

# Support for carers

## in Southwark



### Support in the community

We value the contribution carers make to the lives of residents in our community.

Lots of people provide care but the vast majority do not see themselves as carers. Many see the care they provide as a normal part of their role as a husband, wife, partner, son, daughter, family member, friend or member of the community. The majority of people who provide care do not need – and do not qualify for – support from Adult Social Care. It is important to think about the resources already available to you in the community and how these can best be used to help you to maintain and improve your wellbeing.

If you provide care for a friend, loved one or a member of your community it is important that you also make sure that you consider your own health and wellbeing. There is a wide range of support available in the community that may help with your support needs. Listed opposite are some of the services that you can contact directly.

More information is available at  
[www.southwark.gov.uk/social-care-and-support/adult-social-care/support-and-activities](http://www.southwark.gov.uk/social-care-and-support/adult-social-care/support-and-activities)

#### Southwark Carers

☎ 020 7708 4497

🌐 [www.southwarkcarers.org.uk](http://www.southwarkcarers.org.uk)

#### Citizens Advice Southwark

☎ 0344 499 4134

🌐 [www.citizensadvice-southwark.org.uk](http://www.citizensadvice-southwark.org.uk)

#### Southwark Wellbeing Hub

(for carers of adults with a mental illness)

☎ 020 3751 9684

🌐 [www.together-uk.org/southwark-wellbeing-hub](http://www.together-uk.org/southwark-wellbeing-hub)

#### Link Age Southwark

☎ 020 8299 2623

🌐 [www.linkagesouthwark.org](http://www.linkagesouthwark.org)

You may be eligible to receive carer related benefits. For more information visit the below website; as well as benefits you will find information on free cinema tickets for carers, applying for a blue badge for your vehicle and accessing national rail discounts among other things.

More information is available at [www.moneyadvice.service.org.uk/en/articles/benefits-and-tax-credits-you-can-claim-as-a-carer](http://www.moneyadvice.service.org.uk/en/articles/benefits-and-tax-credits-you-can-claim-as-a-carer)

## Support from the council

### ■ How we decide who we can support

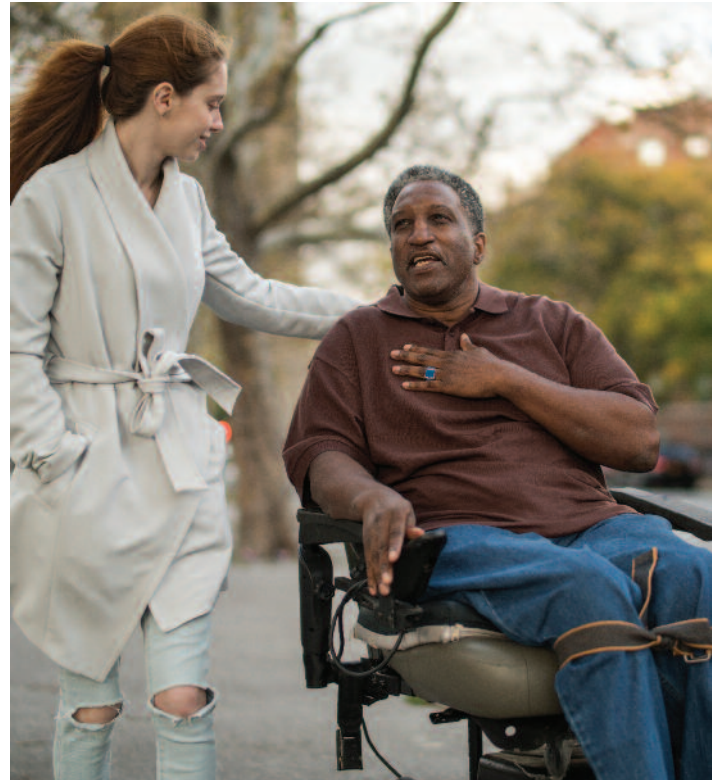
A worker will assess your needs to see whether you are eligible to receive support from the council. In order to receive support from the council you must meet the criteria set out in the Care Act 2014. You can find more information about the eligibility criteria at [www.gov.uk/government/publications/care-act-statutory-guidance](http://www.gov.uk/government/publications/care-act-statutory-guidance)

If you are not happy with the outcome of the assessment you can discuss this with the worker. If you are still unhappy following this discussion you can ask to speak to their team manager. If you are still unhappy you are entitled to make a formal complaint. Remember, you can access services in the community without having a needs assessment from the council. See the 'Support in the community' section for more information.

### ■ Support Plan

We will develop a Support Plan with you if we assess that you have eligible needs. Your Support Plan will include:

- the help you need (your eligible needs and any other needs we agree to meet) so you can continue caring and maintain good health and wellbeing
- the strengths you have which can be built on to help you maintain a good quality of life
- the goals you want to achieve



If you need support we can arrange for you to be supported by an Independent Advocate, we will base this decision on whether you will experience substantial difficulty being involved in the process and whether you have access to an appropriate individual (a suitable family member or friend).

We will provide you with information and advice about community services that can assist you with your support needs. We may also provide care and support to the person that you provide care to in order to meet their needs and to give you some respite.

### ■ Support package or Direct Payment

If we assess that you are eligible for support we will provide you with information and advice and direct you to community services that can assist you with your support needs. If the information, advice and community services do not meet your support needs we will either put a support package in place for you or provide you with a direct payment so that you can purchase your own support. The person who carried out your assessment will be able to explain these options.