

Valuing our carers

Adults caring for adults



A message to our carers

An estimated 11,600 carers live in Slough. We know you make a vital contribution to our local community through tirelessly providing practical, emotional and financial support to others.

Whilst caring can be a very fulfilling role, we understand that it can also lead to isolation, poverty, ill health and loneliness. Therefore, it is crucial you are identified early to ensure you receive information and advice at the time you most need it, to help you

carry out your caring duties. We also want to support you to feel more connected to the local community and to have a life outside caring.

We have developed this leaflet with members of our Carers Partnership Board to explain how you can access local support. You are an important and valued member of our community and we are grateful for the support you offer your loved ones.

Councillor Sabia Hussain



Support for Carers in Slough

Many of us will find that we are a carer at some point in our lives. Often carers get on with tasks, ignore their own needs, and do not notice the increasing stresses and strains until it is too late and a crisis has happened.

The Care Act 2014 has increased the rights and recognition of carers in the adult social care system by putting them on an equal footing with the person they care for.



If you are a carer, it is important to remember that you do not have to do everything yourself. This leaflet provides you with information about how you can get support and services in Slough that might help you in your caring role.

Who is a Carer?

A carer is someone who supports a spouse, partner, parent, disabled child, other relative, neighbour or friend who, due to the person's age, illness, disability, substance misuse, vulnerability or mental health problems, is unable to care for themselves. Without this support, the cared for person may be unable to carry on living at home. This is different to providing paid professional care, or acting as a volunteer through an agency.

Caring for someone includes helping them with practical tasks such as washing, dressing, eating and managing finances as well as offering emotional support when the person they care for feels lonely or anxious.

Care Act 2014

The Care Act introduced national rules to determine carers' eligibility for support. This is known as 'eligibility criteria'. This sets out whether a carer's needs and desired outcomes (changes they are looking for), make them eligible for support. If, as a carer, you have been assessed as eligible, you will be entitled to assistance to help meet your needs.

You will be eligible for support if, as a result of providing necessary care for an adult:

- your physical or mental health has deteriorated, or is at risk of getting worse as a result of your caring responsibilities, **or**
- you are unable to achieve at least one of the following outcomes:
 1. Carrying out any caring responsibilities you have for a child
 2. Providing care to any other people
 3. Maintaining a habitable home environment
 4. Managing and maintaining nutrition

5. Developing and maintaining relationships with family and friends
6. Taking part in any education, training or volunteering you may wish to
7. Making use of community facilities or services
8. Having time for social activities, hobbies etc.

and

- As a consequence of the above there is, or is likely to be, a significant impact on your well-being.

You will count as being unable to achieve any of the above outcomes where you:

- need assistance to achieve the outcome
- can achieve the outcome unaided but experience pain, distress or anxiety
- can achieve the outcome unaided but doing so endangers, or may endanger, yours or another person's health or safety.

Strength Based Conversation

In Slough, we are meeting our statutory duties to care and support for people, including carers, by using strength based conversations in our social care teams and with our providers. This moves away from a traditional assessment towards an inclusive discussion with the carer.

In this new approach we will:

- Support people to recognise that they are a carer.
- Start by discussing with carers what they can do with their skills and available resources.
- Support carers to maximise their relationships with friends, family, other people and organisations in their communities to help them in their caring role.



- Look at what is important to carers, seeing them as more than just needing support and providing care; instead as experts in charge of their own lives.
- Give carers the information needed to help them make their own decisions.
- Provide reassurance of direct support being available to help manage times of crisis, but only when they are unable to meet their needs using their own resources, networks, community groups and other local services and organisations.

For carers, the strength based conversation can happen with three organisations:

- **Slough Carers Support** - an organisation commissioned by Slough Borough Council to provide information, advice and support for carers.
- **Slough Borough Council Adult Social Care** - the adult social care team works with vulnerable adults with a variety of conditions, illnesses and disabilities and their carers.

- **Berkshire Healthcare Foundation Trust** - this team specialises in helping people with mental health problems, including age related mental health conditions such as Dementia, and their carers.

The strength based conversation approach for carers is summarised over the page.



Conversation **ONE**

It explores with you how you can use your skills, knowledge, support networks such as family and friends as well as local community resources to help you feel better supported as a carer and to live your life. You can have this conversation with Slough Carers Support Service, Adult Social Care or Berkshire Healthcare Foundation Trust.

Conversation **TWO**

This usually takes place when you feel you are in crisis and overwhelmed by your caring role. It will consider what is available to help you carry on as a carer through identifying opportunities and linking to support networks. A support plan will be developed and might result in a one off payment based on your assessed eligible needs. It will be undertaken by either Adult Social Care or Berkshire Healthcare Foundation Trust.

Conversation **THREE**

This will address your longer term needs as a carer. It might include providing services such as short breaks to help you continue with your caring role. This will be undertaken by either Adult Social Care or Berkshire Healthcare Foundation Trust.

Slough Carers Support Service

If you are providing unpaid care or support to an adult family member or friend in Slough, you can find free independent information, advice and support through Slough Carers Support. Go to www.sloughcarerssupport.co.uk, call 01753 303428 or email sloughcarers@gmail.com.

The service is funded by the council and run by Slough Prevention and Community Engagement (SPACE), a partnership of local voluntary and community organisations who work together to meet the needs of Slough residents, including carers. It is located at 27 Church Street, Slough SL1 1PL.

The Carers Support Service can help you with a range of support in line with our strength based approach.

This includes:

- Offering information about local carer groups, events, training, good neighbour/befriending and other services. They can also help you meet up with other carers for emotional support.
- Putting you in touch with local community support, activities or other services that might help you in your caring role. They can help you to continue to do the things that are important to you outside of caring role.



- Sign posting you to the Slough Advice Centre for information and advice about housing, managing debts, employment, immigration etc.
- Developing a plan with you to meet your agreed outcomes (what you want to achieve).
- Referring you to Adult Social Care or Berkshire Health Care Foundation Trust for a strength based carers assessment where your needs are more complex.



Frequently asked questions

What is a Carer's Assessment?

Using the strength based approach; a carer's assessment will consider the impact caring has on you, what is important to you now and in the future, what needs to change and to explore, together, any ideas and options that will make a positive change in your life. It places your physical and emotional health at the centre of our conversation with you. It will consider whether you are willing and able to continue caring, as well as work, train, engage in education or do more socially, if you want to. It will look with you at what will help you in your caring role to achieve any changes you wish to make (outcomes). It will also consider resources or support you can access from your own networks and wider community.

You are entitled to have this conversation regardless of your financial circumstances, or those of whom you care for. Your right to an assessment is also independent of the person you support as you can have an assessment even if they do not.

Who will undertake my assessment?

Through our strength based approach, most carers will be supported to have their needs met during conversation 1. This can be undertaken by Slough Carers Support Service who are well placed to help you identify and access required resources. However, you do have the choice to request a strength based approach assessment with Adult Social Care. Alternatively, if you are supporting a person with mental health problems or an elderly person with dementia, you can have a strength based conversation with Berkshire Healthcare Foundation Trust.

You are also entitled to either a single assessment focusing on you as a carer, or a combined assessment, for you and the person you care for, when you are both in agreement. Combined assessments will be undertaken by either Adult Social Care or Berkshire Healthcare Foundation Trust and will also adopt a strength based approach.

Will I be asked about my finances?

You will not need to do a financial means test as part of the carer's assessment but you might be asked about the impact the cost of caring is having on your finances.

This is different to the Carer's Allowance that some people receive for caring on a full time basis. For more information visit www.gov.uk/carers-allowance or contact Slough Advice Centre on 0344 5151380.



How do I arrange my assessment?

To arrange an assessment, you can contact the Carers Support Service on 01753 303428 or by emailing sloughcarers@gmail.com.

Alternatively, you can contact Slough Borough Council Adult Social Care on 01753 475111 or Berkshire Healthcare Foundation Trust on 01753 690950. If the person you care for has a social worker, community psychiatric nurse or occupational therapist, you can speak to them about arranging a carers assessment.

Can I have someone with me for my assessment?

You can choose to have someone with you during your assessment. If you feel you need help to express your views, you could choose to involve an advocate. You can do this by contacting Advocacy in Slough on 01753 415299, emailing info@advocacyinlough.org.uk or visiting 27 Church Street, Slough SL1 1PL.

What happens following my assessment?

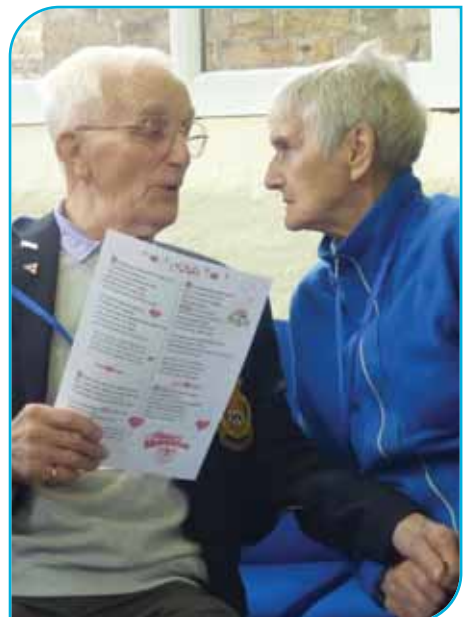
As part of the strength based conversation, together we will develop a support plan that will help you to maximise your personal skills, strengths and connections and help you develop a wider local support network. If your level of need meets the criteria for further and in some instances, long term support, you will be informed of this. This could be paid to you through a one-off Direct Payment and will be used to help achieve your goals.

If I have been assessed as eligible for support, how has this been calculated?

The level of support offered has been calculated by a tool that uses the information you provided in your assessment.

What happens if I have been assessed as not needing support from social care at the time?

If the outcome of your assessment determines you do have needs, but do not meet the threshold for social care support, we can work with you to develop a personalised support plan. This will include details of where you can find support and information, including benefits advice in your local area.



What happens if my circumstances change?

If your circumstances change, you can request a further assessment of your needs.

What happens if I am unhappy about the outcome of my carer's assessment?

If you feel unhappy about the outcome of your carer's assessment you have a right to challenge this decision.

Please go to www.slough.gov.uk/council and select adult social care feedback. Alternatively, you can call 01753 475111.

How can I find out more information to support me as a carer?

You can find more information about carers support at www.sloughcarerssupport.co.uk



This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in large print.

Valuing our carers

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज़ में दी गई जानकारी के अनुबाद किए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिए 01753 475111 पर बात करके कहें.

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Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

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