

# How Do I Get Help?

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If you are caring for an adult at home, you may want help and support in providing that care. This could come directly from your local Council, Social Care, the NHS, third sector (voluntary) or private organisations.

## Carers Support

Carers Trust Crossroads West Wales offers a range of carer support services that are available for unpaid carers of all ages. Contact us for further information on the support services we have available in your area.

Tel: 0300 0200 002

Email - Llanelli Office: [info@ctcww.org.uk](mailto:info@ctcww.org.uk)

Email - Pembrokeshire Office: [carerssupportpembs@ctcww.org.uk](mailto:carerssupportpembs@ctcww.org.uk)

Website: [www.ctcww.org.uk](http://www.ctcww.org.uk)

## Help from Social Care

Adults with all kinds of disabilities and of all ages may be eligible for support in the home. Social Care can offer a range of support for disabled people and carers. To determine what help is needed they will first need to carry out formal assessments of need. Discussion about what support is needed must involve you, the carer.

## Community Care Assessment

If the person you care for feels they need help and support to remain at home, they can ask social care for an assessment of their needs. The assessment must also look at the role of the carer and the help they provide. These assessments can be conducted as a joint assessment providing the cared for and the carer agree. Should either party disagree to joint assessment then separate assessments will be conducted. After assessments have been carried out, care and support plans can be drawn up.

## What Are Care and Support Plans?

Care plans identify what services are needed and what will be provided and by whom. This must be reviewed from time to time as needs may change. The plan should be based on agreements reached between the person for whom you care, you the carer, and the social worker or assessor/care manager. You are entitled to a copy of the care plan.

## What kind of services are available?

- ✓ Domiciliary (Home) Care – personal care to help people most in need to stay in their own homes
- ✓ Residential Care- where the cared for person moves into a care home
- ✓ Assisted independent living- similar to residential care but with greater choice and independence
- ✓ Day-care- when the cared for person attends a centre providing socialisation and therapies
- ✓ Replacement Care or Short Breaks – carers benefit from breaks away from their caring role to enable them to have a life alongside caring and sustain their role
- ✓ Aids and equipment – to help with maintaining independence
- ✓ Adaptations to the home – such as handrails, ramps or even major adaptations
- ✓ Alarm systems – emergency call systems linked to 24-hour response services
- ✓ Telecare – use of technology to monitor and maintain the safety of vulnerable people at home, for example, through employing sensors and alarms
- ✓ Citizen centred support – This is when the service user or carer can self-determine how they want to achieve their outcomes and can receive "Direct Payments" to achieve them (Direct Payments are when social services make payments to service users and carers instead of commissioning services to meet identified need- see separate factsheet)

## Carer's Assessment

If you are providing or intend to provide care and support for a relative, friend or a disabled child, you can ask for a Carer's Assessment – even if the person you care for has refused a community care assessment or the offer of services. Carers Trust Crossroads West Wales may be able to help you to apply for your Carer's Assessment.

**A Carers Assessment factsheet is available for further information on what to expect.**

## Direct Payments

Once Social Care have carried out an assessment and decided which services you and the person you care for need, you can then choose either to have Social Care provide that help for you, or to receive a Direct Payment instead. If you choose Direct Payments, you or the person you care for will get money from social care so that you can buy in the help you need.

**A Direct Payments factsheet is also available for further information.**

Direct Payments can offer more control and flexibility to arrange the support you need, but can involve a lot of paperwork, as you may become someone's employer.

### What if we do not want an assessment?

If you and the person you care for do not wish to be assessed or be involved with social care, services can be purchased direct from independent organisations. Contact the Care Inspectorate for Wales (CIW) for a list of Social Services registered agencies.

### What if the person I'm caring for does not want help?

There are a number of support services available from Third Sector (voluntary) organisations, ranging from large well-known groups like the Alzheimer's Society to small, local groups who can provide a range of services and information. Carers who provide or intend to provide care and support are entitled to an assessment of their need even if the person they care for has refused an assessment of their need or doesn't meet eligibility criteria.

### Help with Medical and Nursing Care

You may need extra help because the person you care for has medical problems. For more information about the following services ask your GP.

- Your District Nurse might be able to provide practical nursing care for the person you look after e.g. help with injections, care of pressure sores or going to the toilet.
- Health Visitors are an invaluable source of advice and information.
- Community Psychiatric Nurses give specialist advice on caring for someone with a mental illness.
- Occupational Therapists can advise you on equipment and adaptations to your home.
- Speech & Language Therapists can work with the person you care for to help them communicate effectively.
- Dieticians will advise you on special diets to ensure that the person you care for gets all the nutrition they need. They will also provide hints such as giving frequent small meals to people having difficulty eating or swallowing.
- Community Dentists may visit the person you care for at home.

### For further information

#### Carers Trust Crossroads West Wales

Crossroads provide practical support by providing replacement care to enable carers to have time to themselves.

Tel: 0300 0200 002

Email: [crossroadscareteam@ctcww.org.uk](mailto:crossroadscareteam@ctcww.org.uk)

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### **Dewis Cymru**

A directory of services where you can find out about services and opportunities available both locally and nationally.

<https://www.dewis.wales/>

### **Local Authority Social Care Services**

Local authority's social care services available 24 hours a day, 7 days a week, and 365 days a year. Emergency service after 5pm and up to 9am weekdays, Saturdays, Sundays and Bank Holidays.

### **Carmarthenshire - Delta Wellbeing (previously called Careline)**

Tel: 0300 333 2222

Website: <http://www.deltawellbeing.org.uk/>

### **Pembrokeshire - Pembrokeshire County Council**

Tel: Office Hours - 01437 764551 / Out of Hours 0300 333 2222

Email: [enquiries@pembrokeshire.gov.uk](mailto:enquiries@pembrokeshire.gov.uk)

### **Ceredigion - Porth Gofal Ceredigion County Council**

Tel: 01554 574000

Email: [contactsocservs@ceredigion.gov.uk](mailto:contactsocservs@ceredigion.gov.uk)

### **NHS Direct Wales**

A health advice and information service available 24-hours a day.

If you have a medical emergency, a critical or life-threatening problem call 999.

Tel: 0845 46 47

Website: [www.nhsdirect.wales.nhs](http://www.nhsdirect.wales.nhs)

### **Care Inspectorate Wales (CIW)**

General enquiries

0300 7900 126

[ciw@gov.wales](mailto:ciw@gov.wales)

[www.careinspectorate.wales](http://www.careinspectorate.wales)

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## Contact details

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