife
- husband
- partner
- brother
- sister
- parent
- friend
- neighbour

And

Without payment, you are looking after and caring for someone else whom, because of long term illness, disability or old age, is not able to care for him or herself.

This means you are a ‘carer’.

Caring might involve:

- preparing meals
- bathing
- toileting
• dressing
• giving medication
• doing shopping
• doing laundry
• doing finances
• giving emotional support.

You don’t have to live with the person you are caring for to be considered a carer.

This booklet gives information for those carers who need it on how to seek and access support and advice on looking after someone and on what to expect when you contact relevant agencies.

2. How can you get support in your caring role?

There is a range of organisations that may be able to support you. These include:
• Your GP and Primary Care Team
• Your local Social Care Service Department
• Local Voluntary Organisations
• Other local Council Departments
Your GP and Primary Care Team:

Your GP and primary care team can provide invaluable help and support both for you and for the person you are looking after, e.g. regular health checks for yourself, information on how to manage the condition of the person you are looking after, how to access respite care and help and advice on using specialist equipment.

Encourage the person you are looking after to go to their GP to discuss their circumstances. If they cannot or do not wish to go to their GP, then a request for a home visit may be more appropriate.

The GP and primary care team can also give you information about local and/or national support services for carers that may be of help and in some instances, they may be able to make a referral for you to access other support services.

The contact details for local GP surgeries and hospitals can be found in the telephone directory.

Your local Social Care Service – a Department of Leicestershire County Council that has responsibility for providing support for people to enable them to live independently in their local communities.

The Social Care Service is not the Department of Social Security is and not responsible for housing or health matters.

A worker from the Social Care Service will discuss with the person you care for what his/her needs are. They will discuss with you what care you are giving and what the Department
may be able to offer to support you in your caring role. They may also consult with other professionals. This is called an “assessment”.

Following an assessment, the Social Care Service may arrange for services to be given to the person you care for and in some circumstances, may also arrange for services for you.

*The contact details for the local Social Care Service offices are on page 16 of this booklet.*

**Local Voluntary Organisations**

There are some local voluntary organisations that can offer services to support carers. There are Carers Development Workers based in the local Voluntary Actions (VA) or Council’s for Voluntary Services (CVS). Carers may contact these organisations directly to discuss obtaining possible support and information.

*The contact details of the local VA’s/CVS’s, key local organisations and a brief description of the kind of support they offer are on page 18 of this booklet.*

**Other Local Councils**

In Leicestershire, the Borough and District Council Housing Departments are able to give information, for example, on a range of housing options, leisure services etc.

*The contact details for the local councils are on page 19 of this booklet.*
3. Contacting the Local Social Care Service Offices

By telephone

When you first get in touch with your local Social Care Service office you (the carer) will be asked for the following information which will be recorded:

(a) About the person you are looking after:
- name, date of birth, ethnic origin and preferred language
- address, telephone number, type of accommodation and method of entry
- others living in the household, next of kin and other family/carers
- GP’s name, address and telephone number
- Whether she/he is aware that a referral is being made
- Type and nature of the presenting problems

(b) About you (when requesting support to take on caring or to continue caring):
- name, date of birth, ethnic origin and preferred language
- address, telephone number(s)
- GP’s name, address and telephone number
• If the referral is being made on behalf of the carer, the name of the person making the referral, her/his relationship to the carer and whether the carer is aware that the referral is being made
• Type and nature of the presenting problems

Other ways to contact social care services:
Carers may complete an Impact of Caring Form on-line via the Carers page on the Leicestershire County Council’s website – www.leics.gov.uk.

4. What may happen when you contact the Social Care Service – either in the community or in hospital.

You will have either an initial discussion with a member of our staff to determine your need for services or may be contacted to discuss your completed ‘Impact of Caring Form’. You and/or the person you are looking after may be offered a more detailed assessment or be directed to other more appropriate services. The assessment will take different lengths of time depending on your situation. You should ask the social care service worker for an indication of how long you will have to wait before you receive an assessment.
a) ‘Community Care Assessment’ – for the person (adult) you are looking after

You or the person (adult) you are looking after can ask the Social Care Service for a ‘community care assessment’. The purpose of this assessment is to help Social Care Services determine what the needs of the person you are looking after are and what support would best meet these needs.

This assessment is usually carried out by a worker from social care service who will visit the person you are looking after to discuss his/her needs. You should also be asked what help you think may be needed.

You may also ask for and receive a separate ‘carer’s assessment’.

b) ‘Carer’s Assessment’

This assessment may be undertaken as part of a ‘community care assessment’ or as a separate ‘carer’s assessment’. The purpose of this is to determine the impact of caring on you.

You can ask the Social Care Service to assess what help you need so that you can continue to care and not become unwell or stressed. If you feel unable to take on or to continue the caring role, you may discuss this with the social care service worker.

You are entitled to a separate Carer’s Assessment if you provide or intend to provide a substantial amount of care on a regular basis. In Leicestershire, ‘substantial’ is defined as
10 or more hours of care per week. In considering whether you are providing a ‘substantial’ amount of care, social care service staff will discuss how your caring role is affecting you as well as the amount of time you spend caring.

A worker from the Social Care Service usually carries out this assessment. The social care service worker will meet with you at a place convenient to you, to discuss the care you are providing, the effect of caring on you, the support you are receiving and the support that may help you.

If you are caring for an adult, you can receive a carer’s assessment even if the person you are looking after refuses a community care assessment.

If you wish, you may ask for a friend or you can invite an advocate to be present with you at your assessment.

If the person you are looking after is in hospital your views will be sought as part of the assessment of that person’s needs. If you are providing a substantial amount of care you will also be offered a separate carer’s assessment which will usually take place before the person you are looking after leaves hospital. In some instances, the assessment may take place after he/she has returned home.

If we carry out an assessment, you will receive a written copy of this.

c) Parent Carers of Disabled Children

If you have parental responsibility for a disabled child, who is assessed by a social care worker from our Children and Young
People’s Service, your needs will be discussed and taken into account as part of that overall assessment of your family’s needs. The worker will complete an initial or core (more detailed) assessment of your child’s need.

d) Children and Young People in Caring Situations

In some circumstances, children and young people in caring situations may benefit from a child care assessment to look at whether they need additional support. If this is the case in your family, this will be discussed with you (the parent/adult carer) and you would then be contacted by a social care worker from one of our Children’s Access Teams. A young carer over the age of 16 may ask for and receive a separate carer’s assessment.

e) Specialist Assessments

In some circumstances (e.g. where there are mental health issues), it may be desirable for a carer to receive and assessment from a worker in the relevant service area team. The local Social Care Service office, with your consent, will ask the relevant team to contact you to arrange for the assessment. Alternatively, you may ask any member of the care team providing care to the person you are looking after to arrange a carer’s assessment for you.
5. What may be discussed at your carer’s assessment?

The social care services worker will discuss with you the care you are giving to the person you are looking after, the effect this is having on you and, if your wish is to continue caring, what support you may need to help you to continue to look after the person.

Some things that may be discussed are:

- How your caring role affects your health, job, social life, finance, education, family life.
- Whether the person you are looking after gets enough support and the right type of support.
- What support you are getting.
- The situations you find difficult.
- What sort of services might help you.
- Have you plans for an emergency or crisis where you are temporarily unable to look after the person you care for.

6. What might happen after your carer’s assessment?

The social care service worker will agree with you what support the Department can arrange for you.

The person you care for may be eligible for services from the Department. If so, the social care service worker will try to
arrange for these services to be provided in a way that takes account of your needs too. For example, this could include increasing the amount of support arranged by Social Care Service for the person you are looking after or changing the times when the support is provided.

Types of services that might be available are:

- Day Care
- Home Care
- Short breaks
- Respite Care – either in the home or short stay in a nursing or residential facility.
- Direct Payments/Individual budgets – in some circumstances the person you are looking after may prefer to have a direct payment to arrange his/her own support service. The social care service worker will advise on the support available for the management of direct payments and individual budgets.

If the social care service worker agrees that a service for you is required they will prepare a Support Plan showing what service(s) the Department has agreed to offer you to help you. Carers may be offered a direct payment/individual budgets to arrange their own support service.

In some circumstances where the most appropriate support for a carer may be from a voluntary organisation, the social care service worker will sign-post the carer to the relevant organisation.
7. Care Plan/Support Plan Reviews

If the Social Care Service agrees to arrange services for the person you are looking after and/or for you, this will be recorded on either a Service User Support Plan or a Carers’ Support Plan, as relevant. If you are caring for a disabled child, services will be recorded as part of a Childcare plan.

Service Users Support Plans and Carers’ Support Plans will be reviewed by Social Care Services in the timescale as set out in the Flow Chart. Reviews may also be considered on request from either the person you are looking after (service user) or the carer. Specialist Teams may have different review arrangements.

8. If you do not qualify for a carer’s assessment

Even if you do not qualify for a separate carer’s assessment, the social care service assessor will take your views into account when they assess the person you care for and when they are deciding what services should be provided to him or her.

The social care service worker will endeavour to give you information and contact details of other local support services that you may find helpful.

If your circumstances change, you can ask your local social care service for another carer’s assessment.
9. Comments, complaints, compliments

If you feel you have been refused a service which you should receive, or if you are unhappy with any services that we provide, you are entitled to make a complaint.

In this event you should contact your local Social Care Service office and our staff will be able to offer advice (contact details are on page 16 of this booklet). If you are still unhappy then you should contact the Complaints Manager (contact details are on page 19 of this booklet).

We also welcome any compliments and any comments to help us improve services for the future.
Flow chart – Accessing a Care’s Assessment

1. Arrange Health Care and/or Referral to SCS or to Voluntary Organisation
2. Local SCS (Initial Information Giving and Discussion)
3. Signpost carer to other relevant organisations
4. Voluntary organisations (e.g. Mental Health Teams or Children’s Specialist Teams)
5. Or referred to specialist teams
6. Copy of the Service User’s Support Plan given to the carer
7. Copy of the Service User’s Support Plan given to the carer
8. Or referred to specialist teams (e.g. Mental Health Teams or Children’s Specialist Teams)
9. Promoting independence changing lives

*Community Care Assessment and/or Carers Assessment (NB – a financial assessment regarding the service user may need to be carried out)
10. Are there any charges for carers’ services?

In Leicestershire, there is currently no charge for services provided to the carer in their own right.

Caring can sometimes be costly to carers and their families. In these circumstances it may be possible for carers to access specific Social Security benefits.

11. Social Security benefits carers may claim

**Carers Allowance (formerly Invalid Care Allowance)** – for carers aged 16 or over who look after a disabled adult or child. You may be entitled to Carers Allowance if you spend at least 35 hours a week looking after a person who is getting either Attendance Allowance or the middle/higher rate of Disability Living Allowance care component. Payment of Carers Allowance can sometimes reduce the amount of Income Support, Housing Benefit or Council Tax Benefit received by the person that you look after, so it is advisable to seek expert advice about this.

**Carers Premium** – an extra amount of money paid as Income Support, Income-based Jobseekers’ Allowance, Housing Benefit and Council Tax Benefit, and the Carer addition is used in Pension Credit. If you are entitled to Carers Allowance, even if this can’t be paid to you because you receive another benefit, you may still be able to get the Carers Premium.
Carers may be able to claim other Social Security benefits, tax credits, help with housing costs or reductions in Council Tax in certain circumstances.

For more detailed advice, you may request a Leicestershire County Council Welfare Rights publication entitled Benefits for Carers. This can be requested by telephoning any Social care Service office.

If you have a complex benefit problem, you may be referred to a specialist Carers’ Welfare Rights Officer. Ask about your entitlement to benefits and Welfare Rights advice when approaching Social Care Service for a carer’s assessment.

Alternatively, advice may also be obtained from your local Social Security office, Citizens Advice Bureau, Carers Centre, Age Concern office or disability organisation.
CONTACT DETAILS FOR LEICESTERSHIRE SOCIAL CARE SERVICE

- At our Local Social Care Service offices listed below:
- Via our Website – www.leics.gov.uk/carers – gives information on the help and support we can offer carers – e.g. how to get help; what is a Carer’s Assessment; what services are available. The website also gives information and web links to some of the local voluntary organisations that support carers via our Leicestershire Care Online link.

CONTACT DETAILS FOR THE ACCESS TEAM AT THE LOCAL SOCIAL CARE SERVICE OFFICES

BLABY/OADBY/WIGSTON
Bassett Street
South Wigston
LE18 4PE
📞 0116 278 7111

CHARNWOOD
Pennine House
2 Lemyngton Street
Loughborough
LE11 1XA
📞 01509 266 641

HINCKLEY & BOSWORTH
27 Upper Bond Street
Hinckley
LE10 1RH
📞 01455 636 964
MARKET HARBOROUGH
Brooklands
Northampton Road
Market Harborough
LE16 9HN
☎ 01858 465 331

MELTON
County Buildings
Leicester Road
Melton Mowbray
LE13 0DA
☎ 01664 564 698

NORTH WEST LEICESTERSHIRE
3 High Street
Coalville
LE67 3EA
☎ 01530 275 200

The above local Social Care Service Offices are open from 8.30am to 5pm on Monday to Thursday and 8.30am to 4.30pm on Friday. Outside these hours, the Emergency Team is on duty but can only respond to crises or emergencies which cannot wait until the next working day.

Emergency Duty Team:
☎ 0116 255 1606

CONTACT DETAILS FOR LOCAL CARERS ORGANISATIONS
CLASP The Carers Centre
Provides carers with information, advice, advocacy and support.
Home visits offered.
☎ 0116 251 0999
✉ www.claspthecarerscentre.org.uk

Carefree
Provides a wide range of support, activities and advice for carers under 18 years old.
☎ 0116 286 7182
✉ www.barnardos.org.uk
Rethink (formerly National Schizophrenia Fellowship)
Provides information, support and training for carers of people affected by a mental illness.
☎ 01530 276525
✉ www.rethink.org

Leicester Action for Mental Health (LAMP)
Provides advice, information and support for carers of people affected by mental health problems
☎ 0116 255 6286
✉ www.lampdirect.org.uk

Age Concern – Leics & Rutland
Provides advice and information for carers of older people and, respite break for carers of people suffering from dementia.
☎ 0116 299 2233
✉ www.ageconcernleics.com

Parent & Carers Council
Provides information and support groups for parents and carers of children with a wide range of disabilities.
☎ 07968 857598/
01664 434502
✉ www.parent-cc.co.uk

Alzheimer’s Society
Provides information on dementia, advice, support groups and advocacy for carers of people suffering from dementia.
☎ 0116 2627937
✉ www.alzheimers.org.uk

Mencap
Provides information, support and advice to carers of adults and children with a learning disability and, respite support to carers of children with a learning disability.
☎ 0116 2422738
✉ www.mencap.org.uk
CONTACT DETAILS FOR NATIONAL CARERS ORGANISATIONS

Carers UK.
📞 Freephone:- 0808 808 7777
💻 www.carersonline.org.uk

The Princess Royal Trust
📞 0844 800 4361
💻 www.carers.org

Crossroads – Caring for Carers
📞 0845 450 0350
💻 www.crossroads.org.uk

Contact a Family
📞 Freephone:- 0808 808 3555
💻 www.cafamily.org.uk

The Stroke Association
📞 0845 303 3100
💻 www.stroke.org.uk

CONTACT DETAILS FOR VOLUNTARY ACTIONS/LOCAL COUNCILS FOR VOLUNTARY SERVICES

VAs/CVS’s provide advice and information about local support/resources for carers and will assist carers to access support groups and local statutory and voluntary services. Ask to speak to the Carers Development Worker.

Voluntary Action Blaby
📞 0116 275 1918

Voluntary Action Charnwood
📞 01509 631750

Voluntary Action Melton
📞 01664 410007

Voluntary Action Hinckley & Bosworth
📞 01455 633002
North West Leicestershire CVS
📞 01530 510515

Voluntary Action South Leicestershire
📞 01858 433232

Voluntary Action Oadby & Wigston
📞 0116 281 0026

CONTACT DETAILS FOR DISTRICT AND BOROUGH COUNCILS

Blaby District Council
📞 0116 275 0555
🌐 www.blaby.gov.uk

Charnwood Borough Council
📞 01509 263151
🌐 www.charnwoodbc.gov.uk

Harborough District Council
📞 01858 828282
🌐 www.harborough.gov.uk

Hinckley & Bosworth Borough Council
📞 01455 238141
🌐 www.hinckley-bosworth.gov.uk

Melton Borough Council
📞 01664 502502
🌐 www.melton.gov.uk

North West Leics District Council
📞 01530 454545
🌐 www.nwleics.gov.uk

Oadby & Wigston Borough Council
📞 0116 288 8961
🌐 www.oadby-wigston.gov.uk
CONTACT DETAILS
FOR THE COMPLAINTS DEPARTMENT

Complaints Manager
Adult & Children Social Care Service
FREEPOST LE 1779
County Hall
Glenfield
Leicester
LE3 8XR
📞 0116 305 7422
GLOSSARY

**Service User**
The person being looked after who receives services from the Social Care Service.

**Social Care Service Worker**
The Social Care Service Worker who completes the community care assessment or carers assessment and who can set up services such as home care or sitting services if applicable. The worker may a different job title such as Social Worker, Access Worker, Childcare Support Worker or Community Care Worker.

**Advocate**
A member of staff from a voluntary organisation who will support you in seeking and obtaining a service and/or act on your behalf.

**Specialist Team / Service Specific**
A team of social services workers who specialise in the particular area of need for the person you care for, e.g. a specialist team who only work with mentally ill service users.

**Primary Care Team**
The team of staff working at your local health centre/GP surgery, e.g. your GP or district nurse.

**Access Team**
The first point of contact at the local Social Care Services Office.
Referral
The first time that you (or someone on your behalf) contact social services and give details about yourself or the person you are looking after and any difficulties being experienced.

Assessment
Discussion between the carer and/or service user and a Social Care Services Worker in order to identify what help and support is needed.

Support Plan
A written plan showing the outcome of assessment and which gives particular details of the services agreed, who will provide the services and at what time etc.

Home Care
Practical help in the home with getting up, washed and dressed, prompting with medication, toileting etc.

Day Care
A programme of organised activities in a day centre, residential home or community centre. Meals and refreshments provided and transport if needed.

Respite Care
A short break ranging from a few days to a few weeks for the service user. May be provided in a residential care home, with a family, at a day centre or within the service user’s own home.
Direct Payments/ Individual Budgets
Provided by the Social Care Services. The Department pays an agreed sum directly to the service user or carer to allow him/her to arrange and pay for his/her own services directly with a service provider of their choosing.

Community Meals
Delivery at home of a cooked meal. Different cultures and other dietary requirements catered for.

Service Provider
An agency or organisation giving a service to you or the person you are looking after.

Parent Carers
Adults with parental responsibility for a disabled child.
If you require this information in an alternative version such as large print, Braille, tape or help in understanding it in your language, please contact 0116 305 7404.

Produced by
Leicestershire County Council
Adult & Children’s Social Care Services
County Hall, Leicestershire LE3 8RL
March 2009