



# Support available for carers

This leaflet highlights the support and services that are available locally if you are an unpaid adult carer



# Who is a carer

If you look after someone who needs support because of an illness or disability and cannot manage without help, you could be considered a carer.

## Where can I get support locally?

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The council is committed to supporting you in your caring role and has dedicated adult social care teams that can help you get the advice, guidance and support you need.

If the person you care for is a Wandsworth resident we can help you find the right support and we can carry out a carer's assessment to understand your needs. You can have an assessment whether or not the person you care for has had an assessment themselves, or if they are not eligible for support themselves. If the person you care for lives in a different area then you will need to contact the council in the area where they live for support. However, you may still be able to get support from Wandsworth Carers' Centre. You can contact them on **020 8877 1200** or visit [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk)

## Independent Advocacy

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If you have difficulty in getting involved in the assessment and there is no appropriate person to help you we will arrange for an independent advocate to assist you.

## What is a carer's assessment?

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A carer's assessment is simply a conversation that can help you understand the impact caring is having on your life and how best to support you.

You may be able to get help and advice with financial concerns, your own health, practical help in the home, and any worries about future needs. Even if you are not eligible there are a range of services in the borough you can access free of charge.



## Why should I have an assessment?

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The assessment is a service in itself as well as being the gateway to other services and support. The aim of this conversation is to determine the best support for you. This may include:

- Advice and information
- Emotional support opportunities
- Carer's Emergency Card
- Help with using technology
- Respite care for the person you care for
- Short breaks and leisure opportunities
- Training to help you in your caring role
- Advice and support to help you with your employment
- Direct payments so you can choose the support you need
- Referral to local voluntary and community services who can provide further advice and support.

As part of this process we will work with you to develop a support plan setting out the services and support that can help you.

## Carer's Allowance

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Once you have had a carer's assessment, and if you are eligible for support, you may be able to claim carer's allowance. A carer's allowance can help you look after someone with substantial caring needs. You do not have to be related to, or live with the person you care for, but you must be 16 or over and spend at least 35 hours a week caring for them and your income is less than £123 a week after tax, national insurance and expenses.

All claims for carer's allowance are considered on a case-by-case basis due to their complexity. While carer's allowance can give you extra money, it may affect certain benefits the person you care for receives. You should still apply for carer's allowance even if you already get some other benefits as there might be an increase if you have an underlying entitlement.

For more information about the carer's allowance and how to apply, please visit [www.gov.uk/carers-allowance/how-to-claim](http://www.gov.uk/carers-allowance/how-to-claim) or call **0800 731 0297**.



## Other benefits

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There are a range of other benefits you may be able to claim as a carer depending on your situation:

Benefit	Where to find more information
<b>Income support and Tax credit</b>	Visit <a href="http://www.gov.uk/income-support">www.gov.uk/income-support</a> or call 0800 169 0350
<b>Pension Credit</b>	Visit <a href="http://www.gov.uk/pension-credit">www.gov.uk/pension-credit</a> or call 0800 731 0469
<b>Council Tax discount</b>	Visit <a href="http://www.wandsworth.gov.uk/council-tax/">www.wandsworth.gov.uk/council-tax/</a> or call 020 8871 8081
<b>Winter Fuel Payment</b>	Visit <a href="http://www.gov.uk/winter-fuel-payment">www.gov.uk/winter-fuel-payment</a> or call 0800 731 0160
<b>Attendance Allowance</b>	Visit <a href="http://www.gov.uk/attendance-allowance">www.gov.uk/attendance-allowance</a> or call 0800 731 0122

## Your rights in the workplace

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If you are caring for someone and also working, it is important for you to be aware of your rights in the workplace. You may be able to take advantage of some or all of the following:

- Flexible working
- Time off in an emergency
- Parental leave if you have a child.

For more information, please visit [www.gov.uk/flexible-working](http://www.gov.uk/flexible-working) or speak to your employer.

## Support available from your GP

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If you let your GP know you are a carer, they can provide you with support to make sure you take care of your own health. Wandsworth GP practices:

- Keep a register of all patients identified as carers within their practice.
- Can offer flexible appointments and longer consultation slots for carers.
- Refer carers to Wandsworth Carers' Centre (with the carer's permission) and signpost them to other services based on the outcome of their consultation.
- GP's in Wandsworth also offer a service that gives patients a chance to talk about social issues that may be impacting on their health with a Link Worker who can help identify support.



# Carers Services in Wandsworth

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Wandsworth Council and Wandsworth Clinical Commissioning Group have commissioned Wandsworth Carers' Centre to provide a range of support services for Wandsworth carers, these include:

- Information and advice service
- Emotional one to one and specialist group support sessions
- Dementia Caring Café
- Social and leisure programmes
- Training for carers to acquire the skills needed to undertake your caring role
- Respite including replacement care at short notice
- Opportunities to influence the design and development of local services.

For further information call Wandsworth Carers' Centre on **020 8877 1200** or visit [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk)



## Respite Care

Wandsworth Carers' Centre and Bluebird Care work together to enable carers to take short breaks away from their caring role by providing up to 52 hours of planned respite care in a nine month period. This is a free service and is targeted at those carers with little support available, for example those without family and or friends near by that can help.

For further information call

**020 887 1200** or visit [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk)

## Alzheimer's Society

Alzheimer's Society provides specialist information, guidance and support for people and families affected by Alzheimer's disease and all other types of dementia. Support services include carers support groups and outings specifically for carers of people with dementia.

For further information call **0300 2221122** or visit

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

You can find more information about local carers services on our CarePlace directory at [www.careplace.or.uk](http://www.careplace.or.uk)







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# Our contact details

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**Monday to Friday from 9am to 5pm.**

**Telephone:** 020 8871 7707

**SMS Phone:** 07940 775107

**Email:** [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)

**Website:** [www.wandsworth.gov.uk/adultsocialcare](http://www.wandsworth.gov.uk/adultsocialcare)

## Write to us at:

Wandsworth Council  
Adult Social Care  
Wandsworth High Street  
London, SW18 2PU

For information on local services please visit CarePlace  
**[www.careplace.org.uk](http://www.careplace.org.uk)**

If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call:  
**020 8871 7707**

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