

Carers Charter

Our Commitment to Carers in Newham

This charter has been developed jointly by Newham Council, Newham Clinical Commissioning Group (NCCG) and carers in Newham. It sets out our commitment to adult carers in the borough.

Identifying Carers

A carer is someone who spends a significant amount of their time providing unpaid support to a family member, partner, or friend who is ill, frail, disabled or has mental health or substance misuse problems. Newham Council and NCCG will work with customers and partners to create a system that makes it much easier to identify new and existing carers.



Carer's assessment

All carers requesting a carer's assessment from the council's Adult Social Care team will be offered the option of a face-to-face assessment, telephone assessment or supported self-assessment, as appropriate.

When a carer's assessment is requested, the council will aim to undertake all urgent assessments within 48 hours and non-urgent assessments within four weeks.

- An appointment letter will be sent within one week of receiving the request for a non-urgent carer's assessment.
- Carers will be informed in writing of the outcome of their assessment within 28 days.



Supporting carers

Language support

Carers in Newham can access language translation and interpretation services when using their GP. Newham Language Shop provides a range of services including face-to-face and telephone interpreting, written word language translation, British Sign Language interpreting, Deaf Relay interpreting and Deaf-Blind interpreters. To book any of these services or for more information individuals should contact their GP practice.

Employment support

Carers can access tailored employment support via Workplace. Carers will also be supported by Newham Council following an assessment, to maintain their jobs as well as their caring role.

Information and advice

The council will actively promote and ensure that the carers webpage (www.newham.gov.uk/carers) is regularly updated. This will ensure that carers have access to up to date information.

Health checks

NHS health checks are available every five years to all people aged 40 to 74 without a pre-existing serious medical condition. Invite letters are posted out by GP surgeries. For more information visit www.healthcheck.nhs.uk

GP Appointment

Carers can request a double appointment from participating General Medical

Practices. This enables the carer to discuss their health with their GP and any impact caring may have on it.

Emergency Planning

Newham Council will provide information on the Carers Emergency Card scheme to adult carers. Following a carers assessment, we will ensure that carers that wish to be registered are enrolled onto the scheme.

Talking Therapies

NCCG will actively promote the Newham Wellbeing Service, which offers a range of free and confidential talking therapies to help support people who are finding it difficult to cope. Talking therapy has already helped thousands of people to get their lives back on track. Treatments include:

- high intensity Cognitive Behavioural Therapy (CBT)
- therapists providing individual and group work for stress, anxiety, relational issues and depression.

You can contact them directly on **020 8475 8080** or refer yourself via their website: www.newhamtalkingtherapies.nhs.uk. Alternatively, you can speak to your GP about how you have been feeling and they can refer you.



More information

For more details about any of the information above please contact:

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