

Help and support available locally

SOCIAL SERVICES can offer services both for the unpaid carer and for the person for whom they care. Services for an unpaid 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 – unpaid 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, an unpaid 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 unpaid carer.

A carer's assessment looks at the unpaid carer's needs. The help available can include: a break from caring, access to training, invitations to carer events and referrals to relevant services. An unpaid carer can have an assessment even if the person for whom they care has not had their own needs assessed. Cyngor Gwynedd has an information booklet about carers assessments which is available on their website

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 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

Help and support available locally

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 .

- **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 (2023-24).

Eligibility Criteria – eligibility criteria are not based on income, they are based on the type of support needed.

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 an unpaid 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 an unpaid carer - noting this on your records will explain why you might need to make an appointment at a particular time.

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.

It's now possible to arrange appointments online through using the website My Health Online. The appointment is confirmed online so there is no need at all to phone the surgery. It's also possible to cancel appointments online and to submit a request for a repeat prescription. All that is needed to be done to use this service is to register your details with your surgery (you will need to provide proof of identity) **NB** This service is not available in every surgery in Gwynedd, so you will need to ask your local surgery beforehand whether or not they offer an online appointments system.

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

Pharmacists

Most pharmacists offer a number of services to support unpaid 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 set up initially through the surgery). Some pharmacists also offer a home delivery service.

Help and support available locally

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 unpaid 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

www.gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Health-and-social-care.aspx

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.

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

Help and support available locally

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

Library Services see separate leaflet