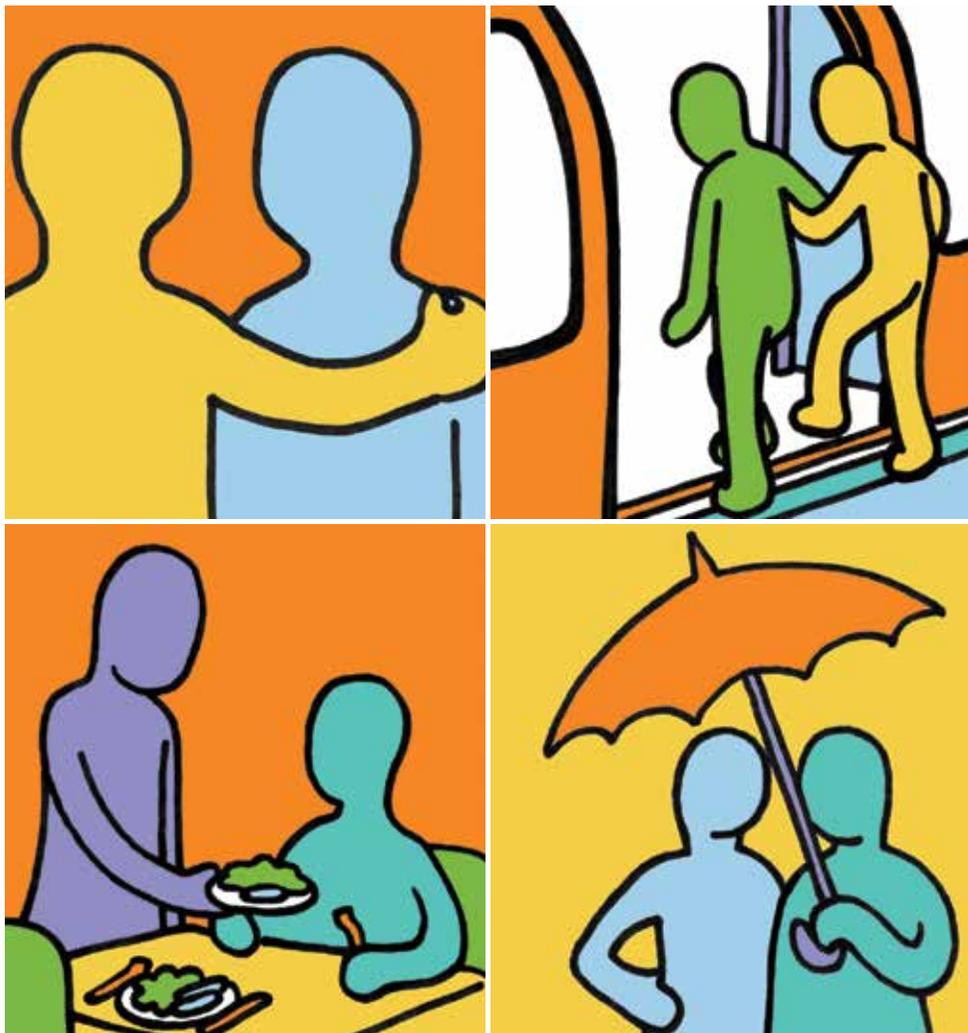


# Carers and the Care Act



**You are entitled to an assessment of your own needs, regardless of whether the person you care for has eligible needs.**

**This means, that as a carer, if you have eligible needs of your own, you will have the right to have support to help you carry on caring and look after your own wellbeing.**

Your council recognises and values your role as a carer and sees you as vital in planning and providing support to the person you care for.

Caring for someone covers lots of different areas, like helping with washing, dressing or eating, taking the person you care for to regular appointments or keeping them company when they feel lonely or anxious. Looking after someone can be tiring and stressful and can take up a lot of your time. It can often end up affecting your own health, wellbeing and independence.

As carers, you want to be able to access timely support when you need it. We therefore will work with you to ensure that you :

- have access to good information and advice
- are signposted or directed to appropriate agencies such as benefits advice lines, websites, libraries, citizen advice bureaux, leisure centres and work opportunities
- are informed of your right to have a carer's assessment, either jointly with the cared for person or separately
- are involved in planning and decision-making from the outset so that you and the person you care for have choice and control over your care and support
- are supported in maintaining a balance between your caring responsibilities and a life outside caring – this includes young carers
- can access a range of support services when you need it (for example, respite care/ carers breaks, access to carers groups, support systems and emergency care) to help sustain you in your caring role
- are supported to maintain your own health and wellbeing.

# Assessing your wellbeing

The assessment will look at the different ways caring affects your life. It will look at how you can carry on doing things that are important to you and your household. Your physical, mental and emotional wellbeing will be at the heart of this assessment.

You can have a carer's assessment even if the person you care for does not get any help from the council. This may be carried out by council staff or staff from the carers organisation in your borough.

Following an assessment you may be eligible for support in your own right. This does not depend on whether the adult for whom you provide care/support has eligible needs. The decision about your eligibility is based on the impact of caring on your wellbeing. The person assessing you will explain the process in more detail.

## Assessing the person you care for

It can be very useful to you as a carer and the person you care for to have an assessment of their needs.

Following an assessment, provided the person you care for has eligible needs, they can receive support from Adult Social Care.

For more information please telephone Westminster Adult Social Services on **020 7641 2500**

## Support for carers - the right help at the right time

There are a range of services available to support carers; many of them you do not need to have an assessment to get.

These include personalised advice and information, or you may prefer just to be put in touch with local support groups so you have people to talk to. See details of your carer support organisation in your borough on the next page. Carers organisations have full details of the range of services locally.

If following an assessment you have eligible needs, the assessor will help you plan your support options to help you in your caring role. One of these may be a carer's personal budget. This is a sum of money which you can use to pay for support and activities which will help you to manage the demands of being a carer. The assessor can provide more information about carer's personal budgets following an assessment.

For more information on how to get a carers assessment you can telephone:  
Carers Network on **020 8960 3033** or  
Westminster City Council Adult Social Services on  
**020 7641 2500**

# Organisations offering support

Carer support groups and other activities are offered by a range of organisations in Westminster including:

## Carers Network

Carers Network is the first point of contact for unpaid adult carers living in Westminster who need information, advice or support about being a carer.

You can also call their number to find out about being referred for a full carers' assessment to access regular packages of care such as respite breaks.

They:

- carry out some carers assessments on behalf of the council
- have a good knowledge of carers' rights and services locally and will link you in with them
- provide telephone, one to one appointments and drop-in advice sessions
- sometimes offer home visits
- know where to get more specialist help if it is needed
- run support groups where you can meet other carers
- can also assist you to apply for one-off small grants to help you with your caring duties and to set up an emergency care plan
- produce quarterly newsletters full of information on carers services locally

- have produced two publications with details of support available in the local area - 'Carers Network' and 'Carers Network - Carer Support Services'
- have a new End of Life project which supports carers who are over 65 and caring for someone at the end of their life, diagnosed with a terminal illness or aged 80 or over

## **Carers Network**

Telephone: 020 8960 3033

Email: [info@carers-network.co.uk](mailto:info@carers-network.co.uk)

Beethoven Centre,  
Third Avenue,  
Queen's Park,  
London, W10 4JL

## **Admiral nurses**

Work with carers of people with dementia.

Admiral Nursing Service Kensington, Chelsea and  
Westminster  
42 Westbourne Park Road, London W2 5PH  
Telephone: 020 3219 0911

## **Midaye**

Midaye works with the Somali community and other ethnic minorities, and runs a BME Carers and Families Forum.

7 Thorpe Close, London W10 5XL  
Telephone: 020 8969 7456  
Website: [midaye.org.uk/](http://midaye.org.uk/)

## **Mind**

Mind provides advice and support to people with mental health needs and their carers.

Wandsworth & Westminster Mind,  
3rd Floor, Radstock House, 5 Eccleston Street  
London SW1W 9LX  
Telephone: 020 7259 8100  
Website: [www.wwmind.org.uk](http://www.wwmind.org.uk)

## **North Westminster Drug and Alcohol Service**

A treatment and recovery service that runs a support group for carers and provides access to other support services

474 Harrow Road, London, W9 3RU  
Telephone: 020 7266 6200

## **Open Age**

St Charles Centre for Health and Wellbeing  
Exmoor Street, London W10 6DZ  
Telephone : 020 8962 4141  
Email: [mail@openage.org.uk](mailto:mail@openage.org.uk)

Open Age runs 'Time for me' support and activities for all carers aged 50 or over, so you, as carers can have a break and improve your health and wellbeing.

## **Spurgeons Young Carers Service**

Provides support for young carers aged 5 – 19, offering weekly activities, one-to-one support and peer mentoring for young carers.

73 St Charles Square, London W10 6EJ

Telephone: 020 8967 7812

Email: [triboroughyoungcarers@spurgeons.org](mailto:triboroughyoungcarers@spurgeons.org)

Website: [www.spurgeonsyc.org/london](http://www.spurgeonsyc.org/london)

## **Stroke support service**

Offering support and information for carers of people who have had a stroke.

101 Orchardson Street, London NW8 8EA

Telephone: 020 7641 6627

Email: [WRSNeuroTeam@clch.nhs.uk](mailto:WRSNeuroTeam@clch.nhs.uk)

## **Westminster Society**

Offering support for parents and carers of children, young people and adults with disabilities.

Westminster Society

398a Harrow Road, London W9 2HU

Telephone: 020 8962 2690

### **For more information about carers**

Search for 'carers', 'caring for someone', 'direct payments' on [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

# The People First website

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

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and services that can help you live the life you want, be independent, and find the help you feel you might need.

The website is provided in association with the Adult Social Care teams in Hammersmith & Fulham Council, the Royal Borough of Kensington and Chelsea and Westminster City Council.

For everybody, including the older adult population, people living with disabilities and impairments of whatever kind and those who look after others, the site treats you as experts in your own needs who want to live life fully.

Our Events Calendar includes a wide range of activities and events, including many which are provided especially for local carers.

People First has a large amount of information especially for carers including handy summaries of all of the main support which you may find useful, even if you are not eligible for support from the council. Click onto your borough's links on the Carers web page to find out more.

For you, or someone you know, or care for, visit  
**[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**

## Finding out more

There are a number of ways (see below) in which you can find out more about recent changes under the Care Act, about how to access care and support, and about the care and support options which are available to you.

### Online help and leaflets

The Government has produced a series of factsheets which explain the aims of the Care Act and how the changes may affect you. Visit **www.gov.uk** and search 'care act'.

They have also produced a series of leaflets in formats for people with learning disabilities. Search for 'care act easy read' on **www.gov.uk**.

To find out more about the changes to care and support, visit **www.gov.uk/careandsupport**

### The People First website

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and local services that can help you live the life you want, be independent, and find the help you feel you might need. The website is provided by the Adult Social Care service of Hammersmith & Fulham Council, the Royal Borough of Kensington and Chelsea and Westminster City Council.

## Contact your council

To ask for more information about the Care Act or other care and support issues, or to request an assessment of your support needs contact your council direct:

Telephone: **020 7641 2500**

Email: **adultsocialcare@westminster.gov.uk**

You can also ask questions specifically about the Care Act by emailing **careact@lbhf.gov.uk**

## Leaflets

There are a range of leaflets from your council on issues covered by the Care Act, and on other issues which may be of interest to you. To access leaflets telephone your council using the details above, or go to the Leaflets Library at the top of the home page at **www.peoplefirstinfo.org.uk**

## Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits and accommodation. *Those marked with an asterix offer some level of information and advice about the Care Act.*

### **Action on Disability\***

*A user-led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.*

Action on Disability

The Greswell Centre, Greswell Street, London SW6 6PX

Telephone: 020 7471 8510

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

### **Age UK\***

*The country's largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.*

Age UK Westminster

25 Nutford Place, London W1H 5YQ

Telephone: 020 3004 5610

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

### **Carers Network\***

*Carers Network is the first point of contact for unpaid adult carers living in Westminster who need information, advice or support about being a carer.*

Office 8, Beethoven Centre, Third Avenue, London W10 4JL

Telephone: 020 8960 3033

Website: [www.carers-network.co.uk](http://www.carers-network.co.uk)

### **Citizens Advice Bureau\***

*Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.*

Westminster Citizens Advice Bureau

21a Conduit Place, London W2 1HS

Telephone: 0844 477 1611 (calls may be charged)

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

## **Migrant Resource Centre\***

*Offers advice and information on benefits, debt, housing, employment or immigration.*

24 Churton Street, London SW1V 2LP

Telephone: 020 7834 2505

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

## **Mind**

*Mind provides advice and support to people with mental health needs and their carers.*

Wandsworth & Westminster Mind,

3rd Floor, Radstock House, 5 Eccleston Street

London SW1W 9LX

Telephone: 020 7259 8100

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

## **Westminster Advice Services Partnership (WASP)\***

*WASP offers advice and information for people living in Westminster about benefits, debt, housing, employment or immigration in different languages.*

21a Conduit Place, Paddington, London W2 1HS

Phone: 08444 771 611

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

## **Advice Westminster**

*Online-only advice service.*

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



**Tick below if you would like a copy of this leaflet in:**

Large print

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**Name:**

**Address:**

**Postcode:**

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**Please return this section to:**

Westminster City Council  
Communications,  
Floor 18,  
Westminster City Hall,  
64 Victoria Street,  
London SW1 6QP

**Email:**

communications@  
westminster.gov.uk

**Telephone:**

020 7641 1886

CARERS AND THE CARE ACT 2015



## How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please contact:

**Customer Feedback Team,**  
Adult Social Care, Floor 4,  
Hammersmith Town Hall  
Extension, King Street,  
Hammersmith, London W6 9JU  
Telephone: 0800 587 0072  
Email:  
ASCCustomerFeedback@  
westminster.gov.uk

### To find out more about the Care Act contact:

**Westminster Adult Social Care**  
T: 020 7641 2500  
E: adultsocialcare@  
westminster.gov.uk

For more information about our services and publications view them on [www.westminster.gov.uk](http://www.westminster.gov.uk) or [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)



**[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**  
for a wide range of information about local activities and services to help you stay independent.