

Factsheet 5: Support for Carers

Date Published: June 2017, date for Review: June 2018

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This document gives an overview of support for carers in Shropshire. Detailed information about other areas of adult social care can be found in our **other factsheets**. For further information or to request a copy of any factsheet call the First Point of Contact (FPoC) telephone service on **0345 678 9044** or visit our online information and resource directory www.shropshirechoices.org.uk.

Who is a carer?

A carer is someone who gives care and support to another person who couldn't manage without their help. Being a carer might involve caring for a relative, partner or friend and not being paid for doing so.

If you regularly support someone with every-day tasks that they are unable to do themselves, you are considered a 'carer', even if you may have never thought of yourself in this way.

A carer might support someone in one area of their life only such as helping out with their finances, or in a number of different ways including:

- Emotional support like listening and talking.
- Household chores like cleaning, cooking, washing, ironing or shopping.
- Medication support such as picking up medication, reminding about medication, or physically helping someone with tablets or creams.
- Personal care like help with eating, getting to the toilet, washing and dressing.
- Physical care ensuring the person can move around their home.

Who can receive help from adult social care?

We can offer all carers information, advice and guidance in a number of ways. This includes information found on the 'I care for someone' page of Shropshire Choices (www.shropshirechoices.org.uk), having a conversation or carers assessment with one of our social care practitioners, or us telling you about other services that are available in your area.

Carers can be eligible for funded support in their own right. The national eligibility threshold for carers is set out in the Care and Support (Eligibility Criteria) Regulations 2014.

Find out more about eligibility and the way this is decided below, and in **Factsheet 6: Care Act Assessment**

Carer's Assessment

If you look after someone you have the right to ask for a Carer's Assessment.

You can ask for an assessment at any time by speaking to our information and advice line First Point of Contact (FPoC) on **0345 678 9044**

Having spoken to you and establishing that an assessment is required, First Point of Contact will arrange an appointment for you to attend a Let's Talk Local session in your local community.

A Carer's Assessment is a way of identifying your needs as a carer and determining what support you may be eligible for. It looks at the impact that providing care and support has on your own well-being and other important aspects of your life as a carer including:

- Whether a carer is able and willing to carry on caring.
- If a carer works or wants to work in future.
- Whether a carer wants to study or socialise more.

There is a range of support available locally to help carers to look after their own health and well-being, and depending on their eligibility, a carer may also be entitled to other services such as a Personal Budget.

Find out more about having a Carer's Assessment in **Factsheet 6: Care Act Assessment**

Find out more about having a Personal Budget in **Factsheet 9: Managing Your Personal Budget**

What support is available?

If you are not eligible for further support as a carer, we will give you information and advice on where you may get the help you want.

If you are eligible for support from us, your needs could be met by a range of options, including paid services, assistive technology and services provided by the voluntary sector.

Following your Carer's Assessment, if you meet the eligibility criteria, then all of these options can be explored further along with any other ideas that you may have.

We will work with you to consider your options, the outcomes you would like to achieve and to decide what will be the best ways to meet your eligible assessed needs. This information will be detailed and documented in your own carer Support Plan.

Find out more about support planning in **Factsheet 8: Planning Your Support**

Carers Emergency Response Service (CERS)

The Carers Emergency Response Service is intended to provide peace of mind through offering home-based care and support at short notice when a carer is not able to do this due to an unforeseen emergency. We advise all carers in Shropshire to register with this service.

To find out more about the Carers Emergency Response Service please visit Shropshire Choices 'I care for someone' website page (www.shropshirechoices.org.uk) or ring FPoC on **0845 678 9044**.

How to find out more about the support that is available to carers or having a carers assessment

You can start by visiting Shropshire Choices (www.shropshirechoices.org.uk) or contacting First Point of Contact (FPoC) on **0345 678 9044**.

For more information visit



www.shropshirechoices.org.uk

Telephone: First Point of Contact (FPOC) 0345 678 9044

Minicom number: 01743 210318



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