

Looking after someone?

How to help them look after your own needs

You are a “carer” if you look after a relative, friend or disabled child who needs support to live at home. Parents who look after a disabled child are also sometimes known as “Parent Carers”. Carers under 18 years of age are known as Young Carers.

Surrey County Council may be able to help make things easier for you, or put you in touch with another organisation that can help. We may be able to provide services to the person you care for. We may also be able to provide services for you.

To work out what services would be helpful in your situation, we need to discuss:

- the help the person you care for needs
- the help you are giving at the moment
- the services that we could provide.

The way this is done is called an “assessment.”

We have to make the best use of money available to us and we always give priority to people in greatest need. We use “eligibility criteria” to decide whether or not we can offer support. Advisory officers carry out the initial assessment. The advisory officer will discuss your situation with you to identify whether you may be eligible for services.

You, as a carer, may be involved in several ways

If you care for an adult you can have a carer’s assessment to discuss the help that you need. This can happen even if the person you care for refuses help.

If you care for a disabled child we will consider your needs as part of an assessment of the needs of your child and family.

If you are a young person or child and care for an adult you can have a carer’s assessment to discuss the help that you need. This can happen even if the person you care for refuses help.

What your assessment is for

A carer’s assessment is your opportunity to tell us about the things that could make caring easier for you.

Some things you may want to think about

- Do you get enough sleep?
- Is your health affected in other ways?
- Are you able to get out and about?
- Do you get any time for yourself?
- Are your other relationships affected?
- Do you want information about benefits?
- Are you worried you may have to give up work?
- Are your education or training opportunities being affected?
- Is the person you care for getting enough help?
- Do you need back care advice?
- How do your disabled child's needs impact on other family members?
- What would happen if you are suddenly unexpectedly unable to care?

All carers are individuals and Surrey County Council may consider any service we think will help you in your carer's role, or help you maintain your well-being.

Services that might help you

- Services that give you a break
- Emotional support from other carers or people who understand
- Help with caring tasks during the day/night
- Benefits advice
- Activities for the person you care for.

Further information

For more information phone Surrey County Council's Contact Centre's dedicated phone lines for Adult Social Care enquiries on 0300 200 1005 and for Children's Services 0300 200 1004. They also have some useful information sheets you may find helpful:

- Carers and work - gives information about juggling work and care and about training returning to work
- Carers and Hospital Discharge
- Carers and Benefits Services for parent carers.

These contacts can also provide a wide range of information for carers.

- Action for Carers (Surrey) 01483 302748
For details of local Carers Support Schemes.
- Action for Carers and Employment:
East Surrey – 01737 244220
West Surrey – 01483 565874
Provides information, support and advice to enable carers to access training with a view to gaining employment.
- Carers UK - Carers Line 0808 808 7777
- Contact a Family 0808 808 3555
Monday to Friday, 10 am – 4 pm. A free, confidential helpline for parents and carers of children with disabilities, rare disorders or any kind of special needs.
www.cafamily.org.uk

- Partnership with Parents 01737 737300
 Monday to Friday 9am – 5pm term-time 9am – 11am in school holidays
 A free, confidential information, advice and support service for parents/carers of children and young people with special educational needs.
www.pwpsurrey.org
- Surrey Young Carers Project 01737 248111
 01483 568269
 Provides a range of support and activities for children and young people who are carers.
www.surrey-youngcarers.org.uk
- Carersnet - the website for carers in Surrey. www.carersnet.org.uk
- Carers UK - national website for carers. www.carersuk.org
- Carers Direct The Carers Direct free telephone advice line 0808 802 02 02 is open seven days a week and provides a comprehensive advice service for carers wanting information and advice about benefits, how to get care and support, breaks, housing, equipment etc. It complements an online information service available on www.nhs.uk/carersdirect