



Carer's Assessments

This fact sheet can be made available in other languages or formats on request by contacting 0161 770 6666. For further information please see our detailed fact sheet - **Information for all.**

What is a carer's assessment?

If you regularly provide a substantial amount of care for your friend or relative, you have a right to ask Adult and Community Services to carry out a carer's assessment.

We know that caring is sometimes stressful and tiring, so we are able to sit down with you and work out how best we may be able to help you in your care.

As well as providing services to the person you care for, Adult and Community Services can also provide services that can help to make things easier for you too.

However, 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 we may provide.

The way this is done is called a **carer's assessment**

If you care for a disabled child your needs will be considered as part of an assessment of needs of your child and family.

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. You should also be able to contribute to the discussion of the needs of the person you care for.

What do we mean by a carer?

Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.

The person who is cared for may or may be not receiving help from Adult and Community Services. However, if they are not receiving help they should be eligible for it.

It does not matter if the person you care for lives with you or some distance away, you are still a carer

What is discussed during a carer's assessment?

Your carer's assessment is your chance to talk about your needs as a carer with Adult and Community Services. It is your opportunity to tell us about the things that could make caring easier for you.

For example

- 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?
- Is the person you care for getting enough help?

What sort of services can be provided to help you?

A range of services can be provided to help you.

These include:

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

Adult and Community Services should also be able to tell you about

- Local or national support organisations you could contact.
- Other types of help you could get.
- What the charges are for services.
- What to do if you wish to complain.

Contacting Adult and Community Services to ask for an assessment

If you are a carer and would like to have an assessment in your own right you should contact the appropriate Adult and Community Services. Offices are open each weekday from 8.40am to 5pm.

If you or the person you care for is an older person, an adult with a learning disability, physical or sensory disability, or a vulnerable adult contact:

The Adult Duty and Intervention Service
The Link Centre
140 Union Street
Oldham OL1 1DZ

Tel: 0161 770 1515
Fax: 0161 770 1519
Minicom; 0161 770 1520
Email: adis@oldham.gov.uk

The Adult Duty and Intervention Service is a new team replacing the existing duty and assessment teams in Older People, Learning Disability, Physical and Sensory Disability and Vulnerable Adult Services.

If you or the person you care for is an adult with a mental health problem contact:

Mental Health Services
Initial Assessment and Intervention Service
The Beeches
5 Waterloo Street
Oldham OL1 1SP

Tel: 0161 909 8088
Fax: 0161 909 8080

For blue badges contact:

Blue Badge Scheme
Unit J Prince of Wales Ind. Unit
Vulcan St
Oldham
OL1 4ER

Phone: 0161 770 3806
Fax: 0161 770 3808
Email: bluebadge@oldham.gov.uk

For general enquiries contact:

Adult and Community Services Directorate
Unit 10
Whitney Court
Southlink Business Park
Oldham OL4 1DB
Tel: 0161 770 6532
Fax: 0161 770 6681
Email: socs.general.enquiry@oldham.gov.uk

Please note social care services for children, young people and families are now provided by the Children, Young People and Families Directorate. If you or the person you care for is a child or young person contact:

Children's Assessment Team
Children, Young People and Families Directorate
Royton Town Hall
Rochdale Road
Royton
Oldham OL2 6QJ
Tel: 0161 770 3790/1
Fax: 0161 770 3377
Email: cat-duty@oldham.gov.uk

We value your comments and suggestions about social care

We want to provide good quality services for people in Oldham and as we are a public service, you have a say in everything we do. We want you to be completely satisfied with our services, but to ensure this we need to know what you think. What do we do best? Where could we improve things? Do you have any ideas or suggestions? Only by listening to you can we give you the service you deserve. We welcome everything you have to say.

For matters relating to adult social care

The Quality Assurance Team can be contacted by writing to:

FREEPOST OLDHAM ADULT & COMMUNITY SERVICES

Please note you do not need to put a stamp on the envelope.

You can also contact the Quality Assurance Team by
Phoning: 0161 770 8122
Faxing: 0161 770 8193
Emailing: socs.quality.assurance@oldham.gov.uk

If English is not your first or preferred language we can arrange to visit you with an interpreter.

For matters relating to children's social care

The Complaints and Representations Officer can be contacted by writing to:

Complaints & Representation Officer
Oldham Metropolitan Borough Council
PO BOX 4
Civic Centre
Level 8
West Street
Oldham

You can also contact the Complaints and Representations Officer by
Phoning: 0161 770 1129
Faxing: 0161 770 3222
Emailing: cypf.complaints@oldham.gov.uk

If English is not your first or preferred language we can arrange to visit you with an interpreter.

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