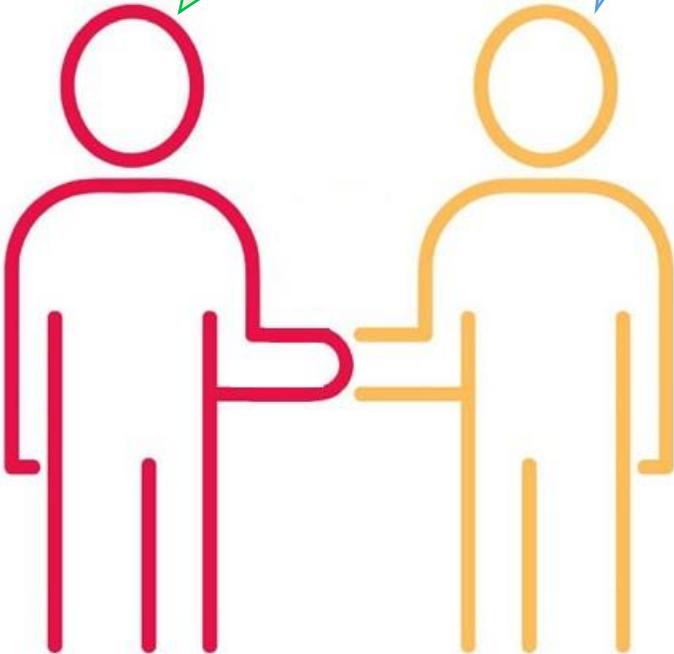


# CARERS NEEDS ASSESSMENT

Help to get the best out of your assessment



What is a Carers  
Needs  
Assessment?

It's a conversation with a  
professional about your  
needs as a carer.

It's about how caring  
affects your life,

and together,  
working out  
how you can be  
supported.

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## Brief context

Turn to page 10 to read more about the legal context.

The Welsh Government recognises the important contribution of unpaid carers within society. The Social Services and Wellbeing (Wales) Act, which came into force in 2016, gave equal status to unpaid carers and the people they care for.

The local authority must assess carers needs if it appears they need support. Carers can appeal if they are not happy with the outcome of the assessment.

The Welsh Government's Strategy for Unpaid Carers (2021) sets out four main priorities for the what they want to do to improve the recognition and support for unpaid carers.

## WHAT ARE YOUR PRIORITIES?

We at Gwynedd social services hope that this booklet will help you understand what a Carers Needs Assessment is and help you prepare by thinking about your own priorities. What matters to you, is important to us.

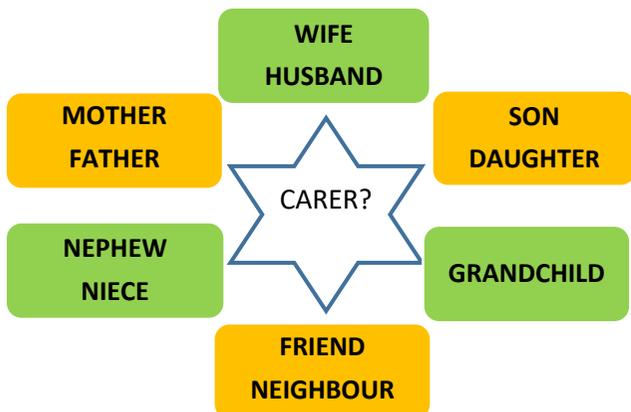
We want to help you get the best possible outcome from the assessment. There are some blank spaces for you to use to note down your thoughts if you want.

To request an assessment, please contact one of our teams. Contact details are listed on page 14.

## WHO IS A CARER?

The law states that a carer is –

'someone who provides or intends to provide unpaid care to an adult as a result of physical or mental illness, age, disability, substance dependence or caring for a disabled child'.



Many people don't recognise themselves as carers because they view caring as part of their role, devotion to family or their social responsibility.

Some carers may receive Carers Allowance but this does not mean that they are paid to care.

The Welsh Government suggest using the term '**Unpaid Carer**' to help distinguish from those who are employed to care such as nurses and home care workers.

The type of care you provide can be wide and varied. From emotional support, shopping, collecting prescriptions, to helping with personal care.

In Wales, unpaid carers are entitled to have an assessment of their needs if it appears that they need support now or in the future.

## CARERS NEEDS ASSESSMENT EXPLAINED

An assessment is simply a conversation with a social care worker which takes place to find out what your needs are and how you can be supported as somebody who looks after someone else.

Some people find the idea of an assessment daunting as they feel they are somehow being tested or judged on their ability to look after the person they support. This is not the case. It is simply time for you to talk about how caring impacts on your life so that together, we work out the way forward and how best to support you.

We look at your current circumstances and things that you may want to do but find difficult because of your caring responsibilities. This may be spending time with other family members, taking part in outdoor activities, hobbies, or time to relax. We call these your 'personal outcomes'.

We then look at your strengths, things that prevent you from achieving your outcomes and any potential problems. This is how we identify your support needs and explore ways of accessing support if needed.

The assessment can be undertaken separately or jointly with the person that you look after. Consent would be needed for this.

## THINKING ABOUT THE ASSESSMENT

Some things that you may wish to consider before the assessment. Speak to the social care worker if you have any questions.

## OUR PROMISE TO YOU

We will listen to you, be courteous & treat you as an equal partner with respect & dignity.

## SUPPORT & ADVOCACY

You have the right to have support during the assessment if you need or want this. It could be a friend, family member or someone from your support network. They can help ensure that you fully understand what is happening and that your voice is heard.

In some circumstances, it may be that a professional advocate is needed. This decision will be made in partnership with you.

### REMEMBER

Even if the person you care for has refused an assessment or support, you can still have an assessment of your needs as a carer. You can ask for this at a time/place that is convenient for you. In your own home, the home of the person you care for or somewhere else if this is better for you.

Many unpaid carers find the process helpful.

*"... (the Social Worker) takes a properly collaborative approach to supporting us... and supported me to complete my own carers assessment, ensuring my needs were fully identified"* (quote from Measuring the Mountain: MtM.Wales).

## **PREPARING FOR THE ASSESSMENT**

The assessment will explore these topics.

Take time to think about them and how/if they are relevant for you.

**HOW BEING A CARER AFFECTS  
YOUR LIFE & WELLBEING**

**YOUR PHYSICAL AND MENTAL  
HEALTH**

**YOUR FEELINGS & CHOICES  
ABOUT YOUR CARING ROLE**

**YOUR WORK, STUDIES, TRAINING  
& LEISURE**

**YOUR RELATIONSHIPS, SOCIAL  
ACTIVITIES & YOUR PERSONAL  
OUTCOMES**

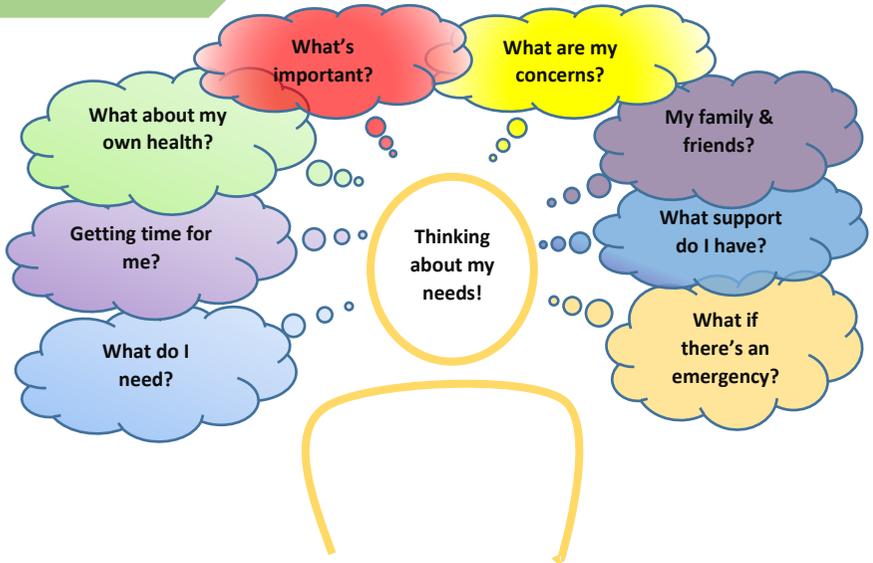
**ANY FINANCIAL & HOUSING  
CONCERNS**

**MAINTAINING YOUR OWN  
IDENTITY**

**TIME FOR YOU**

**PLANNING FOR ANY EMERGENCY**

## THINK ABOUT YOUR NEEDS



Carers we spoke to suggested that it may be helpful to consider these things when thinking about your own situation. What matters to you and what support you may have or need?

Your situation is unique and there are no right or wrong answers. Think about what is going well and any areas where you may need support.

Make notes if it helps.

## MEETING YOUR NEEDS

This is about if or how your identified needs are met.

Following the assessment, you and the social care worker will review your identified needs and make decisions about the way forward together.

Remember that your needs can change and that you can ask for a review at any time.

## CAN YOU MEET THE NEED ALONE?

You may be able to meet some of your needs by yourself whilst you may need support with meeting other needs.

## WITH OTHERS WHO ARE WILLING TO HELP?

You may be able to get support from family, friends, neighbours, or others who are willing to help you.

## BY USING AVAILABLE SERVICES IN THE COMMUNITY?

You may be able to get support from local community groups or activities that you can access. There are support groups organised by a range of organisations such as Carers Outreach, Carers Trust and others that are available to unpaid carers.

## WHAT NEXT?

The social care worker can discuss this further with you if needed.

## POSSIBLE ASSESSMENT OUTCOMES

It may be that providing you with **Information and Advice** is sufficient at this time.

This includes advice on how to access care and support including local care providers you could access.

Also, advising you how to get financial advice and how to access preventative services such as Carers Outreach who offer a range of services to support unpaid carers.

Your needs may be **eligible for a support plan** (see page 14 for the eligibility criteria). Having agreed your support needs, a support plan will specify what the eligible needs are including how, when & by whom these are to be met.

Some examples of the type of support that may be available are: provision of assistive technology such as Telecare, social work support, occupational therapy, aids and adaptations to your home, support to have a short break and support for the person that you care for.

It may be that the need is already being met, or can be met in other ways and that you are content with this arrangement.

It is important to consider that not every assessment leads to provision of services from the local authority. Often information, advice and support is sufficient.

## WHAT NEXT?

You have the right to receive a copy of the assessment and support plan. You can request a review if your needs change.

If your assessment indicates that you are eligible for services from the local authority, the social care worker will discuss the options with you. This includes any possible financial obligations.

### **Charging policy**

There may be a charge for some services and Gwynedd Council adhere to the Welsh Government's guidance when deciding if individuals need to contribute to the cost of services provided. The social care worker will explain this to you.

### **Direct Payments**

If you are eligible, you will be offered direct payments as an option. This is when the local authority pays you an agreed amount into your bank account so that you decide who supports you and arrange when they support you. This gives you choice, control, and flexibility as you manage how and when the care or service is provided.

You can discuss this further with the social care worker. There is help and support available if you choose this option.

## LEGAL BACKGROUND

The social care worker will discuss this further with you if needed.

If you would like to read more about the legal background, please see the section on getting more information in this booklet.

## SOCIAL SERVICES & WELLBEING (WALES) ACT 2014

The SSWB (Wales) Act is based on 4 key principles.

Voice and Control; Prevention and Early Intervention; Wellbeing and Co-production. For more information on this follow the link in the further information section of this booklet.

The Act defines a carer as “someone who provides or intends to provide unpaid care to an adult or disabled child”.

### **YOUR RIGHTS**

You have the right to a Carers Needs Assessment and to receive a copy of the assessment.

If the local authority is of the opinion that you need support (or are likely to in the future), they must assess if you need support.

## ELIGIBILITY CRITERIA

Following assessment, the local authority must determine if you have eligible needs for care and support. Your identified needs will be considered against the eligibility criteria set out in the SSWB (Wales) Act regulations. These are outlined on the next page.

## ELIGIBILITY CRITERIA

**If the need arises as a result of providing care for an adult or child;**

**The need relates to any of the following outcomes:**

- 1 Ability to carry out self-care or domestic routines;
  - 2 Ability to communicate;
  - 3 Protection from abuse or neglect;
  - 4 To participate in work, education, learning or leisure activities;
  - 5 Maintenance or development of family or other significant personal relationships;
- And/or**
- 6 Development and maintenance of social relationships and involvement in the community.
  - 7 Fulfilment of caring responsibilities for a child.

**The carer cannot meet the need:**

- 1 By themselves;
  - 2 With the support of others that are willing to help; or
  - 3 With the assistance of services in the community that carers can access;
- And**

**The carer is unlikely to achieve one or more of their personal outcomes.**

**A carer who is able to meet the need, alone or with the assistance of others is to be regarded as unable to meet the need if doing so:**

- 1 Causes significant pain, anxiety or distress to that person;
- 2 Endangers or is likely to endanger the health and safety of that person or another person; or
- 3 Takes that person significantly longer than would normally be expected.

## WHERE TO GET MORE INFORMATION

This section contains contact details for general information. Your social worker will be able to give you information relevant to your caring situation.

**LOOKING AFTER SOMEONE?** Information about services and support for unpaid carers in Gwynedd.

<https://www.gwynedd.llyw.cymru/en/Residents/Documents-Residents/Health-and-social-care-documents/Carers/The-Looking-After-Someone-Booklet.pdf>

**LOOKING AFTER MYSELF:** Gwynedd local well-being services booklet

<https://www.gwynedd.llyw.cymru/en/Residents/Documents-Residents/Health-and-social-care-documents/Looking-after-myself-2021.pdf>

These booklets are free in libraries and on the council's website.

[www.gwynedd.llyw.cymru](http://www.gwynedd.llyw.cymru)

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**CARERS OUTREACH SERVICE 01248 370797**

<https://carersoutreach.org.uk/>

Provide a range of support services and produce a regular newsletter for carers.

**CARERS TRUST 02920 090087** [www.carers.org/wales](http://www.carers.org/wales)

**CARERS WALES 02920811370** [www.carersuk.org/wales](http://www.carersuk.org/wales)

Produce a range of information sheets for carers. They also have a helpline available 0808 808 7777 Monday to Friday, 9am – 6pm

**DEWIS WALES** <https://www.dewis.wales/>

A national website with local information about wellbeing services as well as dedicated pages of useful information for carers.

## WHERE TO GET MORE INFORMATION

### **WELSH GOVERNMENT**

#### **ACCESSING CARE AND SUPPORT SERVICES (ADULT SOCIAL CARE)**

<https://research.senedd.wales/media/mlyhmeit/access-to-care-services-english.pdf>

A well written guide. It has a list of sources of help and support as well further information.

#### **SOCIAL SERVICES AND WELL-BEING (WALES) ACT 2014**

<https://gov.wales/sites/default/files/publications/2019-05/social-services-and-well-being-wales-act-2014-the-essentials.pdf>

#### **WELSH GOVERNMENT: STRATEGY FOR UNPAID CARERS 2021**

<https://gov.wales/sites/default/files/publications/2021-03/unpaid-carers-strategy.pdf>

#### **UNDERSTAND YOUR RIGHTS AS A CARER**

<https://gov.wales/sites/default/files/publications/2019-12/understanding-your-rights-as-a-carer.pdf>

# HOW TO CONTACT US



## ADULTS TEAMS (see map)

**Bangor – 01248 363 240**

[oedolionbangor@gwynedd.llyw.cymru](mailto:oedolionbangor@gwynedd.llyw.cymru)

**Caernarfon – 01286 679 099**

[oedolioncaernarfon@gwynedd.llyw.cymru](mailto:oedolioncaernarfon@gwynedd.llyw.cymru)

**Llŷn - 01758 704 099**

[oedolionllyn@gwynedd.llyw.cymru](mailto:oedolionllyn@gwynedd.llyw.cymru)

**Eifionydd and North Meirionnydd - 01766 510 300**

[OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru](mailto:OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru)

**South Meirionnydd – 01341 424 572**

[oedoliondemeirionnydd@gwynedd.llyw.cymru](mailto:oedoliondemeirionnydd@gwynedd.llyw.cymru)

## MENTAL HEALTH TEAMS

**Arfon – 01248 363470**

**South Gwynedd – 03000 852407**

## DERWEN – Integrated team for disabled children

Derwen  
Bron Hendre  
Ffordd Y De  
Caernarfon  
Gwynedd  
LL55 2HP

**Tel: 01286 674686**

[Derwen@gwynedd.llyw.cymru](mailto:Derwen@gwynedd.llyw.cymru)

## LEARNING DISABILITIES TEAMS

**Arfon – 01286682751**

[TimAnabledDysguArfon@gwynedd.llyw.cymru](mailto:TimAnabledDysguArfon@gwynedd.llyw.cymru)

**South Gwynedd - 01341 424424**

[TimAnabledDysguDeGwynedd@gwynedd.llyw.cymru](mailto:TimAnabledDysguDeGwynedd@gwynedd.llyw.cymru)

## FAMILY SUPPORT SERVICES

**Tel: 01758 704455**

[cyfeiriadauplant@gwynedd.llyw.cymru](mailto:cyfeiriadauplant@gwynedd.llyw.cymru)

**[www.gwynedd.llyw.cymru](http://www.gwynedd.llyw.cymru)**