

Advocacy, Mediation, Independent Investigation Services (AMIIS): 01483 531308

- Can help you make a complaint:
www.amiis.com

Carersnet ~ the partnership website for carers in Surrey: www.carersnet.org.uk

Carers UK ~ Carers Line: 0808 808 7777

- A free, confidential helpline and website:
www.carersuk.org.uk

Contact-a-Family: 0808 808 3555

- A free, confidential helpline for parents and carers of children with disabilities, rare disorders or any kind of special needs:
www.cafamily.org.uk

Partnership with Parents: 01737 737300

- A free, confidential information, advice and support service for parents/carers of children and young people with special educational needs: www.pwpsurrey.org.uk

Surrey Young Carers Project: 01737 248111

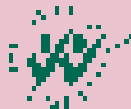
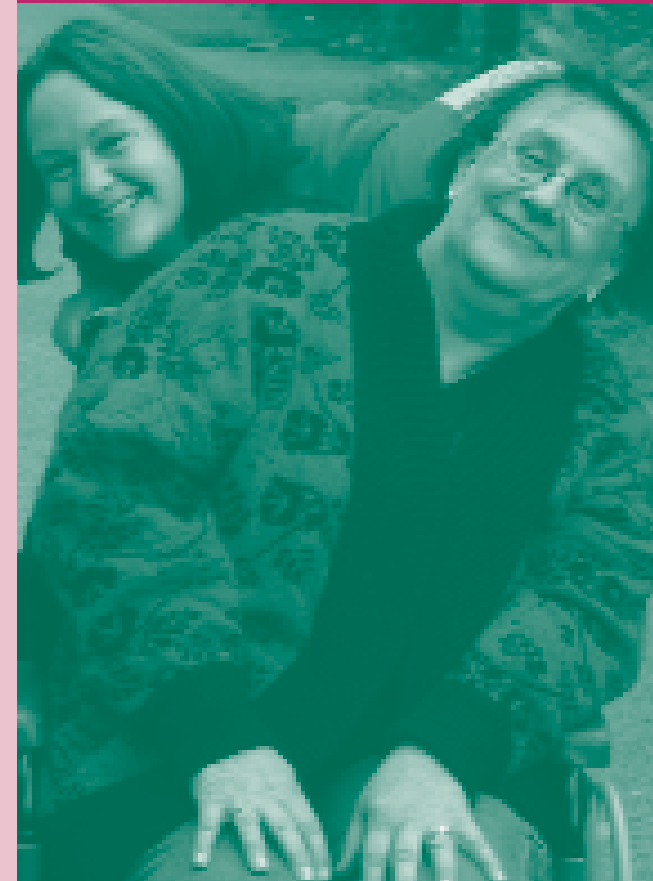
- Provides a range of support and activities for children and young people who are carers: www.surrey-youngcarers.org.uk

Equal access to information

You can ask for this information in large print, Braille, on audiotape, or in other languages. If you need one of these alternative formats please telephone our contact centre on 08456 009 009, minicom: 020 8541 9004 or email: contact.centre@surreycc.gov.uk

Looking after someone?

Help them, and look after yourself



You are a “carer” if you look after, or provide regular unpaid help to, a relative, friend or disabled child who needs support to live at home. Parents who look after a disabled child are also sometimes known as “parent carers”. Carers under 18 years of age are known as “young carers”.

We may be able to help make things easier for you, or put you in touch with another organisation that can help.

We may be able to provide services to the person you care for. We may also be able to provide services for you.

To work out what services would be helpful in your situation, we need to discuss:

- the help the person you care for needs
- the help you are giving at the moment
- the services that we could provide.

The way we do this is called an “assessment.” We have to make the best use of money available to us and we always give priority to people in greatest need. We use rules called “eligibility criteria” to decide whether or not we can offer help.

As a carer, we may involve you in several ways

- If you care for an adult (even if you are a

young person or child) you can have a carer’s assessment to discuss the help that you need. This can happen even if the person you care for refuses help.

- If you care for a disabled child we will consider your own needs as part of an assessment of the needs of your child and family.

What your assessment is for

A carer’s assessment is your opportunity to tell us about the things that could make caring easier for you.

Some things you may want to think about

- Do you get enough sleep?
- Is your health affected in other ways?
- Are you able to get out and about?
- Do you get any time for yourself?
- Are your other relationships affected?
- Do you want information about benefits?
- Worried you may have to give up work?
- Are your education or training opportunities being affected?
- Is the person you care for getting enough help?
- Do you need advice on back care?
- Do your disabled child’s needs affect other family members?

All carers are individuals and Surrey County Council may consider any service we think will help you care, or help you maintain your well-being. We are also interested to hear your own ideas about services that would help you and the person you look after, or your disabled child.

Services that might help you

- Services that give you a break.
- Emotional support from other carers or people who understand.
- Help with caring tasks during the day/night.
- Advice on benefits.
- Activities for the person you care for.

Further information

These contacts can provide a wide range of information for carers.

Action for Carers (Surrey): 01483 302748

- For details of local carer’s support schemes. See Carersnet for partnership website details.

Action for Carers and Employment:
East Surrey: 01737 244220

West Surrey: 01483 565874

- Provide information, support and advice to enable carers to access training with a view to gaining employment. See Carersnet for partnership website details.