

## Help and support available locally

**IMPORTANT INFORMATION:** because of the effect of Covid-19 regulations, not all the help and support listed below is available at the moment. Some services have been adapted e.g. carers needs assessments over the 'phone rather than face to face, and some have been suspended temporarily e.g. provision of respite care at day centres. But it is more important than ever that carers are supported and help and support is still available but in different ways. So contact your local Community Resources Team or Carers Outreach Service, see below for contact details.

**SOCIAL SERVICES** can offer services both for the carer and for the person for whom they care. Services for a carer are decided following a Carer's Needs Assessment, and services for the person receiving care following an assessment of their needs.

**Carer's Needs Assessment** – carers have a right to an assessment regardless of how much care they provide, their financial situation or how much help they might need. Previously, a carer had to request an assessment, but now, once it is clear to the local authority that they might have needs, they must offer an assessment to the carer.

A carer's assessment looks at the carer's needs. The help available can include: a break from caring, access to training, invitations to carer events and referrals to relevant services. A carer can have an assessment even if the person for whom they care has not had their own needs assessed.

Carers Wales have an information leaflet about carers assessments which is available on their website <https://www.carersuk.org/wales/help-and-advice/factsheets-carers-wales/getting-an-assessment-in-wales#Section2>

Services offered by social services include:

- **Home Care (help in the home)** This can include help with personal care tasks like washing or dressing and assist with basic rehabilitation to develop skills and to help people live as independently as possible in

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the community. Help with some domestic tasks can sometimes be available for the carer.

- **Respite/Sitting service (short breaks)** offers you a break, with someone else looking after the person you care for. This can either take place in your own home or elsewhere. Respite can be offered through an assessment by social services, and will be part of the care plan of the person you care for.
- **Direct Payments** – if the person for whom you care or you, as a carer, are eligible for services following an assessment, the direct payments scheme can give you more independence. Instead of receiving services from the Council, you can choose to receive the money and buy services from somewhere else. This gives you more choice, control and flexibility. The money will be paid into a dedicated bank account for paying wages and related expenses. Help with paper work and employing people is available from the Rowan Organisation.
- **Telecare/Assistive Technology** - the system involves the use of sensors in the home. These sensors are able to send alerts automatically via a lifeline to a monitoring centre in an emergency. Names and appropriate responders are then contacted to assist. Sensors can indicate many problems in the house, such as an emergency, a flood from a bath or basin, a fire, extreme temperature indicating loss of heating or cooker being left on and intruders. Assistive technology simply provides peace of mind that help is at hand should the need arise.
- **Carers Emergency Card** – this is a card that carers carry with them at all times. If a carer has an accident or a sudden illness, the card alerts the emergency services that there is someone at home who can't manage without help.

**Paying for services** If the person for whom you care is assessed as needing services, he/she may be asked to contribute towards the costs depending on his/her finances. There is a maximum weekly charge of £100 (2020-21).

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**Eligibility Criteria** Gwynedd Council aims to provide services to those in the greatest need. To do this they use eligibility criteria where people's needs are assessed as critical, substantial, moderate or low. Currently services are offered to those in the critical or substantial band. Eligibility criteria are not based on income; they are based on a person's need for support.

If you are assessed as not being eligible for health or social care, you will be offered advice and information about other support from voluntary/third sector and private organisations.

Contact Social Services by phoning your local Community Resources Team (Llŷn area **01758 704099**; Caernarfon area **01286 679099**; Bangor area **01248 363240**; Eifionydd-North Meirionnydd **01766 510300**; South Meirionnydd **01341 424499**) or by phoning the Referrals Team (Children) on **01758 704455**

## **HEALTH**

Support and help for you as a carer, and for the person for whom you care, are available from local health services such as GPs, hospitals and community health.

### **GP Surgery**

Check that your GP knows that you are a carer - noting this on your records will explain why you might need to make an appointment at a particular time. If you are acutely unwell, and the problem is considered an urgent matter where alternative care arrangements cannot be made, then you have a right to a home visit.

Arrange a double appointment if you and the person for whom you care need more time with the GP. It is also a good idea to prepare for the appointment by writing down any questions you have so that you don't forget anything.

If you are not confident about providing medical care to the person for whom you care, you can ask your local surgery for extra training.

As a carer you are entitled to an annual 'flu vaccination. This should be offered to you automatically if you have registered as a carer with the surgery.

## Help and support available locally

### Pharmacists

Most pharmacists offer a number of services to support carers and the person for whom they care. They offer a repeat prescription service whereby the repeat prescription is sent to them by the surgery, meaning that the carer/patient can go straight to the pharmacy to collect the medication when it is ready. (This service needs to be set up initially through the surgery). Some pharmacists also offer a home delivery service.

All pharmacists offer an annual medication review. They also have the facilities to offer private consultations on medication at any time.

### THIRD SECTOR (VOLUNTARY SECTOR)

There are a number of organisations locally which offer support and help to carers, such as Carers Outreach Services **01248 370797** for adult carers (including parents of children under 18), Action for Children **01248 364614** for young carers. Other organisations that support people with a specific illness or disability often also support their carers.

### Sources of Information

There are a number of organisations who can provide timely and appropriate information to you, including

- Social Services
- Health Services
- Voluntary/Third Sector Organisations
- Library Services

**Social Services** - If you have contact with a social worker, remember to ask them about any information that could help you to care. There is also information available on the Social Services website,

**Health Services** - Your surgery and its staff will be a good source of information. You can ask your GP or one of the nurses. It's possible that useful leaflets and booklets will be available there.

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**Third /Voluntary Sector Organisations** - A number of third/ voluntary sector organisations provide relevant information to carers and young carers e.g. Carers Outreach Service and Action for Children. Some organisations help people with specific illnesses and they have specific information which can help carers as well e.g. Stroke Association, Alzheimer's Society, Parkinson's UK and Hafal

**Dewis Wales** - a national website with local information about wellbeing services as well as dedicated pages of useful information for people looking after family and friends. [www.dewis.wales](http://www.dewis.wales)

**Library Services** see separate leaflet