

How to contact us

Phone one of our central contact numbers:

For older and disabled people's services in Ross, Ledbury and Bromyard contact
01432 383251

For older and disabled people's services in Leominster and the Golden Valley contact
01432 260660

For older and disabled people's services in Hereford city contact **01432 261627**

For mental health services contact **01432 361600**

For learning disability services contact **01432 373200**

If you want help from our children and families service:

Telephone the duty social worker for children & families on **01432 261628**

If you are interested in becoming a foster carer or an adoptive parent contact our resources team on **01432 262835**

In an emergency:

For emergencies outside normal office hours, you should telephone the emergency duty teams on:

Adult social care -
Tel: **0330 1239309**

Children's social care -
Tel: **01905 768020**

Other sources of information:

Herefordshire Carers Support (HCS)

HCS is a local charity which is part funded by Herefordshire Council to provide free information and support to all Carers in Herefordshire
01432 356068

Carers U.K.

National charity provides information and advice
020 7490 8818

www.carersonline.org.uk

The Princess Royal Trust for Carers

National charity providing information **02074807788**
www.carers.org

Herefordshire Council website

Provides information www.herefordshire.gov.uk *click social care, then information for Carers*

If you would like help to understand this document, or would like it in another format or language, please call 01432 260500 or e-mail info@herefordshire.gov.uk

Who is a carer?



Who is a carer?

You. If you provide care/support/help to someone who has a disability, illness or is elderly and frail and they cannot cope without your help, then you are a carer.

You need not be living with the person you support, but you cannot be either a paid carer or a volunteer.

What is a Carer's Assessment?



Social care can support you and help you maintain your own health and wellbeing. As a carer you have a legal right to an assessment of your own needs. The assessment is not a test about your ability to care. It helps identify your needs and identify ways of making life easier for you. At the end of the assessment a support plan will be drawn up with you which will identify what

services are available and what can be provided. You will be given a copy of that plan.

You are eligible for an assessment if the care you provide is emotional support, practical help or can be a combination. The support has to be substantial and regular and essential for the safety and well being of another individual.

Carer's Services

These are as varied as the people requiring them. It can be a sitting service to allow you time to follow individual pursuits, or just to have time away from your caring role. It can be a piece of equipment or practical help to help you in your caring role. A break can be a few hours, a day, a few days or even a few weeks. It can be flexible over a long period of time or it can be for specific periods of time. Your social worker or care worker will be able to explain this in more detail.

A carer's service cannot provide personal care, this would need to be arranged through an individual's own care plan.

Before you have your assessment...



You may see caring as part of your everyday life, and therefore find it hard to think about the way it impacts on your life. Before your assessment it might be a good idea to spend some time to think about this, possibly talk to others or make notes ready for the discussion. You might also like to have someone else present with you at the assessment.

Think about how much time is given to your caring role, which parts are particularly difficult for you. When did you last have time for yourself? Are you at risk for example from lifting someone? Do you get a good nights sleep? Are you feeling stressed? Are you finding it difficult maintaining your home, and looking after others? Do you want stay in work/college or undertake some training?

Support

What help do you get at the moment? What help would you like or need to maintain a quality of life?

Charges

There is currently no charge for non residential carer's services, if however a respite residential break is identified to meet the assessed need then this would be subject to a financial assessment under the fairer charging policy for the cared for individual.

How do you get a Carer's Assessment

Contact your local social care office - see the telephone numbers shown on back page.

Talk to your doctor, health visitor, district nurse or CPN any of them can make a referral on your behalf if you would like them to.

If the person you care for is in hospital, speak to a nurse and ask to be put in touch with the hospital social workers.