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Spanish

Si desea esta información en otro idioma, rogamos nos llame al **020 7926 5555**

Portuguese

Se desejar esta informação noutra idioma é favor telefonar para **020 7926 5555**

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au **020 7926 5555**

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন **020 7926 5555**

Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre **020 7926 5555**

Yoruba

Tí ẹ ba ẹ̀imoràn yí, ní èdè Òmíràn, ẹ̀jẹ̀, ẹ̀ kàn wà l'ágogo **020 7926 5555**

How can adult social services help?

An introduction to carers' assessments

"We aim to provide you with the help you need to support you as a carer."



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**Lambeth Adults' and
Community Services –
Call or click to get in touch**

Telephone 020 7926 5555
Type talk: 18002 020 7926 5555.
www.lambeth.gov.uk



Who is a carer?

If you are caring for someone who cannot manage on their own because of illness, disability or frailty, then you are a carer.

You may not think of yourself as a carer, but rather as the parent, wife, husband, partner, sister, brother, daughter, son, neighbour, friend and so on of the person who needs help.

Carers are:

- all ages
- women and men
- children and young people, who are known as young carers
- friends, relatives and partners of the person being cared for

Carers are not:

- paid for the care they provide (although they may be able to claim Carers Allowance)
- volunteer helpers from a voluntary organisation

What is a carer's assessment?

Under the Carers (Recognition and Services) Act 1995 and under the Children Act 1989, carers are entitled to an assessment. A carer's assessment is an opportunity for you to meet with a social worker or carers' support worker to:

- look at what help you need to support you as a carer
- find out what help and support may be available
- make a decision about what to do next

Carers do not have to live in the same house as the person being cared for.

Who can have an assessment?

To be eligible for an assessment you must:

- be looking after, or intending to look after, someone who is having or has had a community care assessment (this is when they discuss their own care needs with adult social services); and
- be providing or intending to provide a substantial amount of care on a regular basis

How do I apply for a carers' assessment?

You can ask for an assessment of your needs whenever the person you are caring for is being assessed. If you decide not to have an assessment at that time and then change your mind, you can request an assessment at a later date. You can also ask for an assessment if the person you care for is not known to adult social services but may be entitled to receive services from us. In this case, the person you care for would have to have a community care assessment first.

Do I have to have an assessment?

No – you do not have to have an assessment if you do not want to. The person you care for can still be assessed and receive services if you need them, whether you have had an assessment or not.

What if the person I am caring for does not want to have an assessment?

In these circumstances, you will only be entitled to have your own needs assessed if you are a young carer under 18 years, or are eligible for community care services yourself.

What happens at a carer's assessment?

At an assessment, we will ask you about:

- the sort of care you provide or intend to provide
- how much time it takes and your responsibilities
- your own health and welfare
- whether you have any help or support
- how you feel about the situation
- your cultural and ethnic needs

Some carers prefer to talk about their needs separately from the person they care for; others may prefer the person they care for to be there whilst they have their assessment. You can choose whichever you prefer.

If necessary, we can arrange for an interpreter to be available at your assessment or at the assessment of the person you care for. If there are reasons why you would only want to discuss your needs with a woman or a man, we can arrange this too.

We will also give you some idea of how long the process may take.



We welcome ideas and comments on all aspects of Lambeth adult social services, if you have a suggestion about how services can be improved, please let us know.

What happens next?

Once you have had your assessment, the social worker will agree with you and the person you care for the services we are going to provide or arrange and will give you details of these services in writing. This is known as a 'care plan'.

Resources are limited and we must ensure that arranging help and support for the most vulnerable people comes first. This may mean that we cannot always provide all the services you would like or always meet your needs in the way you may prefer. The person doing your assessment will be able to give you more details.

What services may be available?

We arrange a wide variety of services for people with physical, sensory or learning disabilities, people with mental ill-health, and older people.

Services for the person you care for might include:

- help with personal care such as bathing and dressing, and with practical tasks, such as shopping and cooking
- a centre or activities to go to during the day
- a place to stay for a time or someone to provide care in the home, so that you get a short break from caring
- adaptations and equipment in the home
- information and advice

Even though these services are for the person being cared for, carers will also benefit through getting support with their caring role.

We can also offer:

- information on carers support groups, where you get a chance to meet with other carers
- information and advice, for example on welfare benefits
- information on Lambeth Carers, a local organisation specifically for carers

Will I have to pay for services?

The person being cared for is responsible for paying for any services that we charge for. As a carer, you do not have to pay for services, unless you are a parent caring for your child under the age of 18, in which case you may be asked to contribute to the cost of services.

We do not charge for all our services

- some of our services are free
- some of our services have a set charge
- some of our services have a sliding scale of charges, depending on income.

There is **never** a charge for an assessment.

We will always give the person you care for information about any charges so that they know how much the services will cost before they receive them.

What about direct payments?

Direct payments are a way for you to arrange and purchase your own services. Adult social services provides the funding, which is not considered as income if you are assessed for welfare benefits.

If you are interested in finding out more about direct payments, please talk to your social worker. We will discuss your applications with you and then together we will assess whether you are willing and able to manage a direct payment and what services you can arrange using the direct payment.

What do I do now?

If you think that you may be eligible to have a carer's assessment, please contact the relevant adult social services team.

We will need to know your name and address, as well as the name and address of the person you care for.

If the person you care for is already receiving help from adult social services, and you know the name of their social worker or the team that the social worker is in, it may be easier for you to contact them direct.

Standards for carers services

- we will offer you an assessment of your own needs for support.
- we will offer you information and support, and may be able to offer you short breaks from caring
- wherever possible, we will involve you in planning services to meet the needs of the person you care for and your own needs as a carer

Comments, compliments and complaints

We welcome ideas and comments on all aspects of Lambeth Adults' and Community Services. If you want to tell us about excellent services or have suggestions about how services can be improved, please let us know.

If someone has a complaint about services, we normally ask that people talk to the member of staff involved. This is often the best way to get a problem sorted out.

However, if this doesn't solve the problem, or if people feel that they cannot talk to the member of staff about it, they can speak to the manager of the service. If there is still a problem, we can deal with it through our formal complaints procedure. A leaflet 'It's your right to complain', is available from any of our offices. Complaints are dealt with by:

The Complaints Officer
Lambeth Adults' and Community Services
Phoenix House
10 Wandsworth Road
London SW8 2LL
Tel: 020 7926 4840

Useful organisations

There are local and national organisations providing information, advice and support for carers. Contact them for more details.

Lambeth Carers

336 Brixton Road
London SW9 7AA
Tel: 020 7733 9600

Carers UK

Tel: 020 7490 8818

How to contact us

Services for carers of disabled and older people

Phoenix House
10 Wandsworth Road
London SW8 2LL
Tel: 020 7926 5555

Services for carers of adults with learning disabilities

Phoenix House
10 Wandsworth Road
London SW8 2LL
Tel: 020 7926 5555

Services for carers of adults with mental health problems

North Lambeth Mental Health Team

190 Kennington Lane
London SE11
Tel: 0207 805 2500

South-East Lambeth Mental Health Team

David Pitt House
24/28 Norwood High Street
London SE27 9NR
Tel: 0207 740 5550/5551

South-West Lambeth Mental Health Team

390 Streatham High Road
London SW16 6XX
Tel: 0207 919 3400

Services for carers of adults who misuse drugs or alcohol

Phoenix House
10 Wandsworth Road
London SW8 2LL
Tel: 020 7926 5555

Emergency out of hours service

Tel: 020 7926 1000