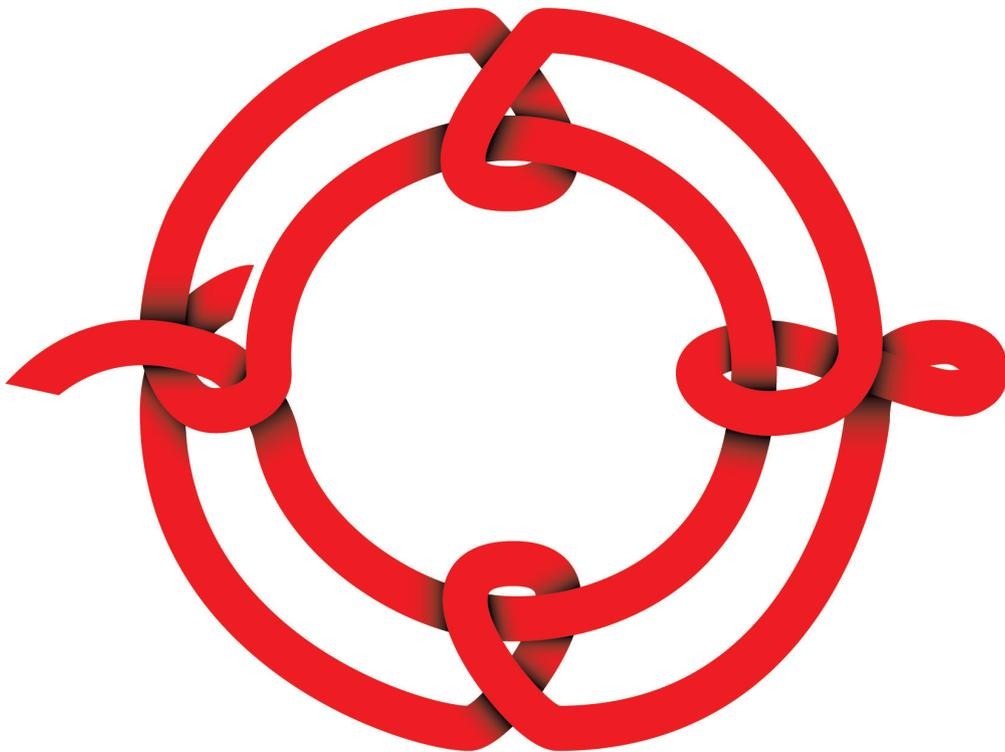


# Assessments

## Your guide to getting help



This factsheet applies to Scotland only.

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

Local councils carry out assessments to help them decide what help and support they can provide. This factsheet explains how these assessments can support you in your caring role.

The factsheet applies to people living in Scotland.

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## What assessments are available?

Caring can be exhausting. Many carers find it easier to continue in their caring role if they can get some help. Local councils 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 council. If you want to do this, there are two useful sources of lists of care agencies across Scotland:

➤ **Care Information Scotland**

[www.careinfoscotland.co.uk](http://www.careinfoscotland.co.uk) T: 08456 001 001

➤ **Scottish Care**

[www.scottishcare.org](http://www.scottishcare.org) T: 01292 270 240

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

### For carers

**Carers' assessments** are a way of identifying your needs as a carer. They look 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 activities outside caring), and any help you may need.

Carers of all ages who provide regular and substantial care are entitled to a carer's assessment, although for young carers this may be carried out under the Children (Scotland) Act 1995.

### 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. It looks at the help the person needs to be able to live independently or, if they need full time care, in a residential setting. While the focus of a community care assessment is the disabled person, in most cases the role and views of the person's carer should also be taken into account.

Sometimes these are called Single Shared Assessments (SSA). SSAs may be carried out by a social worker or health professional or involve both. However, the responsibility to ensure that the outcomes of the assessment are implemented remains with the local council.

## For disabled children and their parents

**Children (Scotland) Act assessments** look at the needs of disabled children and their families as a whole. The assessment should consider all the help that the disabled child needs, the needs of any other children in the family (including any care provided by a young carer) and the help that you may need to care for your disabled child.

If you feel that a Children Act assessment has not addressed the help that you need as a carer you can still ask for a separate carer's assessment.

.....  
**Note:** All assessments should focus on **outcomes**. This means that they should identify what services and support would improve the quality of life of the person you care for and what would make your life as a carer better.  
.....

.....  
**Note:** We refer to 'disabled people' for ease of reference but where this is used it applies to disabled people, older people and people who have a long term condition or an illness. It also refers to disabled children unless otherwise stated.  
.....

## What should an assessment for the person you care for cover?

The guidance that local councils follow when carrying out assessments states that local councils should never make assumptions about the level of support available from carers.

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 council may decide that the care needs of the disabled person are being met. In this situation, the local council may not need to provide any additional help.

It is therefore very important that you tell the local council about any difficulties that you have with your caring role and the care you are not able or willing to provide. It is important to be clear about the support needs of the disabled person that you can meet and those that you cannot. **You have the right to choose not to provide care or to specify the amount or type of care you can provide.**

It is also important to be clear about any support you need in order to meet the needs of the disabled person.

You should tell the person carrying out the assessment about this at both your carer's assessment and at the community care or single shared assessment of the disabled person.

## **Deciding what help to provide to the person you care for**

The local council will take the following steps when making a decision about whether the person you care for will be provided with any help:

### **Step one**

The person carrying out the assessment should collect all the information they need to be clear about the care and support the disabled person needs and the outcomes they wish to achieve.

### **Step two**

The assessment will then look at any risks to the health and wellbeing of the disabled person (ie the degree to which the person's health and wellbeing is compromised or is threatened by the absence of appropriate support).

The council should assess the risk to the person if they do not get the support they need. There are four levels of risk – critical, substantial, moderate and low – with critical meaning that there is a very high risk.

If a critical risk has been identified and yet the council still do not the disabled person with appropriate support or services you may need to make a complaint or take other action to challenge this decision. For more information contact Carers Scotland on 0141 445 3070.

There is a parallel process of assessing risk to carers (see page 16).

## **How will help be provided?**

Following assessment, the local council may decide that it can help the disabled person. You should be offered something called 'self directed support'. This means that you and the person you care for can choose what support is needed and how it is provided.

The Scottish Government has passed legislation called the Social Care (Self Directed Support) Act 2013 which means that all councils must offer self directed support.

There are four different options for self directed support:

- > **Option 1:** a direct payment to purchase support.
  - > **Option 2:** to choose support while the council holds the money and arranges the chosen support on your behalf.
  - > **Option 3:** to choose to have the council select the appropriate support and arrange it.
  - > **Option 4:** a mix of options 1,2 and 3 for specific aspects of your support.
- 

## Option 1

A **direct payment** is a sum of money paid by the local council to people assessed as needing services, who would like to arrange and pay for their own care and support services directly instead of receiving them from the local council.

They were introduced with the intention of providing more independence, flexibility and choice for those who use services. If the person you care for chooses to get direct payments, they will get the money to the value of the services that they would otherwise be provided with (less any financial contribution they are assessed as having to make).

The direct payment is then used to arrange services for the person you care for or to employ someone eg a personal assistant to provide care. They will need to be able to account for how the money has been used. They can get help from a support organisation. Your council can help you to make contact with your local organisation. You can also help the person arrange and manage their direct payment.

The option of direct payments covers all service user groups including those who may not have the mental capacity to consent to services or those subject to mental health legislation. In those situations a suitable person would be appointed by the council to manage the direct payment.

For example, this may be you as their primary carer or named person under the Mental Health (Care & Treatment) (Scotland) Act 2003 or someone with welfare **and** financial powers through guardianship or power of attorney under the Adults with Incapacity (Scotland) Act 2000.

## Option 2

The person you care for can also choose their own support through what is often called an **individual service fund**. This is an allocation of money to a disabled person following assessment.

It is intended to give the person who has the budget more choice and control over what services and support they receive. It can be used to meet assessed needs and, after making choices about services, you can ask the council to arrange and pay for them.

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## Option 3

The person you care for can choose to have the council arrange and manage support for the person you care for. This is sometimes called **arranged services**.

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## Option 4

The person you care for can choose to have a **mix of options** 1, 2 and 3 to best suit their needs and to support you in your caring role.

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Councils use a ‘resource allocation system’ (RAS) to calculate the disabled person’s personal budget. The RAS will produce an ‘indicative budget’ upon which the support plan is based to ensure that the care package can be delivered.

You have a legal right to have the RAS calculation explained in sufficient detail so that you can understand whether or not the amount proposed will meet the agreed services.

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.

Self Directed Support Scotland have further information, including guides for carers, a downloadable app and information on how to make a complaint. Visit [guidance.selfdirectedsupportscotland.org.uk](https://guidance.selfdirectedsupportscotland.org.uk) or call **0131 516 4195**.

## The sort of help available

Following community care and Children Act assessments disabled people have been able to access:

- changes to their home to make it more suitable for them
- equipment such as ramps and hoists
- telecare services such as a community alarm, falls detector, heat and flood sensors
- 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 and short breaks

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. And remember that an assessment is not a test of some form – it is an opportunity to discuss the help that the person you care for needs and to see what support might be available.

At present, following a carer's assessment carers have no right to receive services. However, your local council can use its powers to offer assistance such as a break from caring, training to help you in your caring role or to refer you to help from a carers centre or condition specific group.

### Self Directed Support and carers

The Social Care (Self Directed Support) Act came into force on 1 April 2014 and gives local councils a power to offer carers services. Carers may be offered any of the self directed support options (see page 6) after a Carer's Assessment.

Examples of how this could be used include:

- driving lessons
- help with housework and gardening
- a short break, with or without the person you care for
- an opportunity to take part in activity to improve your health and wellbeing, for example, art classes, yoga etc
- emotional support or counselling

- training to help you in your caring role

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.

If your council offers you support as a carer you cannot be charged for this.

## Arranging an assessment

Carers' assessments, community care assessments and Children (Scotland) Act assessments are all the responsibility of the social work department of the disabled person's local council. If you do not live in the same local council area as the disabled person it is the disabled person's local council who will be responsible for carrying out your carer's assessment.

You must request a carer's assessment, but the Community Care & Health (Scotland) Act 2002 says that all local councils must inform carers of their right to an assessment so you may be offered an assessment once they are aware that you are a carer.

The best way to request a carer's assessment is to write to or email the social work department responsible for the disabled person (see template on page 10). You can also request a carer's assessment by phone, but it is a good idea to follow up this request in writing.

To get a community care or Children (Scotland) Act assessment, contact the social work department of the local council of the disabled adult or child.

## Template letter/email for arranging an assessment

Dear Sir/Madam

I am writing to request a carer's assessment under the Community Care & Health (Scotland) Act 2002.

I have been caring for *[name and address of the person you care for]* since *[date]*.

OR

I will be caring for *[name of the person you will soon start caring for]* from *[date]*.

S/he is my *[mother/husband/son/friend etc.]*.

*[Name of person you care for]* needs help because *[outline the disabilities the person you care for has, eg she is 90, has arthritis and is becoming frail]*.

The main things s/he needs help with are *[eg having a bath, dressing etc]*.

The main difficulties I have are *[list the things you need, eg a break from caring]*.

Please contact me at the above address/on the above phone number *[State how you prefer to be contacted and, if by phone, if there is a good time to contact you]* to let me know when you will be able to carry out my assessment.

Yours faithfully,

*[Your name]*

## Breaks from caring

A break from caring (often called a short break or respite care) is provided to a disabled or older person to support them and enable their carer to take a break from his or her caring responsibilities. Breaks from caring can range from a regular short period of hours to longer periods of days. Normally respite care for adults is legally provided through a community care assessment and not through a carer's assessment.

However, following the introduction of the Social Care (Self Directed Support) Scotland Act your local council has a power to offer you support including a break from caring.

A carer's need for a break will be assessed through their carer's assessment but the disabled person's needs will be assessed through a community care assessment.

If a carer's assessment identifies the need for a break and the local council agrees to provide it, the carer cannot be charged. This should include all elements of the break including items such as accommodation, meals, travelling expenses, the costs of equipment for classes and so on.

If a carer wishes to have a holiday or break with the person they care for, the cost of their holiday will be waived but the cost of the break for the cared-for person and the cost of the additional support will not be waived.

If the person who is being cared for is having a short break, the local authority should waive charges for the cost of activities (only if identified within their Carer's Assessment) the carer takes part during this period.

Local authorities can decide to arrange replacement care for a cared-for person as part of the support which they provide to a carer in order to give a break from caring. If replacement care is identified within the Carer's Assessment and is provided as support to meet the carer's needs, the local authority must waive charges for the cost of the

## Examples

George needs a break from caring for his 90 year old mother Annie. When he has his carer's assessment he discusses this and it is agreed that he will receive a direct payment to help with the cost of a week's holiday in Crete. He will not be charged for this.

Because Annie will need respite care while he is away, care will be arranged in a local care home. As this replacement care was identified in George's carer's assessment, the charges should be waived.

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Jane needs a break from caring for her husband David. When she has her carer's assessment, she identifies that she would like to attend a yoga class once a week. The local council organise and pay for this on her behalf through a local community education centre. As she lives 20 miles from the centre in an area with no public transport, they also provide a direct payment to pay for a taxi to attend.

The local council arrange for a Crossroads Care Attendant and decide to arrange this replacement care and waive any charge for it.

replacement care.

See page 20 for further details about charges for services and support for disabled and older people.

## Carer's assessment

### Who can have a carer's assessment?

The law says that anyone 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' or 'regular' 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.**

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.

If the social work department refuses to carry out a carer's assessment for you and you are providing regular and substantial care for someone you can make a complaint.

You can have a carer's assessment if you:

- live with the person you are looking after.
- live away from the person you are looking after.
- care for someone full time.
- care for someone as well as working full or part time.

Young carers can also have a carer's assessment. This is especially important to remember if the young carer is not being supported under the Children (Scotland) Act 1995 or they are between 16 and 18 years old.

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.

### **Who will carry out the carer's assessment?**

The carer's assessment will be done by a social worker or another professional nominated by the social work department. In some areas, the social work department asks local voluntary organisations or health professionals to carry out the assessment, but arrangements should still be made through social services. Your social work department should explain who will carry out the assessment.

The assessment will normally be carried out at a face to face meeting. However, many local councils ask carers to complete a self assessment questionnaire before the meeting to help carers and professionals focus on the help the carer needs.

### **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 work 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 from a carers' centre 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?**

Your carer's assessment should cover the following areas:

- > your caring role
- > your health
- > your feelings

- choices about caring
- work
- study
- leisure
- 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 any of the following activities?
  - housework
  - shopping
  - bathing
  - going to the toilet
  - cooking
  - other personal care
  - keeping an eye on them
  - dealing with money, eg cashing 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 they know about your rights, eg 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? (eg 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? (eg 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 is 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 council 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, eg to make sure the person you care for would be looked after if you were taken ill and had to go into hospital. Some local councils have a Carer Emergency Scheme and through this you can contact a scheme operator who will have access to your emergency plan and will put it into action. The local council should be able to tell you more about what they can do to help you plan for an emergency.

You should also have the opportunity to have a discussion about planning for the future. This could include looking at future plans for your adult child or partner should you be unable to care in the future because of age or ill health or to plan for your child leaving school.

The local council should help you prepare a plan, sometimes called an 'anticipatory plan' to prepare for the future.

## **Deciding what help to provide**

The local council will take the following steps when making a decision about whether you will be provided with any help:

### **Step one**

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.

### **Step two**

The assessment will then look at any risks to the sustainability of the caring role (ie the degree to which a carer's ability to sustain the caring role is compromised or threatened by the absence of appropriate support). This could include situations where a carer has major health problems of their own or where the stresses of caring mean that there is a significant risk of the relationship between the carer and cared-for person breaking down.

The council should assess the risk to the carer if they do not get the support they need. There are four levels of risk – **critical, substantial, moderate and low** – with critical meaning that there is a very high risk that the carer will not be able to begin to care for someone or to continue in their caring role.

Following an assessment, the council has an obligation to provide support if the risk is assessed as critical. Although the council is not obliged to provide the carer with services, it must act. The local council must either provide services to the disabled person or support the carer to appropriately address this critical risk.

If a critical risk has been identified and yet the council still do not provide either you or the person you are looking after with appropriate services you may need to make a complaint or take other action to challenge this decision. For more information contact Carers Scotland on **0141 445 3070**.

The tests the local council applies when deciding if there is a critical or substantial risk to the sustainability of the caring role arises when:

- the carer's life may be threatened by their caring role
- major health problems have developed or will develop
- the carer feels that he/she has lost a large amount of control over the decisions they make about the nature of tasks they will perform (eg whether to help the person they are looking after with personal care) and how much time they will give to their caring role (eg the carer feels that caring is round the clock because the person they care for won't accept outside help)
- the carer is unable to look after their own domestic needs and other daily routines while sustaining their caring role
- involvement in employment or other responsibilities (eg looking after other family members) is, or will be, at risk
- many significant social support systems and relationships are, or will be, at risk (eg unable to maintain friendships, visit relatives etc)

### Step three

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

Firstly through support provided 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, the local council may decide through its powers to provide 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 under the Children's Act assessment. 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.

### **Example 1**

John cares for his brother Matthew but is finding it very difficult to continue caring and working because he receives no other support. His brother's care needs are very unpredictable and flexible working is not really an option for him.

He has talked with his employer about giving up work. At his carer's assessment he explained this to the social worker carrying out the assessment. She decided that there is a critical risk to the sustainability of John's caring role because John's involvement in employment is at risk.

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### **Example 2**

Rahila looks after her son Aadeel who is 22. He needs to be lifted in and out of bed each morning and evening. He also needs help with washing, dressing and getting up and down stairs.

Rahila is exhausted and is beginning to develop a bad back. Her doctor thinks she may be suffering from stress. Aadeel is also feeling isolated and would like to get out more.

Following her carer's assessment it is agreed that the Council will provide a direct payment to pay for a holiday so she can take a week's break from looking after Aadeel.

In addition, the following help will be provided for Aadeel under his community care assessment, which will enable Rahila to continue in her caring role:

- a week's respite care while Rahila is on holiday
- a place at an adult education college each Thursday morning so Rahila can have a regular break and Aadeel feels less isolated
- lifting equipment to help Rahila get Aadeel in and out of bed
- a stairlift to help Aadeel get himself up

## 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 how these support needs will be addressed, usually within a specific time frame.

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 work department – it may be that more suitable arrangements can be made.

The person you care for may refuse services for a range of reasons including because of the charges they are asked to pay for them.

If the person you care for refuses services ask your local authority what help they can provide you in your caring role. For example, they may be able to provide equipment, such as a hoist to lift someone, to protect your health and wellbeing or arrange other services such as housework or gardening to reduce the strain in other areas of your life. These would be provided under the local council's power to offer carers self directed support.

## Charging for help

You cannot be charged for support or resources provided to sustain you in your caring role as a result of a carer's assessment. The Scottish Government introduced regulations through the Social Care (Self Directed Support) Act 2013 to ensure that it is made clear to all councils that carers cannot be charged for support.

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

If you are caring for your partner, your joint finances may be taken into account by the social work department when deciding whether or not s/he will be charged for services. This includes joint capital and savings as well as a proportion of benefits you receive as a couple eg pension credit or income support.

Your own income (for example) your salary should not routinely be taken into account. However, some local authorities may take part of this income into account.

If local councils charge for the help they provide to the person you care for they must follow guidelines when deciding how much to charge. The social work department must explain the rules they use when deciding how much they will charge for help.

You can ask your local council to consider the extra costs the person you care for may have because of their disability (eg extra laundry, equipment, special diets and heating) when deciding how much they will charge for help. This is sometimes known as disability related expenditure.

If you feel that charges are unreasonable and will cause you and/or the person you care for hardship, you can ask your local council to reconsider them.

## Free personal care

If the person you care for is aged 65 or over and lives in the community, they will not have to pay for any personal care services that they are assessed as requiring.

Free personal care includes:

- services to support personal hygiene eg help with bathing, shaving, mouth, teeth and nail care.
- personal assistance eg help with dressing, to get in and out of bed and use of a hoist.
- help to manage continence eg toileting, catheter or stoma care, bed changing and laundry.
- food and diet including help with eating and the preparation of meals (but not the costs of supplying food)
- dealing with the consequences of immobility and helping move about indoors.
- counselling and support eg reminding and safety devices and psychological support
- simple treatments eg help with medication, application of creams and drops, simple dressings and oxygen therapy

However, they may still need to make a contribution towards non-personal care services such as day care, home helps, lunch clubs, meals on wheels, community alarms and help with shopping and housework.

## Reassessments and reviews

You can ask for a re-assessment of your carer's assessment and any community care or Children (Scotland) Act 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 social work departments should have a complaints procedure that you can follow – ask the social work department for a copy.

If you are not happy with the outcome of your complaint after the complaints procedure, you may be able to take a complaint to the Scottish Public Services Ombudsman. They can be contacted on **0800 377 7330** or by email at **ask@spsso.org.uk**. They also have a website that provides more information at **www.spsso.org.uk**.

If the council has acted unlawfully (eg 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. If you are considering this it is important to get this advice as quickly as possible.

### Services

If you are not happy with the services provided after an assessment, you can complain to the social work department. 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.

You can also make a complaint about a service to the Care Inspectorate by contacting **0845 600 9527** or visiting **www.careinspectorate.com**

## 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

### Find local carers and young carers support services

Carers Trust Scotland  
0300 123 2008 | [www.carers.org/scotland](http://www.carers.org/scotland)

### Find out more about breaks from caring

Shared Care Scotland  
01383 622462 | [www.sharedcarescotland.com](http://www.sharedcarescotland.com)

### Information and advice if you are caring for an older person

Care Information Scotland  
03456 001 001 | [www.careinfoscotland.co.uk](http://www.careinfoscotland.co.uk)

### Information if you are caring for someone with dementia

Alzheimers Scotland  
0808 808 3000 | [www.alzscot.org](http://www.alzscot.org)

### Information if you are caring for a disabled child

Contact a Family  
0808 808 3555 | [www.cafamily.org.uk](http://www.cafamily.org.uk)

### Information if you are caring for someone with cancer

Macmillan Cancer Support  
0808 808 0000 | [www.macmillan.org.uk](http://www.macmillan.org.uk)

### Information if you are caring for someone with a learning disability

Enable  
0300 0200 101

### Information if you are caring for someone with mental ill health

Support in Mind Scotland  
0131 662 4359 | [www.supportinmindscotland.org.uk](http://www.supportinmindscotland.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.

This factsheet was updated in September 2014.

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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 Scotland**

The Cottage  
21 Pearce Street  
Glasgow G51 3UT

0141 445 3070

info@carerscotland.org

### **Carers UK**

20 Great Dover Street  
London SE1 4LX

020 7378 4999

info@carersuk.org

### **Carers Scotland works as part of Carers UK 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 500 people in Scotland who start looking after someone each day.

Carers UK is 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**