



Hertfordshire Partnership
University NHS Foundation Trust



Preparing for your Carer Assessment



Our  values

Welcoming Kind Positive Respectful Professional



What is a carer assessment?

We want to support your needs as much as possible. For many carers, the best way we can give this support is by providing you with a Carer Assessment. This is a way of finding out what support you might need from us, not an assessment of your ability as a carer.

Basically, this is an opportunity to discuss how caring for someone affects your life and look at how you can do the things that are important to you. We will discuss with you how you can be supported to balance your caring role with your own needs, responsibilities and commitments.

It is your assessment, so you can choose when and where the assessment takes place and if you want someone there with you. You may have already discussed your situation with someone over the phone but we will try not to repeat questions you have already answered.

What will happen at my assessment?

Your assessment is an opportunity for us to have a one to one conversation with you. However, you can have someone else present if you prefer such as family, friends or the person you care for.

We will discuss:

- You and what is important to you
- Your situation and more about the person you care for
- How your caring role impacts on your life
- What you do, and what you would like to be doing, outside your caring role
- How you would like things to be different in the future

How we can help you prepare a contingency plan should you be unable to provide care, for example if you have to go into hospital at short notice. The assessment can be completed anywhere that suits you. This may be at your home, in a different place or, in some cases, over the phone.

How long will it take?

The length of your assessment really depends on your needs, what you want to discuss, and what suits you. However, most assessments take between thirty minutes and two hours.

We can arrange to split your assessment over more than one visit, if that is better for you.

If you are worried about this, we can arrange to come back at a later date.

What can I do beforehand?

Call us if you are worried or think you may have difficulty taking part in your assessment.

For example, if you have difficulty understanding or remembering information, or find it hard to tell people what you want, you should tell the person coming to meet you.

You might want to think about what you want to discuss with us, such as:

- Other assessments you have had (for example health or housing assessments)
- Other care and support the person you care for receives
- Any support that you have arranged for yourself
- Your religious or cultural preferences
- When and where you are available to have an assessment
- What you would like us to call you when we meet with you
- Any documents you would like to show us such as information from a doctor or care provider.

We have included a prompt sheet at the back of this leaflet for you to fill in. This should help you fully prepare for your assessment and help us not miss anything.

What will happen after my carer's assessment?

You will receive a copy of your completed assessment, and contingency plan if you have one, to ensure the conversation was accurately recorded and you agree with what was written. You will be asked to sign your assessment so if you aren't happy with what was written you can discuss it.

If you are eligible for ongoing support, we will suggest an amount of money to help plan this support.

Occasionally, it will not be possible for staff member who you speak with to make final decisions without talking to someone else first. If this is the case, we will explain to you what will happen next and how long it is likely to take.

What could be the outcome of my assessment?

We will:

- Give you information about services available in your community to help with your wellbeing
- Offer advice about how to prevent, or delay, things becoming more difficult in the future
- Give you a copy of your contingency plan if you have one. This will provide you with reassurance should you not be able to fulfil your caring role for any reason.

We may:

- Make referrals to other people who could help with your permission
- Suggest resources available in your local community that could help you.
- Suggest an assessment, or reassessment, of the care and support the person you care for gets. It may be that changing their care and support plan, with their agreement, could make your role as a carer easier.
- Provide a one off sum of money, called a carer's direct payment, for you to spend on something that will help you continue to care.
- Offer you ongoing support in the form of a personal budget. This could be a direct payment or a service arranged by us.

Prompt Sheet

To get the most out of your assessment it is best to prepare beforehand. Start thinking about any challenges you face, and whether there is anything you feel would help you. Try writing some notes in the following boxes and bring them with you to your assessment.

1. Other caring responsibilities in addition to the person you care for such as your child or parent

2. Doing housework and keeping your home clean

3. Preparing food, cooking and shopping

4. Time to yourself, socialising and spending time with friends and family

5. Working, volunteering and learning

6. Doing activities in your community (for example: going to the gym or swimming pool)

7. Getting out of the house and travelling into your community (for example: using public transport)

8. Other

Our Website

Information about mental health, our services and support available to you.

www.hpft.nhs.uk

Hertfordshire County Council website

Information about adult social care – apply online for meals on wheels or a Blue Badge and make a referral or care services

www.hertsdirect.org/adults

Hertfordshire Directory

Find national and local community groups, charities, services and activities

www.hertsdirect.org/directory

HertsHelp

Independent information and advice on local community services and care funding (including brokerage services)

Telephone: 0300 123 4044

Minicom: 0300 456 2364

Email: *info@hertshelp.net*

Carers in Hertfordshire

Charity offering a range of free support to carers; including advice and support to plan your caring role.

www.carersinherts.org.uk

01992 586969

Call us

It might be useful to write the contact number of the team supporting you in the box below:

If you are worried that you or someone you know is at risk of abuse or neglect

Call Hertfordshire Health and Community Services on 0300 123 4042 (24 hours a day)

If you require this information in a different language or format please contact the Patient Advice and Liaison Service
Tel: 01707 253916

W razie potrzeby powyższy tekst można otrzymać w innym formacie lub innym języku. Informacji w tej sprawie udziela:
Patient Advice & Liaison Service, Tel: 01707 253916
(Polish)

Se avete bisogno di queste informazioni in una lingua o in un formato differente, vi preghiamo di contattare:
Patient Advice & Liaison Service (Servizio relazioni e consigli per i pazienti)
Tel: 01707 253916
(Italian)

আপনি যদি এই লেখাটি অন্য কোনও ভাষায় বা অন্য কোনও প্রকারে পেতে চান তাহলে অনুগ্রহ করে নিচের নান্নারে যোগাযোগ করবেন :
পেশেন্ট অ্যাডভাইস অ্যান্ড লিয়েজন্স সার্ভিস
(রোগীদের পরামর্শ দেওয়া ও তাদের সাথে যোগাযোগ রাখার পরিষেবা)
টেলিফোন : 01707 253916
(Bengali)

اگر آپ کو یہ کسی دوسری زبان میں یا کسی دوسرے طریقہ سے درکار ہو تو براۓ مہربانی ذیل سے رابطہ کریں :
(Patient Advice & Liaison Service) ہیلتھ لائن سروس
ٹیلیفون : 01707 253916
(Urdu)

Hertfordshire Partnership University NHS Foundation Trust works toward eliminating all forms of discrimination and promoting equality of opportunity for all.

We are a smoke free Trust therefore smoking is not permitted anywhere on our premises.

www.hpft.nhs.uk

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