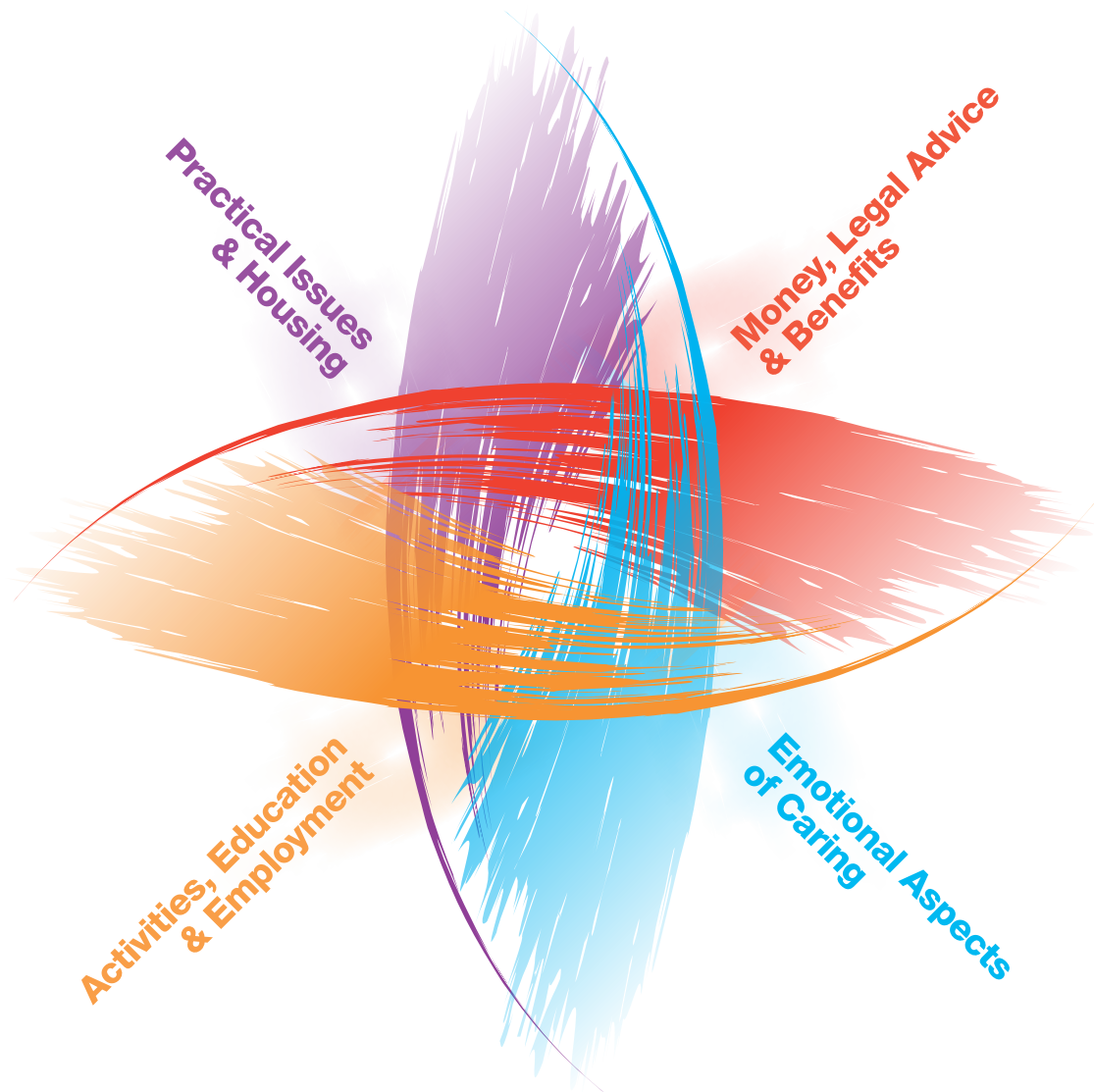


# Do you look after someone?

Getting help and connected as a carer in South Gloucestershire - The Carers Assessment



## Information for carers

**As your local council, we want to encourage all carers to get the information and support they need as easily as possible.**

We are working with our partners in South Gloucestershire's communities so that as many people as possible who give unpaid support to a relative or friend recognise themselves as a carer.

Our role is to link you to useful information and support, and with other carers if you would like that. We have chosen the Carers Support Centre to support you to complete this assessment.

**This form is split into 4 sections:**

**1. Helping you find what you need**

This section offers information on where to go for help with a range of issues.

**2. Information about you and the person you care for**

This helps us tailor our services to you.

**3. How caring affects you**

This section gives you the opportunity to record more details about the impact your caring responsibility has on you.

**4. My plan**

The steps you have identified that will make your caring role more manageable.

**Options for completing the form**

If you are happy to complete the form, either on your own, or with the support of family or friends, please do so. Please sign the back page and remove pages 7-16 and send to:

**FREEPOST RSSU-EZEA-JLLR  
Carers Support Centre, Vassall Centre,  
Gill Avenue, Fishponds, Bristol BS16 2QQ**

On receipt of the paperwork someone from the Carers Support Centre will call you to either arrange a meeting or talk through the form with you on the phone. This is to ensure they fully understand your situation and can make suggestions for possible help.

If you would like help or advice to complete the form, please contact the Carers Support Centre on **0117 965 2200**.

**Key contacts**

**South Gloucestershire Council**

You can visit one of the One Stop Shops and speak with a Customer Service Advisor about any council services. These are located at Kingswood, Patchway, Thornbury and Yate.  
Tel: **01454 868007**

**Carers Support Centre**

Carers Support Centre provides support, information and advice to carers of any age living in South Gloucestershire.  
Tel: **0117 965 2200**  
Web: [www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)  
Email: [admin@carerssupportcentre.org.uk](mailto:admin@carerssupportcentre.org.uk)

**Carers Direct**

You can call the Carers Direct national helpline on **0300 123 1053** if you need help with your caring role and want to talk to someone about what options are available to you.  
Web: [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

**Carers UK & Carers Trust**

These are national charities that provide information, advice and campaign to make life better for carers.  
Tel: **0808 808 7777** Carers UK  
Web: [www.carersuk.org](http://www.carersuk.org)  
Tel: **0844 800 4361** Carers Trust  
Web: [www.carers.org](http://www.carers.org)

## Money, Legal Advice & Benefits

### Benefits and Grants

It is vital that you get advice about benefits you and the person you care for may be entitled to. Here are a number of enquiry lines that can advise on specific benefits.

#### **Job Centre Benefit Enquiry line for out of work benefits**

Tel: [0345 608 8545](tel:03456088545)

#### **Personal Independence Payment helpline**

Tel: [0345 850 3322](tel:03458503322)

#### **Carers Allowance helpline**

Tel: [0345 608 4321](tel:03456084321)

#### **Pensions and Pension Credit**

Tel: [0345 606 0265](tel:03456060265)

#### **Attendance Allowance**

Tel: [0345 605 6055](tel:03456056055)

#### **Council Tax and Housing Benefit**

Tel: [01454 868002](tel:01454868002)

#### **Gov.uk**

Provides information and advice on government services including employing people. Web: [www.gov.uk](http://www.gov.uk)

### Charges for Care Services

If the person you care for receives chargeable services from the council the Finance and Benefits (FAB) Team can advise you about charges and benefits.

Tel: [01454 864944](tel:01454864944)

### Wills and Power of Attorney

For information about making a will and powers of attorney, contact:

#### **Age UK**

Tel: [0800 169 2081](tel:08001692081)

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

#### **Alzheimer's Society**

National Dementia Helpline: [0300 222 1122](tel:03002221122)

Email: [Enquiries@alzheimers.org.uk](mailto:Enquiries@alzheimers.org.uk)

Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

#### **Mencap**

Tel: [0808 808 1111](tel:08088081111)

Email: [help@mencap.org.uk](mailto:help@mencap.org.uk)

Web: <https://www.mencap.org.uk>

### Legal Advice

For information about finding a solicitor contact the Law Society.

Tel: [0870 606 6575](tel:08706066575)

Web: [www.lawsociety.org.uk](http://www.lawsociety.org.uk)

### Warm and Well

Free independent, impartial and local advice on easier ways of keeping warm and well.

Tel: [0800 500 3076](tel:08005003076) or text WARM to [83010](tel:83010)

Web: [www.warmandwell.co.uk](http://www.warmandwell.co.uk)

### Welfare Advice Partnership

It is funded by South Gloucestershire Council to improve the lives of all our residents.

The partners give free, confidential and independent advice so that people know their welfare rights.

The Partners are:

#### **Age UK South Gloucestershire**

Tel: [01454 411 707](tel:01454411707)

Web: [www.ageuk.org.uk/southgloucestershire](http://www.ageuk.org.uk/southgloucestershire)

#### **Avon and Bristol Law Centre**

Tel: [0117 924 8662](tel:01179248662)

Minicom: [0117 924 5573](tel:01179245573)

Web: [www.ablc.org.uk](http://www.ablc.org.uk)

#### **Talking Money**

Tel: [0117 954 3990](tel:01179543990)

Web: [www.talkingmoney.org.uk](http://www.talkingmoney.org.uk)

#### **Citizens Advice Bureau**

Advice line: [08444 111 444](tel:08444111444)

Web: [www.southgloscab.org.uk](http://www.southgloscab.org.uk)

#### **North Bristol Advice Centre**

Tel: [0117 951 5751](tel:01179515751)

Web: [www.northbristoladvice.org.uk](http://www.northbristoladvice.org.uk)

## Emotional Aspects of Caring

### WellAware

WellAware has information on more than 6000 health, wellbeing, community and support groups, organisations and activities in South Gloucestershire and Bristol.

Tel: **0808 808 5252** (freephone)

Web: [www.wellaware.org.uk](http://www.wellaware.org.uk)

### Support Groups

Carers groups regularly take place across South Gloucestershire. They enable carers to meet other carers, have a chat and pick up information. Some groups are for specific carers, for example Dhek Bhal supports South Asian carers. For further information contact:

Tel: **01454 868007**

Web: [www.southglos.gov.uk](http://www.southglos.gov.uk)

### South Gloucestershire Talking Therapies

The South Gloucestershire Talking Therapies service is an NHS service run by trained practitioners who will listen and discuss your problems with you. To talk to someone about the services available:

Tel: **0117 378 4270**

Web: [www.lift.awp.nhs.uk/bristolandsglos](http://www.lift.awp.nhs.uk/bristolandsglos)

Your GP can also refer you for counselling support – please contact your surgery for further information.

### Emotional Support

Emotional support is available from the Carers Support Centre. Carers can ring Carersline to talk to someone over the phone or by asking for an appointment with a carer support officer.

Tel: **0117 965 2200**

### Alzheimer's Society

They have information to help you understand dementia and what to expect. They provide practical advice and support to help you to live as well as possible with the condition.

Tel: **0117 961 0693**

Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Organisations that will offer you support

#### Samaritans

Tel: **116 123** (Free phone UK)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Web: [www.samaritans.org/how-we-can-help-you/contact-us](http://www.samaritans.org/how-we-can-help-you/contact-us)

#### Silverline

Free confidential 24 hour helpline for older people.

Tel: **0800 470 8090**

Email: [info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)

Web: [www.thesilverline.org.uk/contact-us](http://www.thesilverline.org.uk/contact-us)

#### Rethink

Information and services for everyone affected by mental illness.

Tel: **0300 5000 927**

Web: [www.rethink.org/about-us/contact-us](http://www.rethink.org/about-us/contact-us)

#### Mind

Tel: **0300 123 3393**

Web: [www.mind.org.uk/information-support/helplines](http://www.mind.org.uk/information-support/helplines)

Email: [info@mind.org.uk](mailto:info@mind.org.uk)

### Safeguarding is everybody's business

South Gloucestershire's safeguarding procedures aim to safeguard all vulnerable South Gloucestershire residents over 18.

Tel: **01454 868007**

Email: [csodesk@southglos.gov.uk](mailto:csodesk@southglos.gov.uk)

We are dedicated to working together to safeguard and protect children. If you have ANY concerns about abuse it MUST be reported.

For advice please contact the ART team:

Tel: **01454 866000**

Email: [AccessandResponse@southglos.gov.uk](mailto:AccessandResponse@southglos.gov.uk)

### Emergency and out of hours issues

The Emergency Duty Team provides an emergency social work service for South Gloucestershire at night, weekends and bank holidays. The service helps anyone in a crisis at these times, and cannot wait until the next working day.

Tel: **01454 615165**

## Practical Issues and Housing

### Carers Breaks

The Carers Support Centre can advise carers about taking a break from caring. They offer information on a range of short break options, many at discounted rates.

Tel: [0117 9652200](tel:01179652200)

### Carers Emergency Card

This card gives access to an emergency response service that operates 24 hours a day, 7 days a week, aiming to give carers peace of mind when away from home. To register contact:

Tel: [0117 965 2200](tel:01179652200)

### Telecare and Personal Alarm

Telecare offers a range of simple wireless sensors that are designed to help people live safely and independently in their homes. People can request a Telecare service by calling South Gloucestershire Council. If needed, someone from the council will visit your home and carry out a full assessment. Please be aware charges may apply.

Tel: [01454 868007](tel:01454868007)

Web: [www.southglos.gov.uk](http://www.southglos.gov.uk)

### Community Transport

Provides safe, cost effective, accessible transport. There will be a registration charge for group applicants.

### Four Towns & Vale Link Community Transport

Operates in Filton, Patchway, Stoke Gifford, Thornbury and Bradley Stoke.

Tel: [01454 419372](tel:01454419372)

### Kingswood Community Transport

Tel: [0117 961 6016](tel:01179616016)

### Green Community Travel

Operates in the Yate, Chipping Sodbury and district areas.

Tel: [01454 228706](tel:01454228706)

Web: [www.greencommunitytravel.co.uk](http://www.greencommunitytravel.co.uk)

### Applying for a blue badge

The blue badge scheme is for people with severe mobility problems. It allows blue badge holders to park close to where they need to go. If you wish to apply for a blue badge you can apply online or complete a paper application form. You can pick one up from one of our one-stop shops in Kingswood, Patchway, Thornbury or Yate or by emailing us at [contravel@southglos.gov.uk](mailto:contravel@southglos.gov.uk)

### Extra Care Housing

Extra Care Housing has been designed to meet the care and support needs that its owners or tenants may have now or in the future. It includes access to on site care and support twenty four hours a day and a range of communal areas and activities. There are schemes in Yate, Kingswood, Downend and Filton. For more information on housing in your area please contact South Gloucestershire Council on [01454 868007](tel:01454868007).

### Handy Van Service

The Handy Van is a subsidised repairs service available to owner occupiers and private tenants who are either over 60 years old, registered blind, disabled and/or in receipt of disability benefits. Free home safety and security checks can be made on request. There may be a charge for some of these services.

Tel: [01454 863857](tel:01454863857)

### Message in a Bottle

This provides details of your medical information, which is kept in your fridge door in a clearly labelled container provided by your GP.

- medical details – prescriptions, allergies, medical conditions, blood group etc
- details of your doctor in case they need to be contacted
- emergency contact details



## Activities, Education & Employment

### WellAware

WellAware has information on more than 6000 health, wellbeing, community and support groups, organisations and activities in South Gloucestershire and Bristol.

Tel: **0808 808 5252** (freephone)

Web: [www.wellaware.org.uk](http://www.wellaware.org.uk)

### Dementia Information Prescription

This document includes a list of key services, organisations and contact telephone numbers for South Gloucestershire. This includes information on groups run by organisations such as the Alzheimer's Society.

Web: [www.southglos.gov.uk](http://www.southglos.gov.uk) and search "dementia information prescription".

### Carers Courses

The Carers Support Centre has a rolling programme of courses and workshops to inform and support carers in their caring role whilst meeting other carers in a relaxed and friendly atmosphere. Topics include Caring with Confidence, Understanding Dementia and Caring for those in the Later Stages of Life.

Tel: **0117 965 2200**

### Employment

#### Jobcentre Plus

Offers a range of training and financial information for carers wanting to start or restart work at some point. They have work coaches trained to understand carers needs who can talk to you about your requirements.

Tel: **0845 604 3719**

### Carers in paid employment project

This partnership project between the Carers Support Centre and South Gloucestershire Council aims to help carers who are juggling work and caring. You can find out about carers employment rights and about initiatives to help carers remain in employment.

Tel: **0117 958 9985**

### Time 4 Carers

Provides an opportunity for carers to take time off from their caring responsibilities, by taking part in a range of subsidised social events and opportunities.

Email: [time4carers@gmail.com](mailto:time4carers@gmail.com)

Tel: **07597 278 204**

### Active leisure centres and libraries

Active cards give access to the five leisure centres in South Gloucestershire and use of the library service. The card is issued from any library or leisure centre. To apply for an Active Card contact:

Tel: **0300 333 0300**

Web: [www.activecentres.org](http://www.activecentres.org)

### Concession fees

Active Leisure Centres offer concessional fees for disabled people and for carers providing that you can present documentation from DWP that you are in receipt of carers allowance.

### Reading Well Books on Prescription

There are two schemes, the **Dementia Scheme** and the **Mental Health Scheme**.

Both provide a range of books offering information and advice to carers and the person they're caring for. GPs and health professionals prescribe books, but they are also available for anyone to borrow from any public library.

### Activities

The Carers Support Centre has established some groups for carers based on a common interest; like Crafty Carers, Pie and a Pint for male carers or Carers Book Club, with more to come. Tel: **0117 965 2200**

Email: [carersline@carerssupportcentre.org.uk](mailto:carersline@carerssupportcentre.org.uk)

### Carers choir

Daytime rehearsals are held fortnightly in both Kingswood and Yate; this now established choir welcomes new members.

Email: [southgloucestershirecarerschoir@outlook.com](mailto:southgloucestershirecarerschoir@outlook.com)

Tel: **0176 156 8702**

## About me

<b>Title:</b> (Mr/Mrs/Miss/Ms)	<b>Gender:</b> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
<b>Full name:</b>	
<b>Date of birth:</b>	
<b>Full address and postcode:</b>	
<b>Email:</b>	
<b>Telephone number:</b>	Home:
	Mobile:
	Work:
<b>GP's surgery name:</b>	
<b>I am happy for my GP to be informed that I am a carer:</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>

## Your health

### Disability & Communication Needs

Please tell us about any disabilities and health conditions [you](#) have and how this affects you:

**If you have any communication or language needs an interpreter can be arranged to help you with written or spoken communications.**

Please describe your needs

## Help us tailor and monitor carers services

Please answer the following optional questions about yourself. The information you supply will help us to better understand the needs of all carers so that we can tailor our support to you. We will also use this information to monitor the services we provide. Responses to these questions will remain confidential. Individuals will not be identified and personal details will not be published.

### What is your ethnicity?

Please tick one only

#### I am White

English/Welsh/Scottish/N Irish/British

Irish

Other White group (please specify)

#### I am of Mixed Ethnic Origin

White and Asian

White and Black African

White and Black Caribbean

Other mixed group (please specify)

#### I am Asian or Asian British

Bangladeshi

Indian

Pakistani

Other Asian group (please specify)

#### I am Black or Black British

African

Caribbean

Other Black group (please specify)

#### I am Chinese

Chinese

Other Ethnic group (please specify)

#### I am a Gypsy/traveller

Irish heritage

Other (please specify)

### What is your religion/belief?

Please tick one only

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

No religion

Prefer not to say

Any other religion (please specify)

### What is your sexual orientation?

Please tick one only

Bisexual

Gay man

Gay woman/lesbian

Heterosexual

Other/prefer not to say

### Do you identify as a transgender person?

Yes

No

Prefer not to say



## About the person I care for

<b>Title:</b> (Mr/Mrs/Miss/Ms)	<b>Gender:</b> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
<b>First name:</b>	
<b>Last name:</b>	
<b>Date of birth:</b>	
<b>Full address and postcode:</b>	
<b>Telephone number:</b>	Home:
	Mobile:
	Work:
<b>GP's surgery name:</b>	

**The person I care for is** (e.g. wife, son, friend, neighbour)

### The person you care for has these difficulties/disabilities?

(Please tick all that apply)

Physical disability <input type="checkbox"/>	Hearing loss <input type="checkbox"/>	Sight loss <input type="checkbox"/>	Mental Health <input type="checkbox"/>
Learning Difficulty <input type="checkbox"/>	Elderly frail <input type="checkbox"/>	Dementia <input type="checkbox"/>	Substance misuse <input type="checkbox"/>
Vulnerable <input type="checkbox"/>	Autism <input type="checkbox"/>		

Other (please specify)

### What main illness/condition does the person **you care for** have?

**If you care for more than one person** an additional form will need to be completed. These are available upon request. Please contact the Carers Support Centre for additional forms. Tel: **0117 965 2200**.

Please tick here if you care for another person and have requested an additional form.

## How often my caring role affects me

	Never	Rarely	Sometimes	Regularly	All of the time
<b>My physical health</b>					
Caring is a physical strain e.g. lifting					
My eating habits and nutrition suffer due to caring					
My sleep is disturbed e.g. the person I care for wanders or is incontinent at night					
<b>My emotional/mental wellbeing</b>					
I get upset, stressed or low					
Some behaviour is upsetting e.g. shouting or violence					
There are arguments about caring					
I feel completely overwhelmed					
<b>Other parts of my life</b>					
Caring takes up my time					
I struggle to maintain my home					
I feel unable to leave the person for any length of time					
Caring limits the support I can give to my family e.g. partner or children					
Caring limits my social life e.g. I don't get to see my friends					
I worry about the future					
I am unable to carry out my interests and activities as a result of my caring role					
My caring role has affected my job or ability to work					
<b>My finances</b>					
I worry about paying the bills					

On average I provide care for  hours a week

## Your caring role

I am attending hospital or in regular contact with health care workers such as therapists, a doctor or nurse for myself: Yes  No

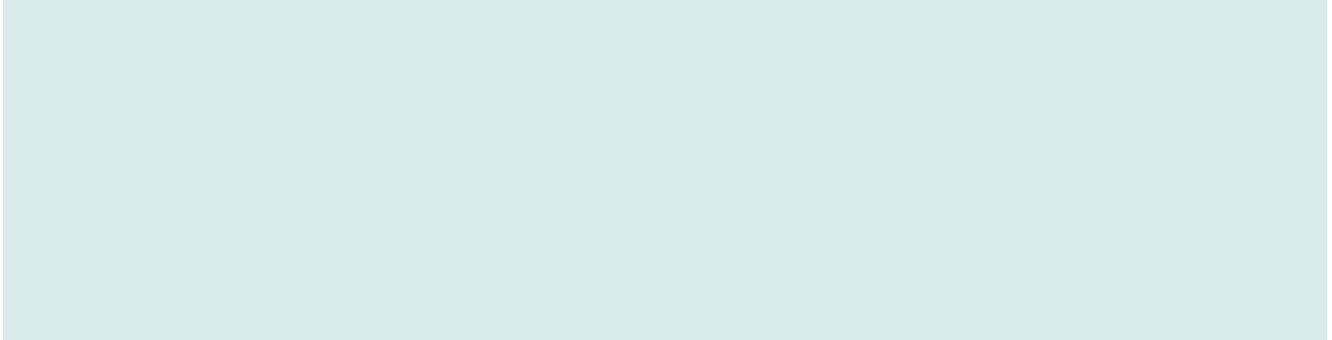
For me, what makes a good day's caring

For me, what makes a bad day's caring

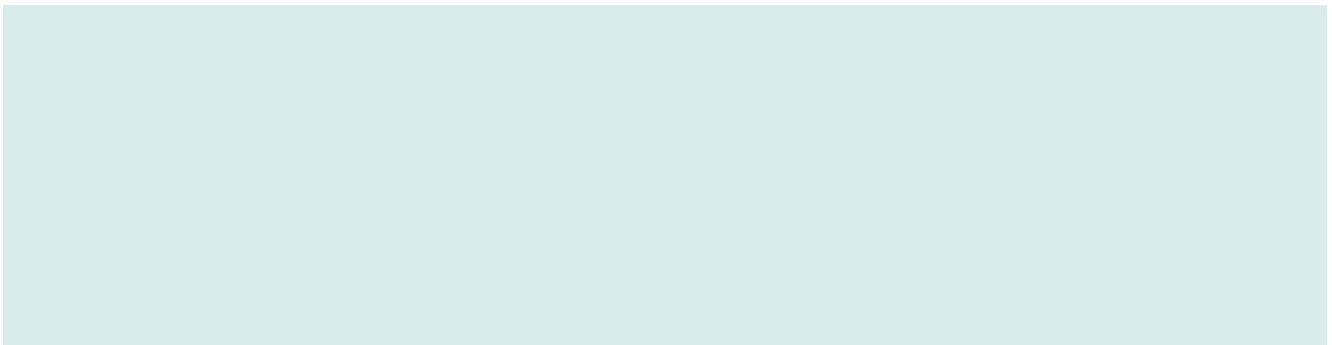
How does caring affect practical day to day activities such as shopping, cooking, cleaning and looking after my house?

## How caring affects...

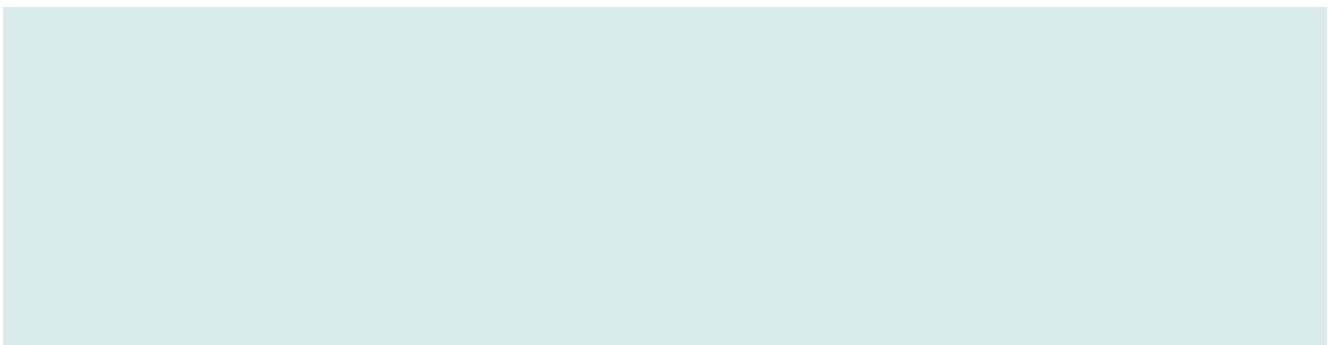
### My family life and relationships



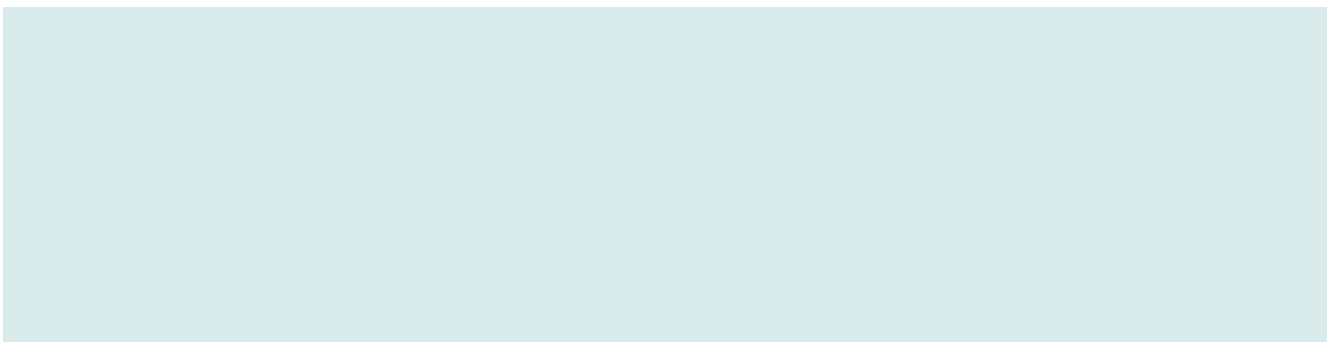
### My interest and hobbies



### Work

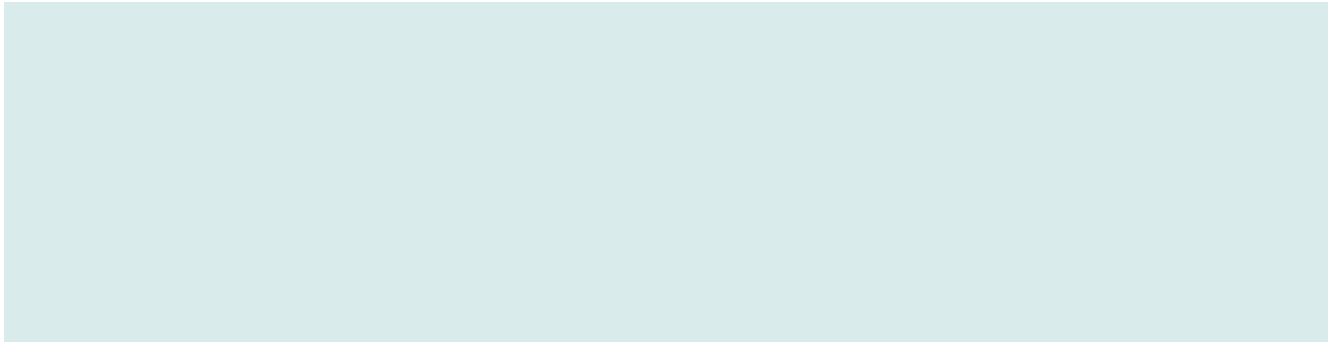


### My finances

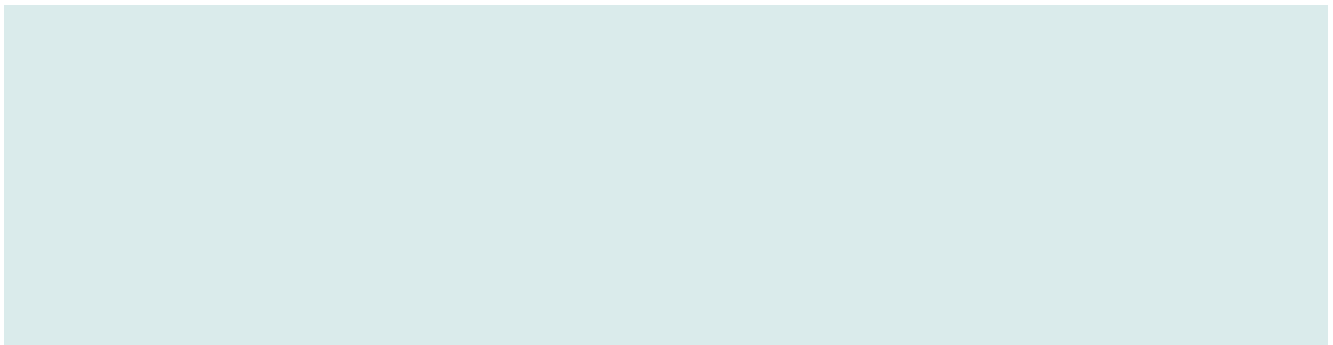


## How caring affects...

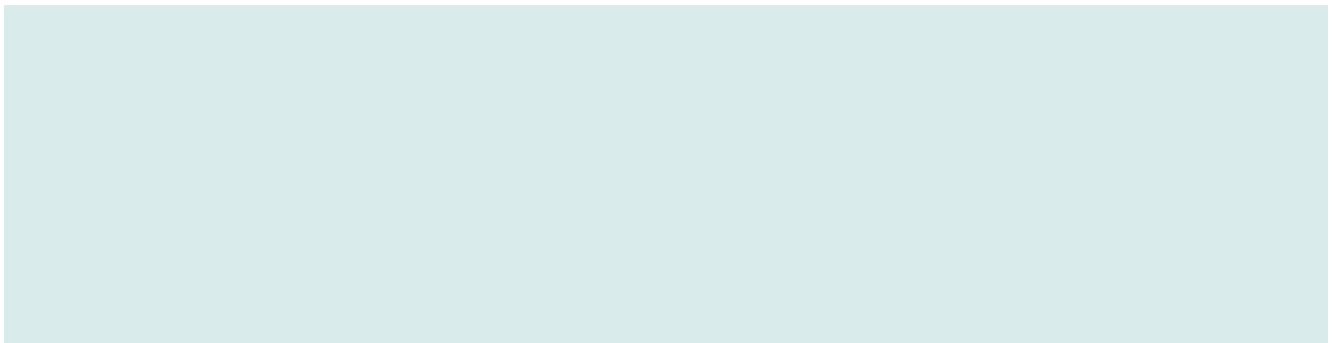
### My health



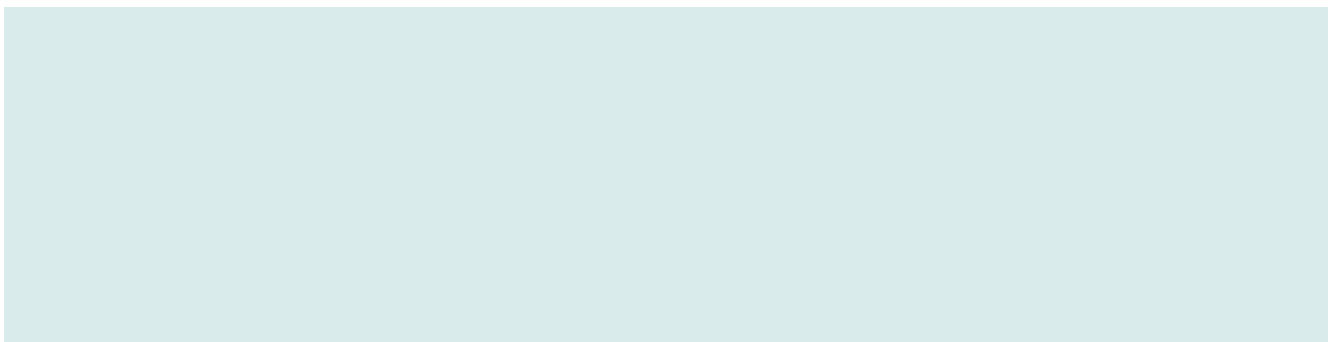
### My emotional/mental wellbeing



### What further skills and knowledge do I need to be confident in my caring role?



### What are my concerns if I leave the person I care for alone?



## How caring affects...

What are my plans for an emergency situation?

What would make a difference?

Have I spoken to any other organisations about my caring role?

Yes  No

What help or advice have I had or tried?

I am receiving Carers Allowance:

Yes  No

I would like a benefits check:

Yes  No



## My Plan – next steps

What I want to change	What needs to happen/resources?	Who can make it happen?	By when
E.g. Time for self			
1.			
2.			
3.			
4.			

# The Carers Assessment

**Do you look after someone?** Getting help and connected as a carer in South Gloucestershire

## Data Protection

The personal data you provide on this form will be used and shared in accordance with the Data Protection Act 1998. It will be processed by The Carers Support Centre and sent securely to South Gloucestershire Council. The Children, Adults and Health Department will hold the information, which will be used for your assessment as a carer. You may apply to see a copy of this information using the Council's Subject Access Request Form.

Tel: **01454 868009**

Web: [www.southglos.gov.uk/dataprotection](http://www.southglos.gov.uk/dataprotection)

## Safeguarding

If you provide information in confidence it will be treated as such unless you disclose that you or the person you care for are being hurt, harmed or that health and/or safety is at risk. In this instance the Carers Support Centre have a duty to alert South Gloucestershire Council.

## Information sharing

Information recorded about you will be shared with South Gloucestershire Council and will be used to support you with the care you provide. This may involve contacting organisations on your behalf that may be able to offer additional support or services.

**Do you consent to information recorded about you being shared with other organisations who may be able to offer you additional support or services?** Yes  No

## Avon and Wiltshire Partnership Trust (AWP)

**Do you care for someone with mental health difficulties who is aged under 65?**

Yes  No

**If yes, are they supported by AWP?**

Yes  No  Don't know

**I consent to my information being shared with AWP:**

Yes  No

## Connecting Carers

Connecting Carers is a free, voluntary and independent register. By completing this form you have joined the register. By joining the register you will automatically receive our newsletter. If you would like to opt out of this service please contact the Carers Support Centre on **0117 965 2200**.

## Your signature

Please sign and date below to indicate that this form is a true representation of your personal circumstances and that the facts you have given are true to the best of your knowledge.

**Full name** (please use capital letters):

**Signature:**

**Date:**

Thank you for completing this form, the council will be in touch with the outcome of your assessment. The council will then write to you in a year's time to review your needs. If your circumstances change and you feel you need an assessment before the annual review, please contact **0117 965 2200**.

## For office use only

**Carer support worker's name**

(please use capital letters):

**Signature:**

**Assessment date:**