



# Carers' Rights and Assessments factsheet

## CARERS' RIGHTS AND ASSESSMENTS

The purpose of this factsheet is to inform carers of their rights and ensure that the reader is updated about carers' rights and entitlements.

### AM I A CARER?

“Caring” for someone can mean several different things. Broadly speaking a carer is a person who provides care for someone who, because of old age, disability, a long-term illness, mental health condition, or addiction, is not able to care for themselves without support. The type of care you give may include: washing, dressing, bathing, feeding, supervision, ensuring safety, helping someone manage their financial/domestic affairs, or mental health support. Millions of people in the UK provide this form of unpaid care and support to an adult family member or friend either in their own home or somewhere else. As from April 2015 the Care Act 2014 means you are considered a carer if you provide any of these forms of support to an adult aged 18 or over, and you may be able to access services to help you in your caring role.

### CARERS' ASSESSMENTS

As a carer, you have a right to have your own support needs assessed by the local authority even if the person you care for is not receiving care and support services. If you live in a different local authority to the person you care for you need to ask for support and advice from the local authority the cared for person lives in. If you share the care of a friend or relative with someone else, you are both entitled to individual assessments. Support for carers may be in the form of services, help and advice available from the local authority, national organisations or charities, or local networks.

The Care Act 2014 gives local authorities a responsibility to assess a carer's needs for support, where the carer appears to have such needs because of the impact of their caring role on their own health and wellbeing, work responsibilities or family lifestyle. This process is called a “Carers' Assessment”.

Carers can be eligible for support as set out in the Care & Support Regulations 2014, but need to meet all three conditions first, in similar way as the person needing care must. A carer should apply for help from the LA in which the person they care for lives, not the area in which they live (if different).

You can also ask that the person you care for has their needs assessed but they would need to give their permission for this to take place and agree to services for them to be put in place which may help ease your caring role. If they refuse to have their needs assessed or have services put in place, you are still entitled to have your own caring needs assessed for the impact caring has on your health, wellbeing, family and work commitments. If your needs do not meet the eligibility criteria then the local authority should inform you of other sources of information, support and advice available locally.

This approach is like that used for assessing adults with care and support needs. More information about this is available on our Help & Care factsheet “Planning your care and support”. Contact 0300 111 3303 to ask for a copy or download it from our website <https://www.helpandcare.org.uk/services/information-and-signposting/factsheets/>

A Carers' Assessment does not involve a financial assessment of your finances, but you may be asked if your caring role has any current financial impact on your finances. The local authority may charge for some of the services they offer. The local

authority needs to be informed if there are any changes in your circumstances, or those of the person you care for that may affect the levels of support available. As a carer, it is important that your health and wellbeing is maintained and that you are supported in your caring role. Each local authority has a Carers Co-ordinator or Case Worker who can offer help, information and support. For further details contact your local Adult Social Care office for further information about caring. If you live within the county of Dorset contact your Adult Social Care Team on:

Bournemouth Care Direct: 01202 454979

Poole Helpdesk: 01202 633902

Dorset Direct: 01305 221016

You can also call the Adult Social Care out-of-office-hours Emergency Duty Team on 01202 657279. Further information is available from the pan-Dorset local authority website [www.mylifemycare.com](http://www.mylifemycare.com) .



# YOUNG CARERS

## YOUNG CARERS

Young Carers are children and young people aged between 5 – 25 who regularly provide significant care and support to a member of their family who is physically or mentally ill or disabled. The caring role can be both physically and mentally demanding and many young carers do not realise that they are carers and are at risk of not being able to have their own needs met. Support is available from your local authority and young carers' rights are covered by the Children and Families Act. Young Carers in the Dorset area can get help and advice from:

Bournemouth Young Carers aged 25 and under:

<https://b-townyouth.co.uk/youth-service/bournemouth-young-carers/>

Poole Young Carers aged 18 and under: <http://poole.gov.uk/health-and-social-care/carers/young-carers/>

Dorset Young Carers aged 18 and under: <https://www.dorsetforyou.gov.uk/young-people/carers>

Further information is available from: <https://www.mylifemycare.com/information-and-advice-for-carers/young-carers>



# SHORT BREAK SERVICES - A BREAK FROM YOUR CARING ROLE

## SHORT BREAK SERVICES – A BREAK FROM YOUR CARING ROLE

Bournemouth and Poole – Taking a break/Breaks from caring

Bournemouth and Poole borough councils both make individual arrangements for carers to take a short break from their caring role. Contact your local Adult Social Care Office for more details:

Bournemouth Care Direct: 01202 454979

<https://www.bournemouth.gov.uk/AdultSocialCare/Carers/Servicesforcarers.aspx>

Poole Helpdesk: 01202 633902

<http://www.crispweb.org/supportforyou/supportforyou.aspx>

Dorset County Council's Short Break Service

The service is available to people who live in the areas covered by Dorset County Council, who look after a friend or relative who has an illness or disability and cannot be left alone. To be able to take advantage of the service the cared for person must be 18 years of age or over. Carers who are interested need to contact the Carers Case Worker via the Access Team at Dorset Direct 01305 221016. Further information is available from <https://www.mylifemycare.com/Respite-care> .



# SUPPORT IN YOUR CARING ROLE

## SUPPORT IN YOUR CARING ROLE

### Carers Advocacy (including Care Act Advocacy)

Carers Advocacy for carers who need support in their caring role is available via Help & Care, working in partnership with Dorset Advocacy for carers aged over 18 who are resident in Bournemouth, Poole and Dorset. Contact Help & Care on 0300 111 3303 for further information.

### Carers in Crisis

Bournemouth, Poole and Dorset Local Authorities recognise that many carers worry about what would happen to the person they care for in an emergency. So, if you are suddenly unable to provide the usual support for the person you care for, Carers in Crisis offers help. You'll be given the number of an emergency call centre which you can contact 24 hours a day, 365 days a year. To find out more please contact the relevant office for your area:

Bournemouth: 01202 458204

Poole Helpdesk: 01202 633902

<http://www.crispweb.org/supportforyou/emergencyback-upscheme.aspx>

Dorset Direct: 01305 221016

<https://www.mylifemycare.com/support-and-services-for-carers/carers-in-crisis>

### Direct Payments

Direct Payments give people the freedom to choose how to provide the care and support they want, and to meet their assessed needs as agreed in their Care and Support Plan (except services already managed for you by the Adult Social Care team), with money provided by the council Adult Social Care department. This gives people greater freedom and control over the arrangements for the care they need. It can also assist carers in their caring role. For further information on Direct Payments contact the support Direct Payments Team via your local Adult Social Care office:

Bournemouth Care Direct: 01202 454979

Poole Helpdesk: 01202 633902

Dorset Direct: 01305 221016

<https://www.mylifemycare.com/personal-budgets/direct-payments>

The following organisations will also be able to advise and support you with Direct Payments and Support Planning, and may be contracted by your local authority to carry out this role. They may be able to help you:

- *Recruit personal assistants*
- *Advise you of your responsibilities as an employer*
- *Assist with Payroll, financial returns, and handling your Direct Payments Account*
- *Give advice about Employer's liability insurance, Income Tax and National Insurance*
- *Give advice about dealing with disagreements with employees*
- *Help you plan the support you need*

Dorset Advocacy

Unit 13 – 15 Jubilee Court

Paceycombe Way

Poundbury

Near Dorchester

Dorset

DT1 3AE

Tel: 0300 343 7000

Email: [enquiries@dorsetadvocacy.co.uk](mailto:enquiries@dorsetadvocacy.co.uk)

<http://www.dorsetadvocacy.co.uk/project-services/direct-payment-advice/>

Poole Direct Payments Advice Service

Civic Centre Annexe

Park Road

Poole

BH15 2RT

Tel: 01202 261133

Text Relay: 18001 01202 261133

Email: [dpadviceservice@poole.gov.uk](mailto:dpadviceservice@poole.gov.uk)

<http://www.poole.gov.uk/health-and-social-care/help-for-adults/direct-payments-advice-service/>

PRO Disability

Unit J1, 6 Vantage Way

Fulcrum Business Centre

Poole

Dorset

BH12 4NU

Tel: 01202 723301

<http://www.prodisability.org.uk/contact.html> - email via website

Self-directed Support

Self-directed Support (also known as Personalisation) is designed to give individuals in receipt of care from Adult Social Services, or who are assessed as meeting the relevant criteria for services, greater independence and say about what type of care they receive. This involves working with Social Care staff to design an 'Individual Support Plan' that meets an individual's needs and life style more effectively; i.e. if you want to visit a garden centre instead of attending a day centre then efforts will be made to find a professional carer or volunteer who will be able to support you to do this. This can also be of benefit to carers in their caring role.

For further information contact your local Adult Social Services on:

Bournemouth Care Direct: 01202 454979

Poole Helpdesk: 01202 633902

Dorset Direct: 01305 221016

<https://www.mylifemycare.com/>



# LOCAL AND NATIONAL INFORMATION AND SUPPORT

## Local and national information and support

Help & Care Helpdesk

Telephone: 0300 111 3303

Open Monday to Thursday from 9.00am to 5.00pm and from 10.00am to 4.30pm on Friday.

Email: [gateway@helpandcare.org.uk](mailto:gateway@helpandcare.org.uk) or visit our website: <https://www.helpandcare.org.uk/services/information-and-signposting/factsheets/> to download our factsheets.

Leaflets and information are available in hard copy about where to go for advice regarding issues that affect carers and older people.

Care Quality Commission (CQC)

Tel: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

[www.cqc.org.uk](http://www.cqc.org.uk)

National body for monitoring all standards of care in the NHS, Social Services Care, Mental Health Care, and Private Health Care sectors. Monitors all standards of care in Nursing and Residential Care, Care Agencies and any establishment where care is delivered.

Carers UK

Carers Helpline: 0808 808 7777

Email: [info@carersuk.org](mailto:info@carersuk.org)

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

Carers UK are a membership organisation of carers that campaigns to improve services and support for carers.

The Relatives & Residents Association

1 The Ivories

6-18 Northampton Street

London,N1 2HY

Advice Line: 020 7359 8136 (Monday – Friday 9.30am – 4.30pm)

Email: [info@relres.org](mailto:info@relres.org) or visit [www.relres.org](http://www.relres.org)

A national contact point for advice and issues regarding homes, Local or Health Authorities and Government Departments. They also produce a regular newsletter.

Help & Care offer a range of services and factsheets to older people, carers, and disabled people across Dorset. If you would like to know more about our information and support services, Advocacy, and our Handiworks Plus services, or you would like a copy of this factsheet in your own language, large print, Braille, or on audio tape or compact disc please contact us.



## HELP & CARE CONTACT DETAILS

Help us to help you

As a charitable organisation Help & Care relies heavily on the donations and goodwill of the local community. However large or small, every gift makes a difference!

Please contact us using the contact details below if you would like information about:

- *How to make a one off donation or*
- *How to set up a regular monthly donation or*
- *How to remember us in your Will*

Help & Care contact details

Help & Care offer a range of services and factsheets to older people, carers, and disabled people across Dorset. If you would like to know more about our information and support services, Advocacy, and our Handiworks Plus services, or you would like a copy of this factsheet in your own language, large print, Braille, or on audio tape or compact disc please contact us on the details below.

By telephone: 0300 111 3303

By fax: 01202 432299

Opening hours are: Monday - Thursday 9am -5pm and Friday 10am - 4.30pm. Answering machine available outside these hours.

Textphone for hard of hearing: 01202 416047

Email: [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk)

Website: [www.helpandcare.org.uk](http://www.helpandcare.org.uk)

Use the "Contact" form within the website to let us know how best we can help you.

Contact by post: Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

You can also make an appointment to call in and see us at The Pokesdown Centre, Bournemouth.

This information has been researched and produced by Help & Care and was believed to be correct at the time of production. Inclusion does not imply a recommendation by Help & Care.

*Last IS Review in Aug 2017. Next total review due Aug 2019.  
Latest amendment added: October 2017.*



# WORKING CARERS

## WORKING CARERS

Working Carers have the right to ask their employers for flexible working arrangements, and for adjustments to be made to enable them to juggle their caring needs and continue working without being discriminated against or experiencing harassment. The following Acts make provision for carers' rights:

Work and Families Act 2006

<http://www.legislation.gov.uk/all?title=Work%20and%20Families%20Act>

The Work and Families Act 2006 gives carers the right to ask their employers for flexible working to help them juggle their work with their caring needs. Requests could be for flexi-time, home working, term time working, or other flexible working practices. Employers can refuse a request, but must give good reasons and employees have the right to appeal.

Equality Act 2010

<http://www.legislation.gov.uk/ukpga/2010/15/contents>

Equality Act 2010 covers your carers' rights if you care for an elderly or disabled person in the areas of: Adjustments for disabled persons, Direct Discrimination, Harassment, Victimisation. For further information or advice about the Equality Act contact your local Citizens Advice Bureau or visit:

<https://www.citizensadvice.org.uk/resources-and-tools/search-navigation-tools/Search/?q=Equality+Act>

Care Act 2014

Rules and guidance governing access to health and social care services through local authorities and health and social care providers. Further information about the Care Act 2014 is available at:

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets>

Information about all issues affecting carers is available from:

Carers UK: Carers Helpline: 0808 808 7777

Email: [info@carersuk.org](mailto:info@carersuk.org) <http://www.carersuk.org/work>

Carers UK offer advice and support on many issues affecting carers.

