

Section 1

Carers and support in the community



There are a great number of carers in the Wakefield district, many of whom receive no help from any statutory or voluntary agency. The majority of carers are women, but a substantial minority are men. A large number are also young people aged 18 or under.

Due to their commitments, many carers find themselves unable to go out to work, and some cannot leave the house at all. People can often find themselves too immersed in caring to change this situation. As a result, isolation and loneliness can be problems for many carers.

The role of carers is receiving recognition alongside a growing range of support services and rights for people with learning disabilities. The carers referred to in this section are usually family carers and, apart from Carers Allowance, are unpaid for the caring role they undertake.

To make the most of support, services and opportunities for people with learning disabilities and their carers in Wakefield, it is important to understand:

- the process involved
- who can help you
- what you, and the person you care for, are entitled to

This section includes information about:

Your first point of contact for social care issues

Care Management and Assessment

Local support groups and services

Your first point of contact for social care issues

Social Care Direct (SCD)

Tel: 0845 8 503 503

Fax: 01924 303455

Mini com: 01924 303450 (Type talk calls welcome)

Email: social_care_direct@wakefield.gov.uk

Social Care Direct (SCD) is a team of social workers, who are your first point of contact if you or someone you know need social care services in the Wakefield district. The service is available 24 hours a day, 365 days a year.

You can also fill out an online Referral Form at :

www.wakefield.gov.uk/HealthandSocialCare/SocialCareDirect

When you contact SCD, a social worker will ask you for details of your enquiry, and will either:

1. Provide you with information
2. Provide you with advice and guidance
3. Redirect the query to the place where it can best be dealt with
4. Gather information and forward enquiries to the appropriate Family Services Team

Following an assessment you may be referred to one of the teams/ services below.

- Community Mental Health Teams
- Sensory Impairment Team
- Home Care Service
- Adaptations Service
- Physical Disabilities Team
- Community Teams for Learning Disabilities (CTLDs)

Care Management and Assessment

What is 'Care Management'?

'Care Management', under the Fair Access to Care Services (FACS) criteria, is about assessing an individual's needs, devising a Care Plan that describes how those needs may be met, securing the finances and services to put the plan into practice; and reviewing and revising that plan to make sure it meets future changes in need.

Social workers are coordinators of the Care Management process. They are responsible for bringing together information from people who may need a service, their carers, health professionals, and other involved agencies, and working with them to provide services that meet everyone's needs. Although social workers usually carry out assessments, there are other professionals who can complete the assessment process.

Sometimes, you and the person you care for may think differently about the sort of help you need. For this reason, you should be offered the opportunity to either have your assessment together or alone.

The assessment is the opportunity for you and the person you care for to tell people about the help you both need. The information that you give will be kept confidential. The person being assessed is also entitled to a copy of the finished assessment.

What is a Carers Assessment?

As a carer, you are also entitled to have your needs assessed. A Carers Assessment is your opportunity to tell Family Services about the things that could make caring easier for you. Although the Carers Assessment does not guarantee you will receive services, it should ensure that your needs are fully taken into account when services are provided to the person you support.

Social workers/care managers should give you clear information about what Family Services can and cannot provide. Published criteria describe which needs are given priority, to ensure that resources are targeted at those who need them most.

If you contact Family Services for an assessment and it is felt that your needs can be better met by another service or agency, the social worker will advise you appropriately or refer you on.

However, if your assessment identifies that you have needs that are putting you or the person you care for at risk, a Care Plan will be created, and resources identified to reduce these risks and help you cope better with daily life.

Once a Care Plan is created, it will be monitored and reviewed on an annual basis. This is to ensure that care continues to be appropriate to the needs of you and the person you care for.

The Council also work with Carers Wakefield and District to provide support and information for those people who are carers and for professionals who work with carers.

Am I entitled to a Carers Assessment?

The law says you have a right to an assessment if you care for someone for a 'substantial amount of time on a regular basis'. You may be a carer living with or away from the person you care for, caring full time or combining care with paid work – you will still have the right to a Carers Assessment.

If you are over 16 years old, your right to an assessment is not affected, even if the person you care for does not want to receive help from Family Services.

You also have the right to an assessment if you intend to look after someone. For example, if your friend or relative is in hospital and you expect to look after them when they come home.

Sadly, not all professionals are aware of carers' right to an assessment, and some carers are mistakenly told that are not entitled to one. If this happens to you, and you believe that you are entitled to an assessment, seek advice from **Carers Wakefield and District** or the **Citizens Advice Bureau**.

What happens after an assessment?

After talking with you and the person you care for, a decision will be taken about what services the person you care for should have. These could be:

- changes to the house and special equipment
- help with personal care
- help with shopping, cooking, cleaning, etc.
- a meal at home
- a place at a day centre
- short breaks (respite)

Will I have to pay?

NO - The services are provided to the person you care for, not to you. Charges will be worked out on their ability to pay and will not take your income into account.

How do I obtain an assessment?

Contact **Social Care Direct (SCD)** for further information. Ask for a Needs Assessment (or re-assessment) for the person you care for, and a Carers Assessment (under the Carers Act) for yourself. See also the Department of Health's (DH) leaflet – 'How to get help in looking after someone', available at **www.dh.gov.uk**

What is a Needs Assessment ?

Before services can be arranged, the person you care for must have a Needs Assessment. Someone from Family Services will visit and ask you both some questions. The assessment may also include other people such as your GP.

In your assessment, you will be asked:

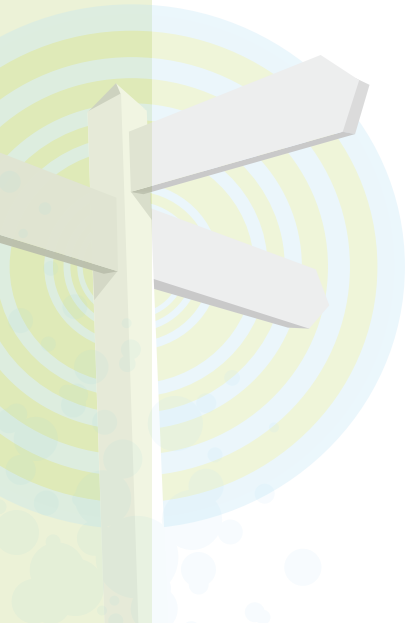
- What you think the needs are of the person you care for
- What problems the person you care for is facing
- What help the person you care for is currently receiving
- What help you think the person you care for may need

If the assessment shows that the person you care for meets the eligibility criteria, and services can be provided, they will be arranged. They will also give you a written Care Plan that tells you exactly what services the person you care for will receive.

After your assessment, you will be told:

- Which services the person you care for will receive, who will provide them, and where and when they will be provided
- The name of the social worker or the person responsible for care management

Contact **Social Care Direct (SCD)** for further information.



Carers Emergency Alert Card scheme

See:

Section 6: Emergency care, housing and holidays

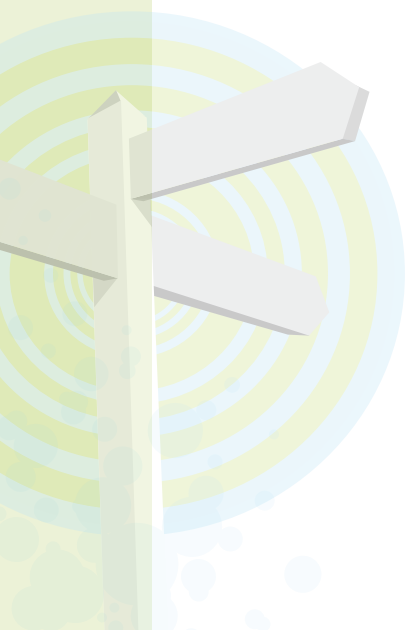
Older people's forums

There are six older people's forums that have been developed locally. These help to develop services in the Wakefield district.

These are:

- CAVE: Castleford older people's forum
- HOOFF: Horbury and Ossett Over Fifties Forum
- WOFAG: Wakefield Over Fifties Action Group
- HOPE: Hemsworth Older People's Empowerment forum
- Normanton and Altofts older peoples forum; and
- Age Concern action forum

To find out more information, contact **NHS Wakefield District** on 01924 305174.



Local support groups and services

Contact the groups and services listed below for further information about the support and services they provide. Find these and other contacts in

Section 9: Directory

Carers Wakefield and District

Tel: 01924 305 544

Email: info@carerswakefield.org.uk

Web: www.carerswakefield.org.uk

Carers Wakefield and District offers a confidential information and support service to carers and professionals who work with carers.

Carers Wakefield provides information about:

- services
- equipment
- breaks for carers
- benefits
- illnesses
- disabilities
- other organisations

Other activities include:

- information and support to carers, and people who work with carers
- information on carers' support groups and other support groups in the district
- organising training for carers
- promoting better support for carers by working with other organisations
- helping to identify gaps in services, and highlight the effect on carers
- a dedicated learning disability carer support worker
- a team of locality focussed carer support workers

- offering training and awareness raising for people who work with carers
- 'My Time' Carers Breaks and Support Scheme enables the carer to apply for a maximum of £200 per annum to get a break from caring.

DIAL Wakefield (Disabled Information and Advice Line)

**Address: Highfield House Resource Centre, Love Lane,
Castleford WF10 5RT**

Tel: 01977 723933 or 34

Textphone: 01977 724081

Fax: 01977 724 081

Email: advice@dialwakefield.co.uk

DIAL information and advice services are based throughout the UK. They provide information and advice to disabled people and their carers on all aspects of living with a disability. DIAL Wakefield provides information and support to the whole of Wakefield district.

Information and advice is available on:

- welfare benefits
- community care
- equipment
- independent living
- mobility and transport
- discrimination
- holidays

Many local DIAL centres rely on a team of trained volunteers to provide high quality information and advice. The majority of DIAL volunteers and paid staff are disabled people themselves, and can understand the specific needs of disabled people.

DIAL UK is the national organisation which provides local disability information and advice services with support, and a range of cost effective services including:

- a disability information database and monthly information service
- support for welfare rights advisers
- management support
- training

Huddersfield Crossroads Caring for Carers

**Address: Trafalgar Mills, Leeds Road, Huddersfield
HD2 1YY**

Tel: 01484 537036/7

Email: info@huddersfieldcrossroads.co.uk

Web: www.crossroads.co.uk

Huddersfield Crossroads is a specialist voluntary organisation providing short breaks to carers in the community across Kirklees and Wakefield. It promotes, supports, and delivers high quality services for carers and people with care needs. Trained staff will care for the person with care needs to allow the carer to have a break from their caring responsibilities.

In the Wakefield area they provide:

- short, regular breaks
- enhanced services for complex needs
- night service
- Palliative Care Service

Wakefield District Young Carers

**Address: Pontefract Hub, The Base, Green Lane, Carlton,
Pontefract WF8 3NW**

Tel: 01977 722860

Email: wakefieldyoungcarers@barnados.org.uk

A young carer can be defined as: 'a child or young person under the age of 19 whose life is restricted by caring for a parent or relative who is ill, has a disability, is experiencing mental health distress or is affected by substance misuse'.

Young carers are defined as 'children in need' within the Children Act 1989, and can be referred to Family Services for an assessment of their needs.

Wakefield District Young Carers provides a variety of support including:

- advocacy
- information and advice
- individual and group work for young carers and their families
- outings, activities and holidays organised during school holidays to provide young carers with a break from their caring responsibilities
- working with schools to raise awareness of, and promote good practice with young carers

Together: Working for Wellbeing

**Address: Wakefield Carer Development Service (Mental Health)
21 King Street, Wakefield WF1 2SR**

Email: wakefield@together-uk.org

Web: www.together-uk.org

The Wakefield Carer Development Service offers support to families and carers of people with mental health needs. This is delivered in a working partnership with the Community Mental Health Teams, other community and voluntary groups and Wakefield Council.

The type of support available on a one-to-one basis can include:

- assessment of the individual needs of the carer
- advocacy to make sure these needs are met
- information, signposting, and support to access other services including short breaks
- information about carers' rights
- support and information for carers groups
- information and signposting to training, education and employment opportunities
- supporting the empowerment of carers to contribute towards the way services are developed and delivered in the district.

Wakefield and District Down's Syndrome Support Group

Tel: 07952314706

Web: www.wdco.org

The Wakefield and District Down's Syndrome Support Group was formed in 2000, and is run by parents/carers of people with Down's syndrome. The aim of the group is to provide a support network, information and fun activities for people with Down's syndrome, their families and friends.

