



## Support for carers

This leaflet tells you about the range of support and services that we can offer to people who provide unpaid care and support to adults in Newham.

[www.newham.gov.uk](http://www.newham.gov.uk)  
020 8430 2000

# Support for carers

## Am I a carer?

A carer is **“Someone who provides support or who looks after a family member, partner or friend who needs help because of their age, physical or mental illness, or disability. This would not usually include someone paid or employed to carry out that role, or someone who is a volunteer.”** (Care and Support Statutory Guidance October 2014)

An **adult carer** is a person aged over 18 caring for another adult such as a spouse, parent, partner, friend, neighbour or relative.

A **parent carer** is a parent or guardian who supports an ill or disabled child, including a child or young person who has mental health issues, is misusing or abusing substances or alcohol, to a degree greater than would be expected in a parenting role

A **young carer** is a child or young person under 18 who provides regular, ongoing care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances.

Many carers do not consider themselves to be a carer; they are just taking care of a parent, their best friend, a child or their husband/wife/partner. Carers come from all walks of life, all cultures, and can be of any age. As a carer, you are used to just getting on with it and doing what you believe anyone else would do in the same situation.

A lot of people have family, friends and neighbours who look out for one another and spend time together – this is known as ‘natural support’. If you provide this type of support, you may not qualify for some of the more intensive carers services we offer. However, you can still contact us to find out what other types of support are on offer, as there are many leisure and wellbeing services that are available to all.

A carer is not paid for the support they provide. Care workers, care assistants, Shared Lives carers or personal assistants receive payment for the care they provide and are therefore not considered to be carers. People volunteering are also not regarded as carers in this context. The support and services

described in this document relates to adult and young carers that are providing support to an adult.

Newham Council values the contribution of carers. We want to help you have a better day-to-day life. This could mean supporting you in your caring role with some extra help during the day, helping you back into employment or giving you a break from your caring role so that you can relax or meet people and make new friends. The way we do this is through completing a **carer's assessment** with you.

### What is a carer's assessment?

A carer's assessment is a chance for you to talk about: the support you are providing, how this is affecting your physical, mental health and emotional wellbeing; whether you want to continue in your caring role; and, the support you require. It is **not** an assessment of how 'good' you are as a carer.

You can discuss any support that would help your own health, and that would help balance caring with other aspects of your life, such as work, leisure, learning and family.

It is an opportunity for us to recognise and acknowledge the contribution you make to the support of the person you care for. We will also gather information to decide whether you need care and support (now or in future) to help you live your day-to-day life, and the type of services you think may help you or the person you care for.

To help get a clearer understanding of your situation, you will be asked questions like:

- Do you currently provide, or do you intend to provide necessary care and support to another person?
- What care do you provide and why do you provide this care?
- Are you willing and able to continue providing the same level of care and support now or in future?
- In an emergency, if you are not able to provide care and support, is there anyone else (family or friends) that can provide the required care and support?
- Does carrying out your caring role prevent you from carrying out any

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- parental responsibilities for a child now or is it likely to in the future?
- Does carrying out your caring role prevent you from carrying out other caring responsibilities for another adult now or is it likely to in the future?
  - Does your caring role prevent you from maintaining your home environment now or is it likely to in the future?
  - Does your caring role impact your ability to carry out your essential shopping, prepare meals for yourself and your family, maintain the diet you want to, or anything else in this area that affects your day to day life now or is it likely to in the future?
  - Does your caring role impact your ability to keep in touch with family/friends or make new relationships now, or is it likely to in the future?
  - Does carrying out your caring role impact your ability to work or take part in training, education or volunteering, now or is it likely to in the future?
  - Does carrying out your caring role impact your ability to use local community services and facilities (e.g. gym, library, community centre, swimming pool, parks) now or is it likely to in the future?
- Does your caring role impact your time to engage in leisure activities [e.g., some free time to read or engage in a hobby etc.] now or is it likely to in the future?
  - Has your physical health, mental health or emotional wellbeing been significantly impacted or deteriorated, or is it at risk of doing so in the future due to your caring role?
  - Do you feel your personal dignity is, or will be significantly impacted upon as a result of things you cannot do because of your caring role?
  - As a result of things you can not do because of the care and support you provide, do you feel you have, or will have a significant need for protection from abuse and neglect?
  - What is important to you and what outcome would you like for yourself?
  - What can you help yourself with?
  - What can your family/community assist with?
  - What would you like Adult Social Care services to help with?

## Who can have a carer's assessment?

If you are a carer, or you think you might be taking on a caring role in the near future, you are legally entitled to a carer's assessment. If more than one carer provides support to an adult, all the carers are entitled to a carer's assessment.

## What to expect before and after a carer's assessment

### Before a carer's assessment

- All carers requesting a carer's assessment from Adult Social Care will be offered the option of a 'face to face assessment', 'telephone assessment' or 'supported self- assessment'.
- When a carer's assessment is requested, we aim to undertake all urgent assessments within 48 hours and non-urgent assessments within four weeks. We will send an appointment letter (and information to help you prepare for the assessment) within one week of receiving the request for a non-urgent carer's assessment.

### After a carer's assessment

- You should receive a letter within 28 working days confirming what

you discussed and the outcome of the assessment

- A completed copy of the completed carer's assessment form
- Any additional literature or information you requested during the assessment

## What is a carer's review?

A carer's review is a discussion with the carer to check whether:

- you want to and are able to continue caring
- your needs have changed
- any support or services offered during their assessment are achieving the desired outcomes
- new services are required or current services should be ended.

## What help can I get?

It is really important to know that you are not alone – though it may feel like it at times. Every carer's situation and needs are different, so any support you receive will be tailored to your needs. Following your carer's assessment we will support you to access a range of support or services. Your options can include things like:

- information, advice and guidance

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- carers emergency card scheme (this scheme ensures alternative arrangements are put in place if, due to an emergency, a carer is unavailable to provide care)
- young carers support provided by Family Action
- carers break
- respite care for the person/people you are caring for
- other support offered by our partners (for example GPs).

If you are eligible, we can organise support for you or you can use Direct Payment. A Direct Payment gives you more choice, control and flexibility over how to meet your needs. Please see the separate Personal Budgets leaflet for further information or ask your Social Worker or care manager about it.

At the end of your assessment, if you are not eligible for some services provided by Adult Social Care, you will still receive information and advice from our Health, and Social Care teams, including help to access universal services that promote your health and wellbeing. We can also provide information on personal needs relating to leisure, education, work and finances.

### How do I get a carer's assessment or further information?

Contact Newham Council's Adult Social Care Team on **020 8430 2000**, selecting option 2 on the menu.

If the person you care for is about to be discharged from hospital, you can ask the Hospital Social Care Team for a carer's assessment.

If you know the social worker, care manager or other health professional of the person you care for you can ask them for a carer's assessment or further information.

For further information about care and support services available in Newham visit: [www.newham.gov.uk/carers](http://www.newham.gov.uk/carers)

### As a carer, where can I access local support?

There are a number of organisations in Newham that can provide support to help you take some time off from your caring role. They offer information, advice and one-to-one or group support to carers, and can act as a gateway to

other services that can help carers get the help and support they need.

**Newham Council's Adult Carers Service** provides information on carers' assessments, reviews, support and services available to carers in Newham as well as how to access them. The Carers Team works in partnership with organisations and groups supporting carers in Newham to identify carers' needs and to develop solutions that will address identified needs.

**Web:** [www.newham.gov.uk/carers](http://www.newham.gov.uk/carers)

**Email:**

[carers.team@newham.gov.uk](mailto:carers.team@newham.gov.uk)

**Tel:** 020 8430 2000 **selecting option 2 on the menu**

**Newham Carers Network** is a local, independent organisation that provides information on available support and can guide you through the assessment process. Newham Carers Network also hosts and organises Newham Carers United, an open carers forum which meets up to four times a year to discuss the issues important to carers.

Stratford Advice Arcade,  
107-109 The Grove,  
Stratford E15 1HP

**Web:** [www.newhamcarers.org.uk](http://www.newhamcarers.org.uk)

**Tel:** 020 8519 0800

**Family Action's Newham Young Carers Service** is a specialised service which supports young carers aged 5-17 and works jointly with the Adult Carers' Service to help prepare young carers from the age of 16 to transition into the Adults' Service.

They offer:

- young carers assessments
- time-limited one-to-one, group work, and whole family assessment
- themed workshops, groups and activities to increase wellbeing and self-esteem
- advocacy on behalf of the young carer and their family
- parenting support
- training, advice and support to other services working with young carers in Newham schools to improve universal support

1 London Road,  
Plaistow E13 0AT

**Email:** [newhamycs@family-action.org.uk](mailto:newhamycs@family-action.org.uk)

**Tel:** 020 8470 7782

**Carers UK** provides information, advice, support and campaigns for change.

20 Great Dover Street  
London SE1 4LX

**Email:** [adviceline@carersuk.org](mailto:adviceline@carersuk.org)

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

**Freephone:** 0808 808 7777

**Carewell** provides health support for carers. It has been developed with the help of carers, for carers and provides useful information to help you make changes that give you more energy to care

**Web:** [www.carewelluk.org](http://www.carewelluk.org)

Monday - Friday  
9:00am - 5:00pm

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