

# Factsheet 15 — Support for Carers

**We appreciate the important role carers play in the lives of the people they care for and we take our responsibilities to support carers seriously.**

## **Who is a carer?**

If you provide unpaid care and support to someone living at home who cannot manage without help because they are frail, ill or have a disability or mental health condition you could be considered a carer.

## **What is meant by care and support?**

Care and support covers lots of things:

- helping the person with their washing, dressing or eating;
- taking them to regular appointments;
- keeping them company when they feel lonely or anxious.

If these sound like the type of things you do, you are a carer and you may be eligible for support from the council in which the person you care for lives.

## **How can you find out if you are eligible for support?**

You can ask us for an assessment of your needs if :

- the person you care for lives in the East Riding, even if you live in a different council area yourself.
- the person you care for is 18 years old or over.

## **What is a carer's assessment?**

A carer's assessment helps us to find out how caring affects your life, which areas you may need support in and if you will be eligible for support from the local authority.

You can have a carer's assessment even if the person you care for does not get any help from the council. Also, you do not need the permission of the person you are caring for to ask for an assessment. You can do so in your own right.

You can have a joint assessment with the person you are caring for or choose to have a separate assessment. They do not have to be done together.

The government has set out eligibility criteria for carers, in the Care Act 2014, that we use to work out if you qualify.

## **What happens if you qualify for support?**

If you have eligible needs that qualify for help from the council, this means that we must provide support to meet those needs.

## **How can a carer's assessment help?**

If you are assessed as having eligible needs you could be supported through:

- information advice and guidance.
- signposting you to support services within the community. For example, the East Riding Carers Centre, Age UK East Riding
- practical support, like arranging for someone to step in when you need short break
- a direct payment to spend on the things that can help you with your caring responsibility.



# Support for Carers continued...

## What happens if you are not eligible following assessment?

If your needs are not eligible for support, the council will provide you with information and advice about other types of support for carers that is available in the community.

## Carers allowance

If you are aged over 16 and provide care to another person for at least 35 hours a week, you could be entitled to a carer's allowance of £61.35 per week.

*Find out if you're eligible and how to make a claim by visiting the [GOV.uk](http://GOV.uk) website.*

## When can you request a carers' assessment?

You can ask for a carer's assessment at any time by contacting the council where the person you care for lives. If you do not want a carer's assessment but you are looking for advice and information about support, you can ask the council for help.

## Is there a cost for the support?

Although the new law allows councils to apply a financial means test as part of the carers' assessment we are not currently charging carers for services provided to them in their own right.

## There is a variety of support to carers in the community:

### East Riding Carers' Support Service

Information, advice and benefits checks for carers and a range of other support services.

18 Wednesday Market, Beverley, HU17 0DJ  
Telephone: **0800 917 6844** (Freephone)  
Email: [ERcarers@eastriding.gov.uk](mailto:ERcarers@eastriding.gov.uk)

### Age UK East Riding

Information, advice, support and services for people aged 50 plus and their carers.

Telephone: **(01482) 869181**  
National Helpline: **020 8877 8940**  
Email: [info@ageukeastriding.org.uk](mailto:info@ageukeastriding.org.uk)  
Visit: [www.ageuk.org.uk/](http://www.ageuk.org.uk/)

### Alzheimer's Society

Support and services for people living with any type of dementia and their carers.

[hull&eastridingservice@alzheimers.org.uk](mailto:hull&eastridingservice@alzheimers.org.uk)  
Telephone: **(01482) 211 255**  
National Helpline: **0300 222 1122**

## Advocacy

*If there is no one suitable to support you and you have substantial difficulty being involved in decisions about your care and support, we will arrange an independent advocate. An advocate helps make sure you're involved in decisions by helping you understand your rights, express your views and can help make decisions about your care and support.*

## Further information

If you have any questions about this fact sheet:

Telephone: **(01482) 393939**  
Email: [customer.services@eastriding.gov.uk](mailto:customer.services@eastriding.gov.uk)

For information about local services visit our website [www.eastriding.gov.uk](http://www.eastriding.gov.uk)