

Assessments

Your guide to getting help



This factsheet applies to Northern Ireland only.

Many carers find it easier to continue in their caring role if they can get some help.

Local Health and Social Care Trusts can provide help and support for people who need care, and their carers. The way they make a decision about the help and support that they can provide is by carrying out an assessment.

This factsheet applies to people living in Northern Ireland.

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What assessments are available?

Many carers find it easier to continue in their caring role if they can get some help. Local Health and Social Care Trusts can provide help and support for disabled people and their carers. The way they make a decision about the help and support that they can provide is by carrying out an assessment.

Some people decide to buy in their own help without going through an assessment from the local trust. If you want to do this, trusts usually have a list of local care agencies or you can contact the Regulation and Quality Improvement Authority (RQIA), Northern Ireland's independent health and social care regulator.

There are different assessments for carers, disabled people and for parents of disabled children. This factsheet explains how these assessments can support you in your caring role.

For carers

A carer's assessment is a way of identifying your needs as a carer. It looks at your role as a carer: how being a carer affects you, how much caring you can realistically do (while still allowing you to be involved in other activities outside of caring), and any help you may need.

Carers have the right to an assessment of their needs whether or not the person they are caring for receives help from social services.

The Carers and Direct Payments Act (2002) also gives Health and Social Care Trusts greater freedom to help support carers by providing services directly to them. Social services can provide a break from caring and other services. They can help you make contact with other carers or help you to find other ways of maintaining your health and wellbeing so you can continue to care for the person you are looking after.

They can give you direct payments so that you can arrange the service for yourself.

The Carers and Direct Payments Act places an obligation on Health and Social Care Trusts to inform carers about their right to an assessment.

Guidance on the Carers and Direct Payments Act emphasises that child carers should be treated as children first and carers second.

- Young carers under 16 will be assessed under Children (NI) Order 1995 using a process called UNOCINI – Understanding the Needs of Children in Northern Ireland.
- 16 or 17 year olds may be also assessed under the Children (NI) Order 1995. They may alternatively, at their request, be assessed under the Carers and Direct Payments Act (2002) although guidance suggests this will only ‘rarely’ be in the young carers’ best interests.

For disabled adults and older people

Community care assessments are for adults who feel they need help because of a disability, ill health or old age. A community care assessment looks at the help the person needs to be able to live independently. While the focus of a community care assessment is the disabled person, in most cases the role and views of the disabled person’s carer should also be taken into account during the assessment.

For disabled children and their parents

A Children (NI) Order or UNOCINI assessment looks at the needs of disabled children and their families as a whole and can also provide services for young carers. The assessment should consider all the help that the disabled child needs, the needs of any other children in the family and the help that you may need to care for the disabled child.

There is specific guidance for Trust staff on how to carry out a carer’s assessment using UNOCINI. If you feel that a UNOCINI assessment has not addressed the help that you need as a carer you can still ask for a separate carer’s assessment.

Important information to cover during an assessment

If a disabled person needs help, and all of the help they need is being provided by a carer who is happy to continue providing this help, then the local trust can decide that the care needs of the disabled person are being met. In this situation, the local trust would not need to provide any additional help.

It is therefore very important that you tell the local trust, at both your carer's assessment and at the community care assessment of the person you are looking after, about any difficulties that you have with your caring role. It is important to be clear about the support needs of the disabled person that you can meet and those that you cannot. It is also important to be clear about any support you need in order to meet the needs of the disabled person.

How will help be provided?

Following an assessment, if the local trust decides that you are eligible for help, they can:

- provide you with services themselves
- provide you with services through another organisation
- provide you with money so that you can arrange and pay for your own services

Different trusts use different names for the money they pay to you so that you can arrange your own services or support. Most trusts call these payments either 'direct payments' or 'personal budgets'. In this factsheet we will call these payments direct payments.

The trust can provide you with services or direct payments or a combination of both services and direct payments. A carer can be awarded direct payments in their own right, although carers often also help the person they are looking after manage their own direct payments.

Any direct payments you are given have to be used to pay for the services the local trust has agreed to fund. You will need to account for how the direct payments have been spent. Trusts can also provide help with managing direct payments if you or the person you are looking after need this. Some voluntary organisations also offer a payroll service.

You could consider using the complaints system or taking legal advice if you are not happy about the way in which help is going to be provided or if you think the money you are offered is not enough.

The sort of help available

Following a **carer's assessment**, carers have received their own direct payments that have allowed them to access:

- driving lessons
- help with taxi fares
- help with housework and gardening
- a mobile phone
- a short holiday for the carer to enable them to have time to themselves
- a computer for a carer who could not access computer services from a local library because he felt unable to leave the person he was looking after
- repairs and insurance costs for a car, where transport was crucial to the caring role
- gym membership
- massages
- leisure classes to relieve stress

You are the best person to decide what help you need. You need to identify what support would make a difference to you personally. You should not be expected to choose from a 'shopping list' of options if these options will not help you in your caring role.

Following a **community care assessment**, disabled people have been able to access:

- changes to their home to make it more suitable for them
- equipment
- holiday play schemes for disabled children
- care workers to help provide personal care at home
- short or long term stays in residential care
- meals delivered to their home
- laundry services
- assistance with travel
- respite care

These are just examples of the sort of support that may be available following an assessment. Think about the sort of things that might help you and the person you are looking after and discuss them at your assessments.

Remember that an assessment is not a test – it is an opportunity to discuss your caring role with someone outside the family and to see what support might be available.

Arranging an assessment

Carers' assessments, community care assessments and UNOCINI assessments are all the responsibility of the social services department of the disabled person's local trust.

The best way to request a carer's assessment is to write to or email the social services department responsible for the disabled person (see the example letter below). Even if you do not live in the same local trust area as the disabled person, it is the disabled person's local trust who will be responsible for carrying out your carer's assessment.

You can also request a carer's assessment by phone, but it is a good idea to follow up this request in writing.

If you are looking after an adult, much of the help that you get as a carer will be provided as help for the disabled adult following a community care assessment. It is therefore always a good idea to ask for a community care assessment as well as a carer's assessment.

To get a community care or UNOCINI assessment if you are looking after a disabled child, contact the social services department of the local trust of the disabled adult or child.

To get a UNOCINI assessment if you are a young carer under 16, contact the trust where you live.

Carers' assessments

Who can have a carer's assessment?

The law says that anyone over 16 years of age who provides or intends to provide a substantial amount of care on a regular basis can have a carer's assessment. No definition of 'substantial' is given, so if you feel you devote a lot of time to caring for someone and you do this regularly, you can have a carer's assessment.

Even if you do not provide a lot of hours of care, you can still have an assessment if your caring role has a big impact on your life. The assessment is not linked to Carer's Allowance.

Young carers between 16 and 18 years old can also have a carer's assessment. A child younger than this will have their needs assessed through UNOCINI. The Carers and Direct Payments Act guidance states that 'Children should be supported to avoid them assuming responsibility for levels of caring that could impact on their health and well-being, education and development'.

You don't necessarily have to live with the person you are looking after or be caring full time to have a carer's assessment. You may be juggling work and care and this is having a big impact on your life. It is up to you when you ask for a carer's assessment. You can ask for the assessment before you take up caring or at any point when you are already caring for someone.

If you share caring responsibilities with another person, or more than one person, you can each have a carer's assessment so long as you are each providing a substantial amount of care on a regular basis.

You can have a carer's assessment to look at the help that you need even if the disabled person does not want to have a community care assessment to look at the help that they need.

Who will carry out the carer's assessment?

The carer's assessment will be carried out by a social worker or another professional nominated by social services. It could be a district nurse community, psychiatric nurse or someone else who is qualified. Your social services department should explain who will carry out the assessment.

The assessment will normally be carried out at a face to face meeting.

Where will the assessment take place?

The assessment should be carried out in a convenient and private place. For example, this could be at a social services' office or at your home. Assessments can be done over the phone if this is the best way for you, for example if it fits in with your routine or offers more privacy. The social worker carrying out the assessment should discuss this with you beforehand.

Who will be there?

The carer's assessment can be carried out with or without the person you are looking after being present. It is up to you. You can also have a family member, a friend or a professional person such as a Carers

Support Worker with you if you wish. Having someone with you should be discussed when the assessment meeting is being arranged.

What kind of questions will I be asked at the carer's assessment?

Your carer's assessment should cover the following areas: your caring role; your health; your feelings and choices about caring; work, study, leisure and housing.

Even if you are not asked questions about these issues, you can raise them in the assessment meeting. By answering the following questions, you should get a much clearer idea of your needs and you can then discuss with your social worker the services that might be most helpful to you to meet these needs.

Time

- How many hours a week do you provide care? Include all the time you spend with the person you care for, the things you do for them and how long they take you.
- Do you help the person you are looking after with:
 - housework?
 - shopping?
 - bathing?
 - going to the toilet?
 - cooking?
 - other personal care?
 - keeping an eye on them?
 - dealing with money, eg collecting pension?
 - laundry?
- Do you have to help during the day or night, or both?
- Does anyone else help? If so, for how long?
- Would you like some help (or extra help) with these jobs? List the tasks you would like help with (putting the most important first).
- Are you able to spend enough time on other family responsibilities, eg being with your children?

Health

- Does the person you care for have any health problems you find hard to deal with? Describe them as fully as you can.
- Do you have any health problems? If so, are they made worse by your caring role? Describe them as fully as you can.

- Are you getting enough sleep?
- Do you feel you are suffering from stress or depression?
- Is caring having a negative impact on your health?
- Feelings and choices about your caring role
- Do you feel that you do not have a choice about providing care?
- If you feel that you cannot carry on at all, or can only carry on if you reduce the amount of caring you do, tell the social worker. It is not unusual to feel this way and it is important they know how you really feel.
- What would you most like to change about your situation?

Work/study/leisure

- Do you work? If so, for how many hours a week?
- Does your employer know that you are a carer – do you know your rights, e.g. to time off in an emergency?
- Do you feel you can manage to work and provide care? If you cannot manage or are at risk of not managing - do explain this.
- What would make working/caring easier for you?
- Would you like to start work/study?
- Are there things that you find enjoyable and relaxing that you cannot do any more because of your caring responsibilities? (e.g. a hobby, visiting friends, going to the cinema).
- When was the last time you had a whole day to yourself to do as you pleased?

Housing

- Do you live with the person you care for? Is the arrangement satisfactory? If not, why not?
- Does the person you care for have any difficulties moving around their home? (e.g. can they climb the stairs, or have a bath on their own?)
- Do you have to help them? If so, are you able to do this safely and without causing yourself any pain or injury? Special equipment could make life easier for the person you look after and caring easier for you.

It's important that you give as complete a picture as you can about your caring role and are as honest as you can be about the care that

you provide and how you feel about being a carer. Remember, this is your chance to talk about your needs and how you feel, so use it!

Once any problems with caring have been identified, you and the person carrying out the assessment can discuss what sort of help may make it easier for you to take up caring or continue in your caring role. You can ask your local trust to consider anything that could support you in your caring role – so feel free to think creatively!

Planning for emergencies

During your carer's assessment, there should also be a discussion about planning for emergencies, e.g. to make sure the person you care for would be looked after if you were taken ill and had to go into hospital. You should speak to the Carer Co-ordinator for your local trust about this and make sure it is discussed at your carer's assessment.

Deciding what help to provide

The person carrying out the assessment should collect all the information they need to be clear about the care the carer is providing and any difficulties they have providing that care, using the sort of questions above.

The assessment should focus on the outcomes the carer would want to see to help them in their caring role and to maintain their health and well-being. It should take a holistic approach to the need for support of the person cared for and the carer, identifying the outcomes desired by both.

Once the trust has decided that help is going to be provided there are two ways that this can be done.

Firstly through support to the disabled person which in turn could benefit the carer. This help is provided under the community care assessment. An example of this is respite care which gives the carer a break, but it is the disabled person who is in receipt of the service.

Secondly, through direct support to the carer, which is provided under a carer's assessment.

If the disabled person is a child then help for the child and the carer should be provided through a Children (NI) Order assessment or UNOCINI. If the needs of the carer have not been properly addressed under this assessment then the carer can ask for a carer's assessment for their own needs and help can then be provided through the carer's assessment.

The help you will get

Notifying you about the outcome of your carer's assessment

Following the assessment meeting, the person carrying out the assessment should notify you in writing of the support needs that have been identified. You should also be notified of how these support needs will be addressed.

The support that will be provided to you as a carer should be included in the care plan of the disabled person. The care plan of the disabled person is a written document which contains information about the services that will be provided for the disabled person. If, for reasons of confidentiality, you do not want information about the support that you will be getting to be written in the disabled person's care plan you can ask for your own carer's plan.

As your carer's assessment can also affect the community care assessment of the person you look after, some of your assessed needs may be reflected in the care plan of the disabled person. Therefore, help may be provided for them instead of directly to you. For example, if you are having difficulties lifting the disabled person, it is they who will be provided with equipment and so the equipment will be mentioned in their care plan; but the lifting equipment will help you in your caring role.

With the agreement of the disabled person you can be given a copy of their care plan.

Choosing to accept or reject the help you are offered

You can accept some or all of the help you are offered. If you do not feel the help you are offered is necessary or appropriate, you can refuse it. Before refusing help please do talk about your concerns with the social services department – it may be that more suitable arrangements can be made.

You may also refuse services because of the charges you are asked to pay for them.

Charging for help

In Northern Ireland the Carers and Direct Payments Act allows for charges to be made for services to carers following a carer's assessments. However, to date this is not common practice.

If help is provided for the person you are looking after through a community care assessment, they can be charged separately for this help.

Reassessments and reviews

You can ask for a re-assessment of your carer's assessment and any community care or UNOCINI assessments at any time if your circumstances change or the circumstances of the person you are looking after change.

When you have a carer's assessment there should be an opportunity for you to agree the likely point at which your assessment should next be reviewed.

Complaints

Assessments

If you are not happy with the way you have been treated, or with the outcome of any of the assessments, you can complain to social services. All Health and Social Care Trusts should have a complaints procedure that you can follow – ask the social services department for a copy.

If you are not happy with the outcome of your complaint, you may be able to take a complaint to the Northern Ireland Ombudsman.

If social services have acted unlawfully (e.g. have refused to carry out a carer's assessment without good reason), you may be able to take them to court. This is called a judicial review. You will need to seek legal advice if you are thinking about taking the local council to court. An application for judicial review must be made within a maximum period of three months so it's important to get legal advice as quickly as possible.

Services

If you are not happy with the services provided after an assessment, you can complain to social services. If services are provided by an agency or care home, you may also be able to complain directly to them through their own complaints procedure.

Patient and Client Council

The Patient and Client Council represent the interests of the public and services users of health and social care. Its advocacy and advice services are available to people who are making or intending to make a complaint relating to health and social care.

Further help

For information and advice contact the Carers UK Adviceline on **0808 808 7777** (open Monday to Friday, 10am to 4pm) or email **advice@carersuk.org**

Information is also available on our website – visit **www.carersuk.org**

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Other organisations

Age NI

The charity for older people in Northern Ireland.

www.ageuk.org.uk/northern-ireland

0808 808 7575

Carer Co-ordinators (by Trust area)

Belfast | 028 9056 4937 | margaret.mcdonald@belfasttrust.hscni.net

Belfast | 028 9504 6108 | lynne.calvert@belfasttrust.hscni.net

Northern | 028 2766 1392 | anne.cummings@northerntrust.hscni.net

South Eastern | 028 9756 5456 | joan.scott@setrust.hscni.net

Southern | 028 3083 4325 | patricia.mccrink@southerntrust.hscni.net

Western | 028 6634 4163 | cathy.magowan@westerntrust.hscni.net

Centre for Independent Living

Promotes principles of independent living and provides a range of services for people using or considering using Direct Payments and/or Self-Directed Support.

www.cilbelfast.org

028 9064 8546 | info@cilni.org

Children's Law Centre

Works to protect the rights of all children living in Northern Ireland.

www.lgo.org.uk

0300 061 0614

Contact a Family

A national charity that supports the families of disabled children.

www.cafamily.org.uk

0808 808 3555 | helpline@cafamily.org.uk

Disability Action

A charity providing a range of services and projects, which are aimed at improving the quality of life of people with disabilities, their families and carers.

www.disabilityaction.org

028 9029 7880 | hq@disabilityaction.org

Northern Ireland Ombudsman

The Northern Ireland Ombudsman looks at complaints about authorities and organisations.

www.ni-ombudsman.org.uk

028 9023 3821 | ombudsman@ni-ombudsman.org.uk

Patient and Client Council

Helps with complaints about any part of health and social care.

www.patientclientcouncil.hscni.net

0800 917 0222 | info.pcc@hscni.net

Regulation and Quality Improvement Authority (RQIA)

Northern Ireland's independent health and social care regulator.

www.rqia.org.uk

028 9051 7500 | info@rqia.org.uk

This factsheet is designed to provide helpful information and advice. It is not an authoritative statement of the law. We work to ensure that our factsheets are accurate and up to date, but information about benefits and community care is subject to change over time. We would recommend contacting the Carers UK Adviceline or visiting our website for the latest information.

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Carers UK Adviceline

For expert information and advice about caring.



0808 808 7777

(open Monday to Friday,
10am-4pm)



advice@carersuk.org

Carers NI

For expert information and advice about caring from your experts in Northern Ireland.

028 9043 9843

info@carersni.org

Carers UK

20 Great Dover Street
London SE1 4LX

020 7378 4999

info@carersuk.org

Carers NI is part of Carers UK, working together to make life better for carers.

Caring will affect us all at some point in our lives.

With your help, we can be there for the 6,000 people who start looking after someone each day.

We're the UK's only national membership charity for carers. We're both a support network and a movement for change.

Visit us at our website to join us, help us or access more resources:

carersuk.org