



Action for Carers CARERS' CHECKLIST

A practical guide to making sure you
are getting all the support that you're
entitled to as a carer





Using this Checklist

Do you know what your rights are as a carer? Do you know what additional support you could be entitled to in your caring role?

Whether you began caring gradually or your life changed overnight, new caring responsibilities bring new challenges and you will need support from those around you.

This checklist sets out some of the things that you need to know about your rights and support available from your community as a carer.

We hope it will help you think about your role as a carer and what additional support you can seek to improve your wellbeing.

We can support you with many of the issues listed in the Checklist. Please call us, Action for Carers, on:

0303 040 1234

or email CarerSupport@actionforcarers.org.uk

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Why is it important to see yourself as a carer?

It is important that you see yourself as a 'carer' as there are benefits for you in making this big step which include:

- Getting helpful information and advice
- Having someone to talk to about what you do and how you feel
- Having a Carer's Assessment
- Getting the help and support you need to make life more manageable
- Actually being identified or being part of a larger group i.e. 'carers' can help us draw strength in the fact that we are not alone, and we are not invisible
- Access to paid or even unpaid carer's leave though work, if you disclose to your employer that you are an unpaid carer.

You can contact us whenever you need any advice, information or support.

It is important to identify the roles that you currently take on when caring for someone in your family, a friend or a neighbour.

Remember that 'caring' is not just about what you physically do for the person you care for but it is also encouragement, emotional support and keeping them safe in all areas of their life. The next

page is for you to capture all that you do, decide if you need any support, then give us a call!



If circumstances change for you, or the person you care for, then get back to us as we are here for you at every step of your caring journey.

We are here to support you!

What you do as a carer

Think about all the things you do for the person you care for. This can be hard to do, so it might help to ask yourself this question: *“What would the person I care for find difficult to do without my support?”*

If you need support then tick the box and contact us for help.

What I do	Do I need support?	What I do <i>(continue to list activities here)</i>	Do I need support?
Managing medication	✓		

What support does Action for Carers provide?

Contact by phone for support:

Ring 0303 040 1234 or email carersupport@actionforcarers.org.uk for support from our Carer Information Advisors.

Individual support from a Carer Support Advisor:

- Support by phone, face to face or online
- Help with filling out forms/paperwork
- Guidance on practical and legal matters, as well as on benefits.
- Emotional support
- Information about local resources and organisations
- Referrals for further support

Support in hospital from a Hospital Carer Support Advisor

Our Advisors in Surrey's five main hospitals can offer advice, provide information, give emotional support, help with communications between you and the hospital, and support with the discharge process.

Wellbeing events and training workshops

Our events are both online and in person across Surrey.

Newsletters and emails

Consent to us sending you our newsletter and regular email to keep you up-to-date with the latest carer news, information and events.

Moving and Handling support

We can put you in touch with our Moving and Handling team to support you in looking after your back and use equipment safely.

Young carer support

We can refer to our service for carers under 18, Surrey Young Carers.

Armed Forces

Specialist support for any carer connected to the Armed Forces.

Use your voice

Use your experiences and knowledge to influence services and support for carers through our 'Giving Carers a Voice' consultations programme.

What you need to know about the Care Act and why it is important



Care Act
2014

The Care Act 2014 – the basics

The Care Act 2014 (which went live in 2015) brings in important change to the responsibilities local authorities have in providing care and support to both adults with needs (the person you care for) and you as the unpaid carer that supports them. For the first time in law, carers have equal rights to support as the person they care for.

Knowing about the Care Act is important to you for two reasons:

1. It helps you get the right support in place for the person you care for.
 2. It helps you, as a carer, get the right information, advice and support.
- It's all about wellbeing - and that means yours too!

Wellbeing

The Care Act looks to positively promote 'wellbeing'. Wellbeing is a broad concept, and the statutory guidance defines it as relating to the following nine areas:

- Personal dignity (including treatment of the individual with respect)
- Physical and mental health and emotional wellbeing
- Protection from abuse and neglect
- Control by the individual over day-to-day life (including over care and support provided and the way it is provided)
- Participation in work, education, training or recreation
- Social and economic wellbeing
- Domestic, family and personal relationships
- Suitability of living accommodation
- The individual's contribution to society

The Act also signifies a shift from thinking about meeting people's care and support needs by offering and fitting them into pre-existing services, to looking at their specific needs and offering more personalised support to meet them.

What does the Care Act mean for you as a carer?

It gives significant new rights for carers in England including:

- A focus on promoting carer wellbeing
- A duty on local councils to prevent, reduce and delay need for support, including the needs of carers
- A right to a Carer's Assessment based on the appearance of need
- A right for carers' **eligible needs** to be met
- A duty on local councils to provide information and advice to carers in relation to their caring role and their own needs
- A duty on NHS bodies (NHS England, clinical commissioning groups, NHS trusts and NHS foundation trusts) to co-operate with local authorities in delivering carer support.

To find out more

- ⇒ Department of Health and Social Care <https://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>
- ⇒ Carers UK <https://www.carersuk.org>
- ⇒ Carers Trust <https://carers.org>
- ⇒ Cerebra's toolkit for accessing public services <https://cerebra.org.uk/download/accessing-public-services-toolkit/>

What is a Carer's Assessment?

A Carer's Assessment is not about making a judgement on your caring!

The aim of a Carer's Assessment is an opportunity for you to share your experience of caring, identify your needs and how you can be supported to maintain your own health and wellbeing.

These might include whether you work or want to participate in education and training or spend more time with other family and friends and be able to participate in your community.

A Carer's Assessment should also try and find out whether you are 'able and willing to provide or continue to provide' the care you currently providing. This can be difficult for carers to discuss, however it is something you should at least ask yourself.



A positive process

A Carer's Assessment is not an end in itself. It should always achieve something and feel like it has been a positive experience for you. It is part of a process of thinking about what you do in your caring role, how it affects you and what sort of help and support you need to maintain your own sense of wellbeing.

A guide to help you

Action for Carers has a booklet:

'Carers Needs Assessment — A Preparation Guide for Carers' to help you prepare for an assessment. For a copy search 'Assessment' on our website, www.actionforcarers.org.uk

Or you can ask us to email or post you a copy.

Carer's Assessment Checklist

- ☐ I have contacted Action for Carers for a referral for a Carer's Assessment.
- ☐ I have spoken to the Case Manager for the person I care for or a Carer Practitioner Adviser at the Social Care team, to ask them to complete my Carer's Assessment.
- ☐ I have completed a Carer's Assessment online Carers Assessment (surreycc.gov.uk).

You will receive a copy of your Carer's Assessment to check if it reflects what you shared and to make amendments, this will address:

- what your needs are
 - how you could get the help you need
 - what needs to happen now and who will do the things that need to happen.
- ☐ I've received a copy and signed the form to say I agree with what has been written.
 - ☐ The health of the person I care for has changed and I need to have a review of my Carer's Assessment to reflect this change.
 - ☐ I've asked the Case Manager about my eligibility for carer respite as part of the care package and Carer Direct Payments for wellbeing.

Dates of my Carer Assessments

Date of Assessment	Date sent a copy to check	Date final copy received

Specialist support for you as a carer

Action for Carers has different support available for you as a carer to reflect your individual caring circumstances. This is some of our specialist support, but we offer more, so please get in touch.

☐ **I am a parent carer, caring for someone aged under 24**

Have you attended Parent Carer Support Groups?

☐ **I am a carer for an Autistic adult**

Have you attended one of the Autism workshops?

Have you attended one of the Coping with Caring workshops?



☐ **I am a carer for someone with a mental illness or mental health problem**

Have you attended one of the Coping with Caring workshops?

Would you benefit from a Space 2 B You referral?

☐ **I am a carer for someone with Dementia**

Have you had a referral to Dementia Connect/Alzheimer's UK?

Would you benefit from attending a CrISP course?

☐ **I am a carer for someone connected to the Armed Forces (serving, reservist or veteran)**

Have you attended any of our specialist events or groups?

☐ **I am a carer for someone who needs help with moving**

Have you talked to our Moving and Handling team to help you move your loved one safely?

Have you attended our online training sessions?

☐ **I am a carer for someone who is approaching the end of their life**

Do you have our booklet on caring at the end of life?

Do you need help with the NHS Continuing Health Care application?

☐ **I am a carer for someone who is elderly or experiencing fragility or has a physical health condition**

Have you had a referral to Crossroads for respite?

Register as a carer with my GP surgery

Registering with your GP is helpful so that your GP can support you.

- ☐ I've registered with my GP as a carer – Ask at your surgery for a carer registration form, look on the surgery website or ring 0303 040 1234 and we will send you one which you can fill in and drop in to your surgery.
- ☐ I've asked to be offered flexible appointments with my GP.
- ☐ I've taken up the Flu Jab offer, using my carer's voucher. Action for Carers will let you know when vouchers are available and send you one.
- ☐ I've talked to my GP about a GP Carer Respite Break Payment.
- ☐ I've shared my completed '*Emergency Care Plan*' with my GP and the GP looking after the person I care for.



Other information:

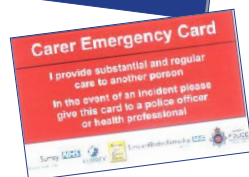
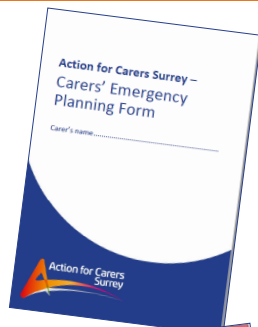
(Use this space to note down any other key information related to your GP/health)

Emergency Care

Emergency Care

It's always a good idea to be, and feel, prepared in case of an emergency, for example falling ill.

- ☐ I have completed an *Emergency Care Plan*
Contact Action for Carers to email or post a copy or you can get it on our website.
- ☐ I've attended an Action for Carers workshop to help me complete my plan.
- ☐ I've completed the Surrey County Council Red Emergency Carer leaflet and card.
- ☐ I've shared my plan with others – e.g. my GP, family, Social Care, care agency, etc.
- ☐ I've noted the contact details of the ACS Hospital Carer Advisor who can support me if my loved one is in hospital.



East Surrey	Stuart Woods	07989 402781
Epsom	Michele Moore	07736 561978
Frimley Park	Sam Caine	07989 402764 (Friday only)
RSCH	Naheeda Majid	07850 515457
	Seema Kang	07850 515458
St Peters	Sam Caine	07989 402764



Benefits and Legal issues

There's a lot to consider under benefits and legal matters. Please get in touch with us for support. We can help you check what you're entitled to and advise you how to access this help.

- ☐ I've spoken to Action for Carers about a Benefits Check to see if I and the person I care for are eligible for Disability Living Allowance (DLA), Personal Independence Payment (PIP), Attendance Allowance or Carer's Allowance.
- ☐ I've found out if I, or the person I care for, might be eligible for a Blue Badge.
- ☐ With the person I care for, I've set up a Lasting Power of Attorney for both Health and Finances.
- ☐ I've informed my employer about my caring responsibilities. And my employer has informed me about my rights at work, discussed flexible working, and emergency time off to care when I need it.
- ☐ (If required) I've contacted Action for Carers for an '*NHS Carer Identification Letter*'.



Need help or support? Please get in touch.

Call us on 0303 040 1234

or email CarerSupport@ActionforCarers.org.uk

Looking after you

Looking after myself

It's so important to look after yourself. It's important for you – but it's also important for your loved one. You can't pour from an empty cup.



☐ **Have I planned a respite break? Have I asked Action for Carers (ACS) about a respite break payment?**

ACS can apply for funding if you are not able to fund a break yourself. Please ask for guidance from an ACS Carer Support Advisor.

☐ **Have I signed up to an Action for Carers' wellbeing event?**

Check the Action for Carers regular emails and newsletters, or website for all our latest events.

☐ **Am I making time for myself? What can I do?**

It can be hard to find time, but it's so important. Be it knitting, photography, jigsaws, sudoku, watching a movie, having a cuppa with a friend – whatever makes you feel better, try and find a little time for you.

☐ **Have I booked a carer health check?**

Ring us to set up a health check – done by us, Action for Carers, in partnership with the NHS. We can do this by phone, or in person.

ACS Moving and Handling service

Could I benefit from a referral to the Action for Carers Moving and Handling service? They can help you learn how to move the person you care for safely — protecting your body (your back especially) and that of the person you care for too. They can also train you in using equipment properly. Get in touch with us for a referral.



Action for Carers Surrey

We provide information, advice and support for carers of *all* ages, right across Surrey. Our support includes benefits help, advocacy, guidance on moving and handling, workshops, events, support groups, free resources and more — giving carers a little time out and helping them feel less stressed, and more in control.

We also help carers have their say on caring matters in Surrey and nationally. We have specialist support available for young carers, young adult carers (aged 18-24) and people connected to the Armed Forces. We also provide training and support for professionals working with carers.

Find out more at www.actionforcarers.org.uk

THANK YOU to the carers who have contributed to this booklet. If there is something we should add, or if you've any comments at all, please let us know. Email CarerSupport@actionforcarers.org.uk.

Action for Carers Surrey

Call us on 0303 040 1234; email
CarerSupport@ActionforCarers.org.uk

www.actionforcarers.org.uk



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