

Adult Social Services and Housing Solutions

Carers Assessment Factsheet

Am I a carer?

A carer is someone who provides care or support to someone else who could not manage without this due to their health, disability, learning disability, mental health, dementia, or alcohol or substance misuse. The care or support they provide is unpaid which differentiates them from paid care workers who are also, confusingly, often referred to as 'carers'.

What is a carer's assessment?

Anyone who is a carer for a family member, friend, or other has the right to discuss their own needs with their local authority, separate to the needs of the person they care for. This is a statutory requirement under the Care Act (2014). Carers can discuss anything they think would help with their own health and wellbeing or with managing other aspects of their life, including their caring role, as well as discussing the impact that providing care for somebody else has on your own life. We use this information to decide what help we can offer.

A carer's assessment can be carried out even if the person you look after does not want an assessment of their own needs for care and support.

Can I have a carer's assessment and how do I request this?

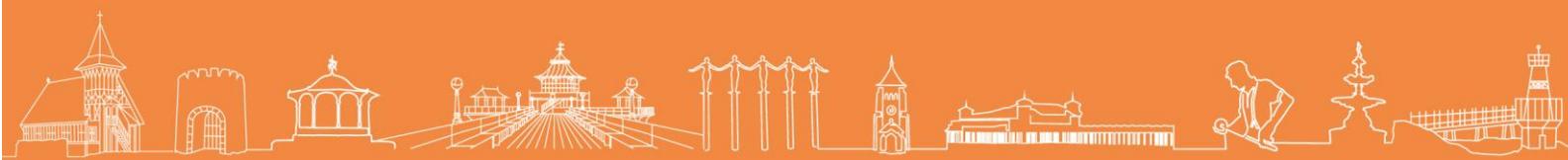
An adult aged 18 or over who looks after someone else aged 18 or over is known as an 'adult carer'. Adult carers are entitled to a [carer's assessment](#). It doesn't matter how much or what sort of care you provide.

If you are caring for a person who lives in North Somerset, you can request a Carer's Assessment by:

- filling in the [carer self-referral form](#)
- phoning Care Connect on 01275 888 801.

If the person you are caring for lives in another local authority area, you should contact their local council for help and support.

There are children and young people under 18 who provide care or support to a sibling, parent, or other, known as 'young carers'. For more information about support for young carers please make contact with [Alliance Homes](#). Carers UK also have helpful [guidance regarding support for young carers](#).



Parents looking after a disabled child aged under 18 are referred to as 'parent carers'. Your needs as a carer will be considered as part of your child's needs assessment by [Children With Disabilities Team \(CWD\)](#) who can be contacted on 01275 888 801. Additional information about support for [parent carers can be found on our online directory](#). This includes the contact details for North Somerset Parent Carers Working Together (NSPCWT).

NSPCWT is our local forum for parents and carers with children/young people (up to 25 years) with special educational needs or disabilities. They offer support through signposting, fully funded training, regular coffees mornings, events, stay & plays in half terms plus wellbeing opportunities. The NSPCWT can be contacted on [01934 440844](tel:01934440844). The NSPCWT work closely with [SEND and You, our local SENDIASS](#). SEND and you provide information, advice and support for children and young people with SEND and their families. SEND and you can be contacted on [0117 9897725](tel:01179897725).

Preparing for your adult carers assessment

Here are some things you may want to think about when preparing for your Carer's Assessment:

- What does the caring role look like for you on a day –to-day basis?
- How is your health affected by your caring role (both physically and mentally)?
- Do you get enough sleep?
- Do you get time for yourself?
- Are your other relationships affected?
- Are you finding it difficult to juggle work and caring?
- What support might help you – having a break from caring, emotional support, activities for the person you care for?
- Would equipment or adaptations to your home make life easier for you and the person you look after?
- If the person you care for will be present at the assessment, will you be able to speak freely about any difficulties you may be experiencing?

What happens during an assessment?

An Adult Social Services practitioner from the Carers Service in the SPA team (Single Point of Access) will contact you. They will look to understand your experiences of being a carer. Be honest and realistic about your caring role. If your assessment shows need which meets the [carers eligibility](#) criteria, then you will be eligible for support from your local authority to meet these. We will work together to create a support plan. Needs can be met in a variety of ways, and this will be discussed in the assessment.

Once other options have been explored, if there is a cost to meeting your needs, we may explore a Carers' Direct Payment. This is money that the council gives you to meet the cost of meeting your needs as a carer. It can only be spent on what is agreed with us in your support plan.

If you're not eligible for support, we will still give you information and advice about other support available.

What support could I get from a carers assessment?

We provide information to carers to support them in their caring role. Information provision must meet the requirements of the Care Act (2014). Here are some examples of possible outcomes, this is not an exhaustive list and is dependent on assessed needs and eligibility.

- Information about carer groups in North Somerset.
- Advice and guidance.
- Signposting to other organisations and services.
- Discuss and/or action appropriate referrals.
- Carer direct payments (please see above for further information regarding criteria).

Charging for carer support

We will not charge you for support delivered directly to you following your carers assessment.

Carers assessment review

All carers are entitled to a carer's assessment review annually or sooner if your circumstances change. If you require a review of your carers assessment, we ask that you contact us to let us know as soon as possible by calling Care Connect on 01275 888 801.

How can I get support for the person I care for?

If the person you are caring for is an adult who has care and support needs, you can [apply for a care and support assessment](#) or by calling Care Connect 01275 888801. If support services such as respite, sitting services, daycare etc are required this will need to be explored via the care and support assessment for the cared for person.

What happens to the information collected and recorded?

The Carer's Assessment is a document that belongs to both the carer and the Council. Information gathered is held by the council and in accordance with the

General Data Protection Regulation (GDPR). Information will not be shared with other professionals without your consent unless we are required by law to do so, or there are exceptional circumstances such as your safety or the safety of others.

Partner organisations

For additional support and guidance, you can also contact our partner organisation [Alliance Carers Support](#). You can contact them on 03000 120 120.

Feedback

We value your feedback and welcome both compliments and areas for development. You can send us feedback through our [website](#). If you have any concerns about any action or decision taken by Adult Social Services and Housing, you should initially talk to the person you normally talk to. You can also contact our complaints manager at:

Complaints Manager,

Adult Social Services and Housing,

Town Hall,

Walliscote Grove Road,

Weston super Mare,

BS23 1UJ

Telephone: 01275 882171

Email: complaints.manager@n-somerset.gov.uk

Complaints Manager, North Somerset Council, Town Hall, Weston-super-Mare, BS23 1UJ

Accessibility

All North Somerset Council documents can also be made available in large print, audio, and other formats. Documents on our website can also be emailed to you as plain text files. Help is also available for people who require council information in languages other than English. Please email asshsstrategyandpolicyteam@n-somerset.gov.uk or ring 01934 888 888.

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