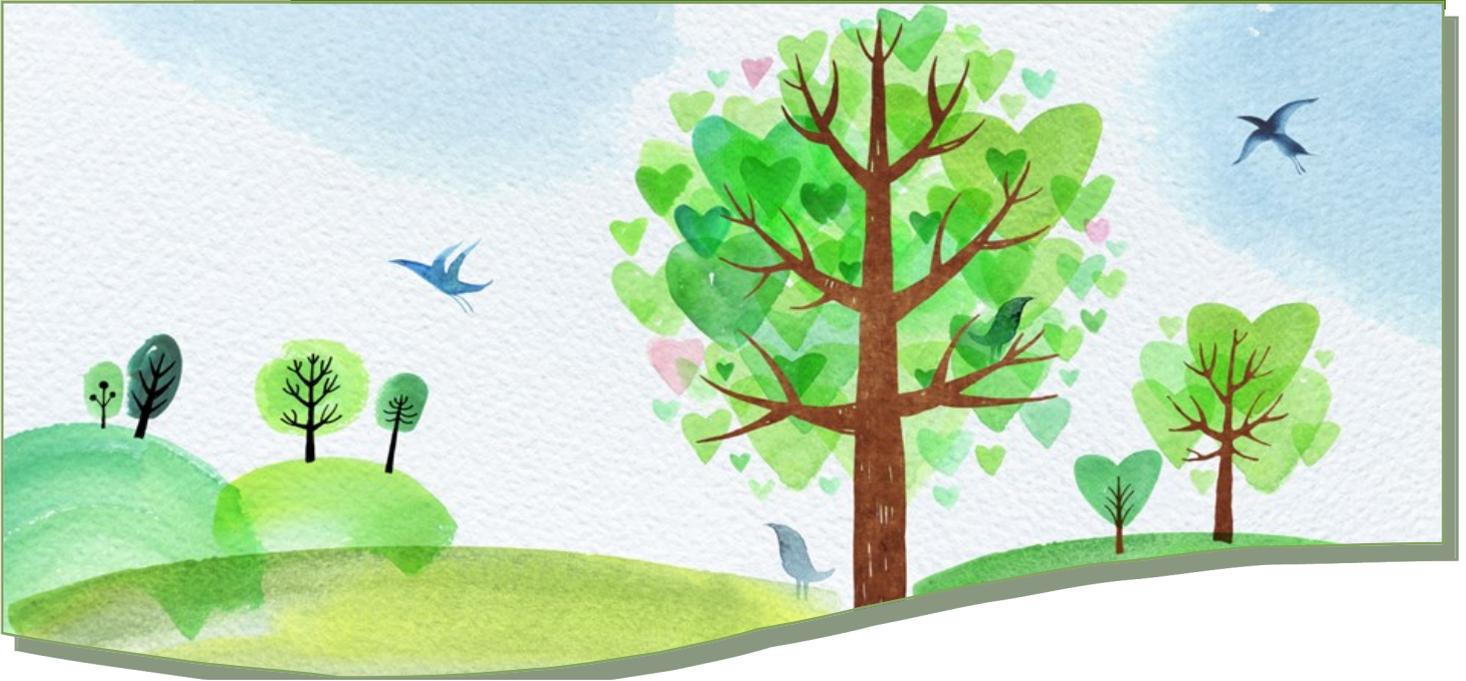




# Carers FAQ

## Questions You Might Ask



## Welcome to the Carers FAQ

FAQ is short for Frequently Asked Questions.

In this leaflet you will find answers to questions that people often ask about the support available to them in Rutland and provided by Rutland County Council.

There are other leaflets available. You will find a list of these on page 10.

## What do we mean by 'carer'?



A carer is someone who provides another person, usually a relative or friend, with unpaid care and support in their day-to-day life.

This is not the same as someone who provides paid care, such as a professional, or someone who supports you through a voluntary organisation.

## What counts as care and support?



'Care and support' is the help some adults need to live as well as possible with any illness or disability they may have.

It can include help with things like getting out of bed, getting dressed and into work, cooking meals, seeing friends, caring for our families, or being part of the community.

## What support is available for carers?



There are different sort of support available:

There is practical support, like giving you a break from caring.

There is support through having a direct payment. This is where you are given money to spend on things that will help you keep well so you can carry on caring.

There is support to put you in touch with different services and groups where you can meet other carers.

## What about parents caring for disabled children, or young carers who are under 18?



If you are a young carer yourself, or if you are a parent caring for a disabled child, you have the right to an assessment and support. This support is covered by the Children and Families Act.



If you or the person you are caring for is about to reach 18 years old, you will be able to get a 'transition assessment'. This says whether you or they can apply for support as an adult caring for another adult.

To find out more about support for parent carers and young carers, you can visit this website: [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect).

## How can I get carer support services from the Council?



Anyone who lives in Rutland who provides unpaid care and support for another adult over 18 years old can ask for a carers assessment. You can ring the Council on 01572 722577 to request this.

If the assessment shows that you have eligible needs, the Council will offer you support to carry on caring and to keep well and happy.

## What does a carers assessment involve?

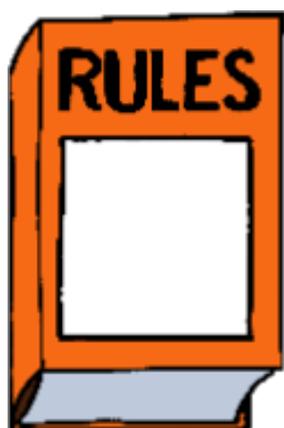


A carers assessment is a chance to tell the Council how caring for someone is affecting your life. You can talk about what you think could make things better for you and the person you look after.

Your assessment will look at everything you do to look after the person you care for. You can talk about how you feel and whether caring affects your own health and wellbeing. They will ask you if caring affects your work, leisure, education and the rest of your family. Your own health and wellbeing will be at the heart of the assessment.

The assessor will talk to you about ideas for making things better. They will agree some actions with you. They might be able to suggest ways of preventing or delaying the need for support.

## What is meant by 'eligible needs'?



This means that your needs have to meet a certain level before you can receive care and support from Rutland County Council. The government says what the level is. The same rules apply around the country.

There is a leaflet called 'Your Guide to Carers Eligibility (HASC08)' you can ask for if you would like to read more about it.

## **The person I care for will not agree to a needs assessment themselves. Could I still be offered support as a carer?**



You do not need the permission of the person you are caring for to request a carers assessment. You can ask for one in your own right.

## **Can I have a carers assessment if the person I care for doesn't get help from the Council?**



Yes you can. But if the person you support lives in the area of a different council, you will need to talk to their council. You can also ask for an assessment for the person you care for, if you want to.

## **I share caring with other people in my family or friends. Can all of us have a carers assessment?**



Yes, everyone who gives unpaid care to an adult over the age of 18 can ask for a carers assessment if they need support. The carers do not have to be assessed together.

## **Will I be asked about my finances?**



Yes, everyone who gives unpaid care to an adult over the age of 18 can ask for a carers assessment if they need support. The carers do not have to be assessed together.

## What happens after the assessment?



You will get a letter to tell you what decision has been made. It will say if you are eligible or not.

If you have eligible needs, we will work on a support plan together. This will say what needs to happen to make things better. It will also say how this can be done.

Whatever the decision, we will offer you advice and information.

## What is a support plan?



A support plan is an agreement between you and Rutland County Council. It sets out how you can continue to do the things that are important to you and your family with the right level of support.

In the plan it will say if there are eligible needs that the Council will pay for. Or some of the needs might be met in other ways. It will include a personal budget. This will say how much it will cost to meet your needs, and how this money will be spent.

You must be involved in preparing the plan and agree what's in it. You can request someone else to be involved with you too if you want.

## What happens if my needs change or if I need more support?



If they change, we will carry out a new assessment. You can ask for a review of your support plan at any time, if you wish.

If the person you support is in a different council area, that council will support you to discuss your situation.

## Safeguarding: Important Information

### Keeping you safe



The rules about eligibility for services do not apply to safeguarding situations. This might be where there are concerns about the safety of a vulnerable person. Rutland County Council will always respond to those situations.

If the Council believes that you or someone else in Rutland is experiencing, or is at risk of, abuse or neglect they must check this out. This is the same if the person doesn't normally live in Rutland but they are in Rutland at the time.

If you are worried about yourself or another person, please contact the Adult Duty Team on 01572 722 577. Or you can email [dutyteam@rutland.gov.uk](mailto:dutyteam@rutland.gov.uk).

There is more information about safeguarding on the Leicestershire and Rutland Safeguarding Board website: <http://lrsb.org.uk/adults>.

# What to do if you are unhappy with any decisions...

## What can I do if I am unhappy about any decisions made about my care and support?



If you can, first try to talk about your concerns with the people you have dealt with.

If you don't agree with a decision, you may be able to appeal against it. This means you may be able to ask officially for someone to look again at how they made the decision.

You should contact the Council on 01572 722 577 or email [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk) to find out if you can appeal.

If you are still unhappy, you can make a complaint to Rutland County Council.

If you make a complaint it will not affect how we treat you and your care.

## Let us know...



Rutland County Council would like to hear your views on services generally.

These views could be about services that you think work well, or things you think could be improved. Or you might want to make a complaint.

To tell us, please telephone 01572 722 577 or email [letusknow@rutland.gov.uk](mailto:letusknow@rutland.gov.uk).

## For More Information...



If you would like to find out more about care and support services in Rutland, we have some information leaflets. There is a list of what the information leaflets are about on page 10.

If you would like a copy of any of these leaflets, please contact us on 01572 722 577. Or you can email [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk).



Rutland Information Service has a directory of information about the care and support services available in Rutland and around the country.

You can also find information about local clubs, classes, activities and other services that help people to feel well and happy.

The directory is online: [www.rutland.gov.uk](http://www.rutland.gov.uk).

## Information leaflets index:

<u>Ref:</u>	<u>Title</u>
<b>HASC01</b>	Your Guide to Independent Advocacy
<b>HASC02</b>	Your Guide to Services in Rutland
<b>HASC03</b>	Care and Support: General FAQs
<b>HASC04</b>	Carers: General FAQs
<b>HASC05</b>	Your Guide to Care and Support Assessments
<b>HASC06</b>	Your Guide to Carers Assessments
<b>HASC07</b>	Your Guide to Care and Support Eligibility
<b>HASC08</b>	Your Guide to Carers Eligibility
<b>HASC09</b>	Your Guide to Care and Support Planning
<b>HASC10</b>	Your Guide to Care and Support: Hospital Discharge
<b>HASC11</b>	Your Guide to Care and Support in Custody
<b>HASC12</b>	Keeping People Safe: Safeguarding Adults
<b>HASC13</b>	Have Your Say about Adult Social Care Services
<b>HASC14</b>	Your Guide to Social Care Records
<b>HASC15</b>	Your Guide to Direct Payments
<b>HASC16</b>	Your Guide to Charges for Care and Support
<b>HASC17</b>	Your Guide to Paying for Care and Support
<b>HASC18</b>	Your Guide to Independent Financial Advice
<b>HASC19</b>	Your Guide to Supporting Independence: Equipment, Adaptations and Assistive Technology
<b>HASC20</b>	Your Guide to Supporting Independence: Reablement
<b>HASC21</b>	Your Guide to Adult Mental Health Services and Support
<b>HASC22</b>	Your Guide to Adult Autism Services and Support
<b>HASC23</b>	Your Guide to the Employment Support Service for Disabled Adults
<b>HASC24</b>	Carers Emergency Guide





# Rutland

County Council



Catmose, Oakham, Rutland LE15 6HP



Telephone: 01572 722577



[enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk)



[www.rutland.gov.uk](http://www.rutland.gov.uk)