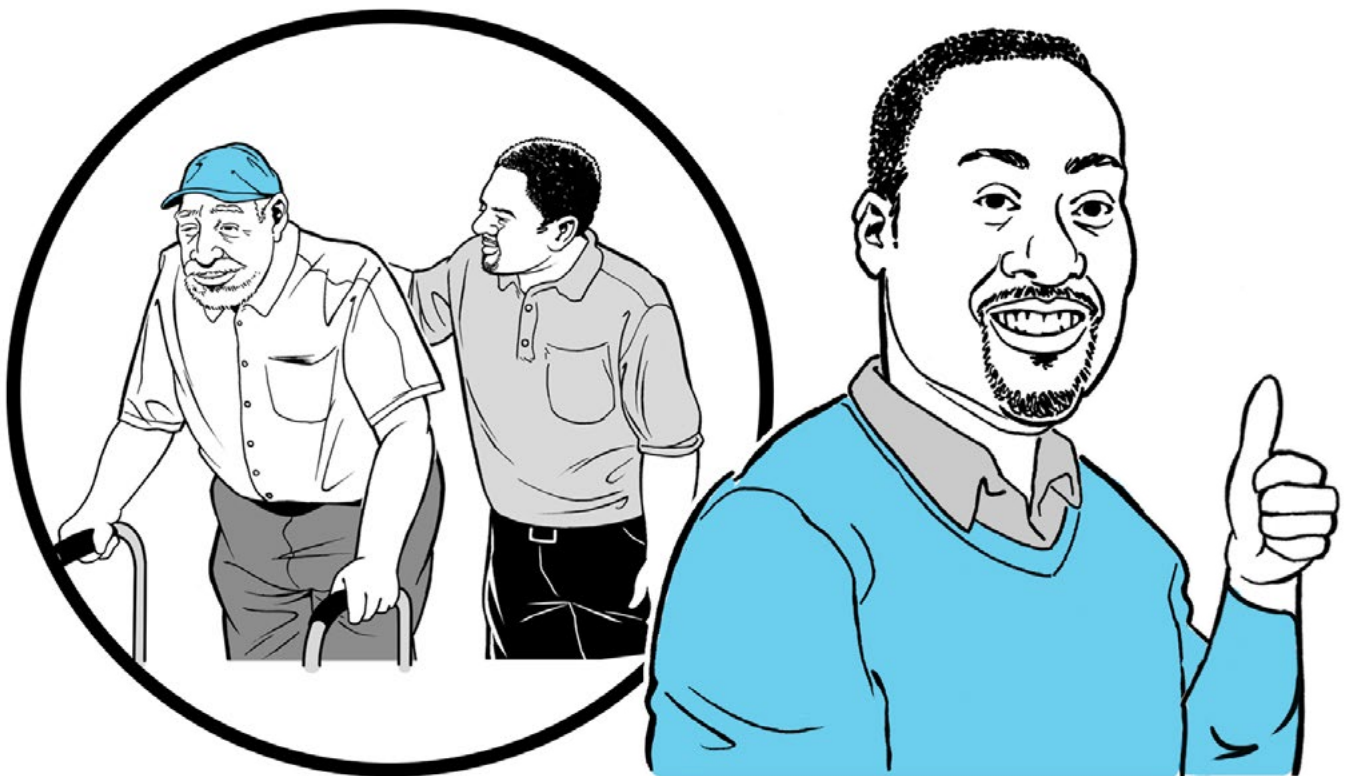


# Working together to support carers

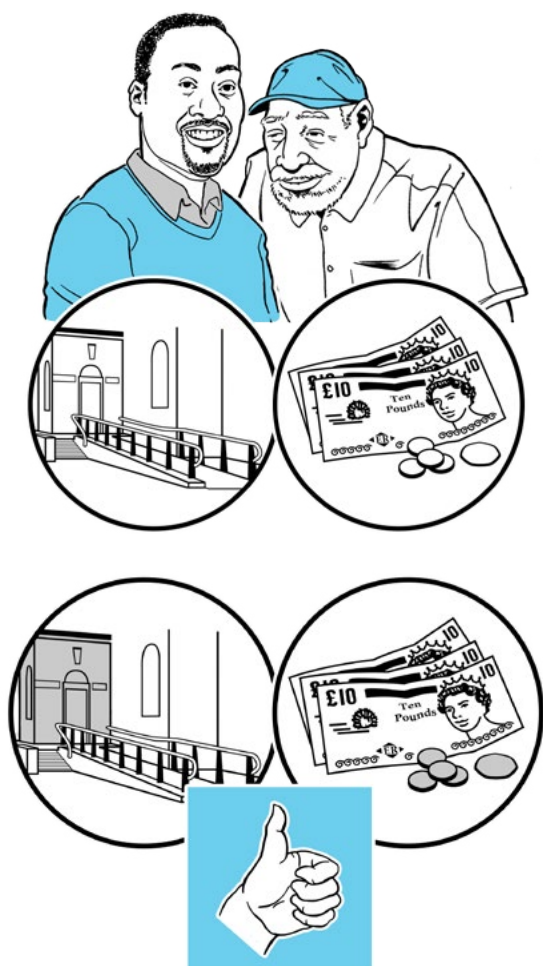
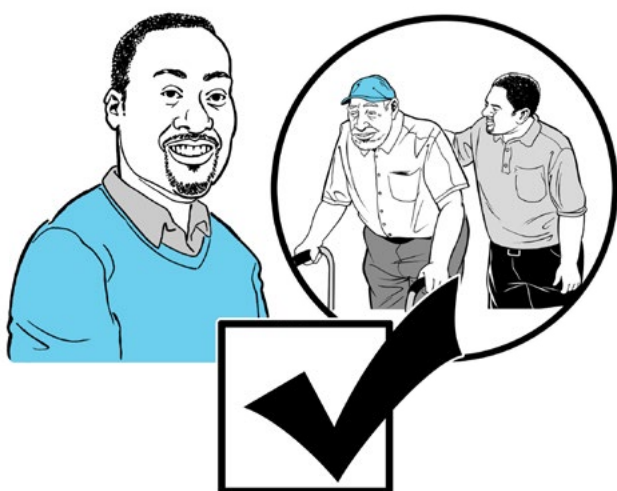


## Working together to support carers

This document talks about how **health services, social care services** and **local carer support organisations** can work together to help carers and their families.

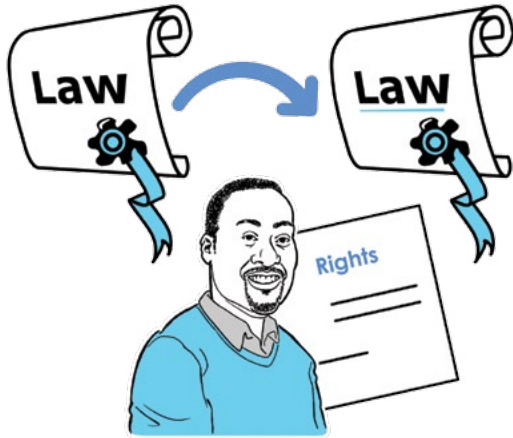
### If these services work together, they can:

- Find out when someone cares for someone else
- Find out what support carers and their family need
- Make sure there is support for carers and their families





- Help carers to have a life outside of being a carer



## The rights of carers

The law has recently changed about the rights of carers.



The law has been changed for all carers of any age.

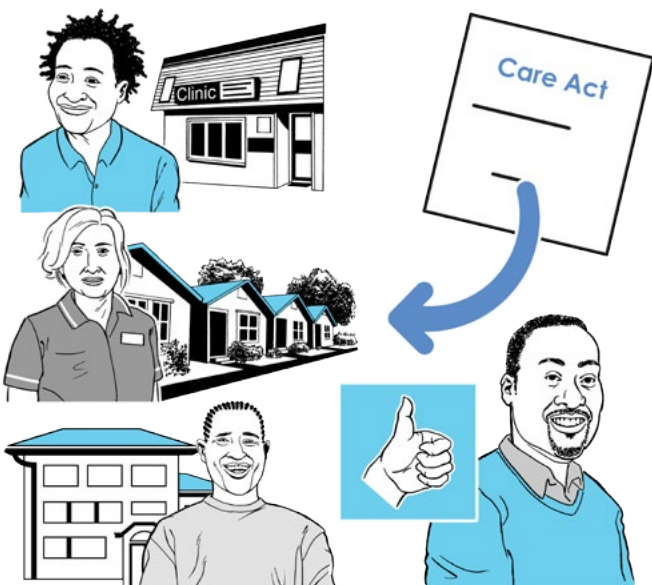
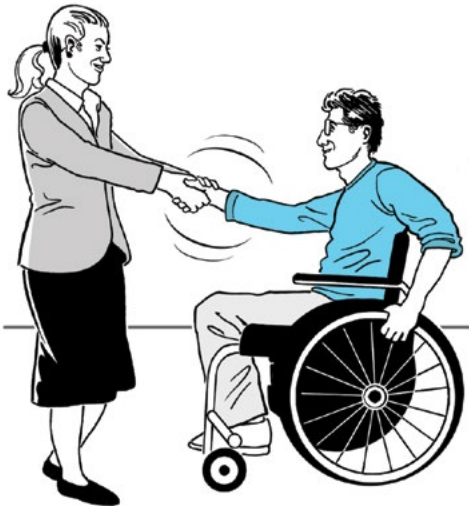


You can find out more about Local Carer support by going to: [www.carersuk.org/help-and-advice/get-support/local-support](http://www.carersuk.org/help-and-advice/get-support/local-support)



**The new law says that all services that provide care have to:**

- Work together with other services



- Think about what support carers and their family need

- Make sure that carers and their families are safe and are treated with respect

You can find out more about this on the NHS website. The link is:

[www.england.nhs.uk/ourwork/pe/commitment-to-carers/carers-toolkit/](http://www.england.nhs.uk/ourwork/pe/commitment-to-carers/carers-toolkit/)

## What has changed?

The **Care Act 2014** says that any **health service, social care service** or **local carer support organisation** need to work together to support carers.



## Some examples of these are:

- The NHS (This includes doctors, hospitals and health service managers)
- Social services
- Job centres
- The police, prisons and probation services

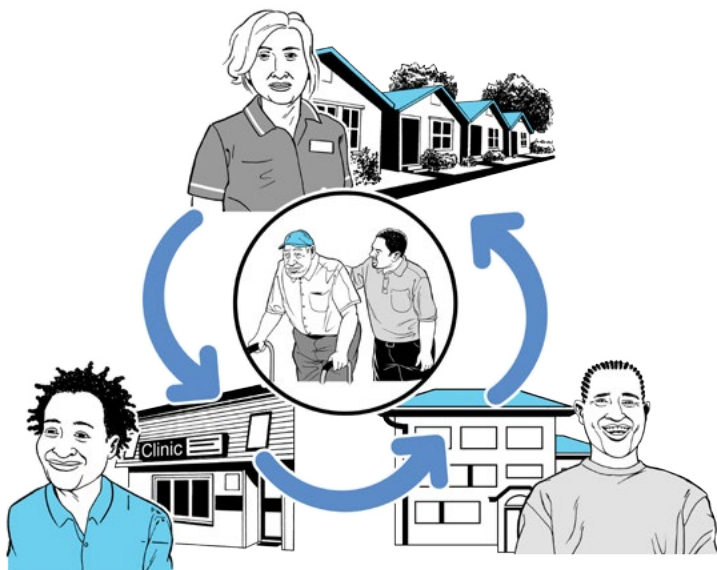


- Housing services



- Education services

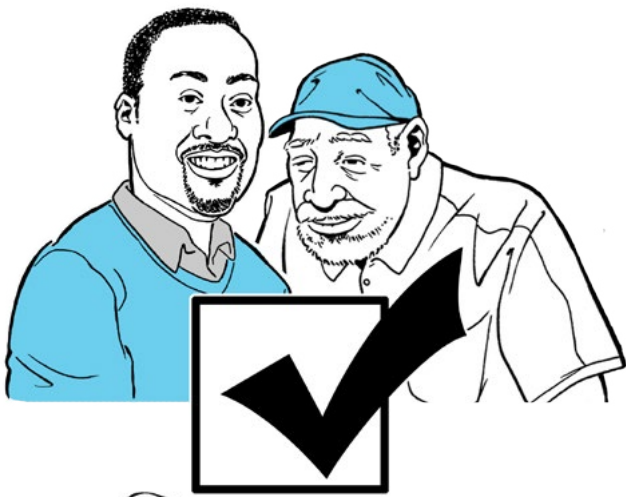
## Making sure carers are safe



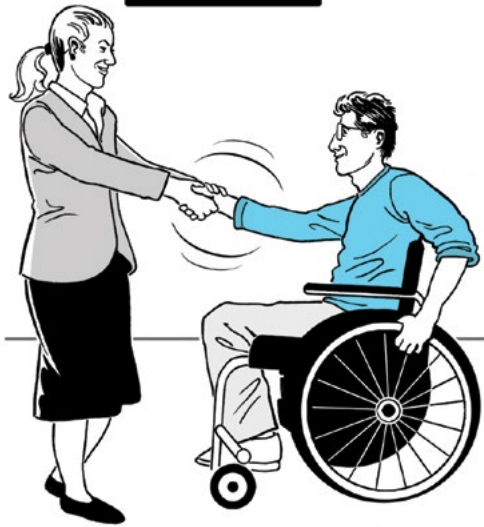
**Health services, social care services and local carer support organisations** must work together to make sure that carers are safe.



They must also make sure that carers are involved with decisions that are made about them and the person that they care for.

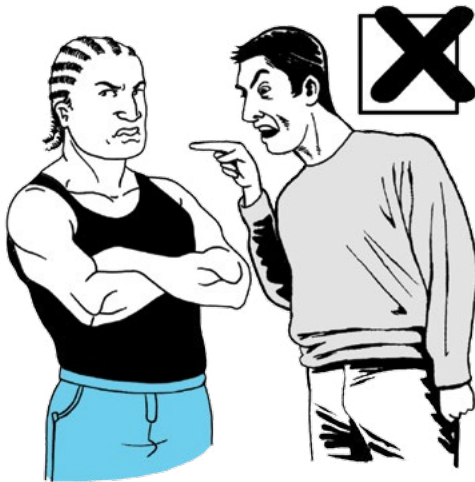


This means that carers and their families will have a better **wellbeing**.



**Wellbeing** means that a carer and their family:

- are treated with respect



- are protected from abuse and neglect



- are able to join in with work, education, training and have a life outside of work.



- have good relationships with family, friends and partners



- live somewhere which meets their needs.



- are able to be a part of their community and the rest of society



## Carers and family members

A lot of carers spend a lot of time looking after the person they are caring for.

This means they might find it hard to have a normal family life or do things outside of their family life.

This means that **Health services, social care services and local carer support organisations** need to think about what it is like to be in a family with a carer.

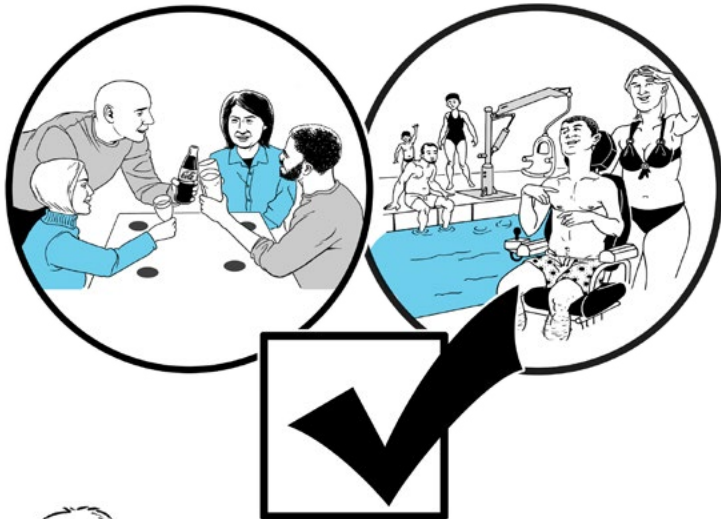
They also need to think about what it is like to be a person that is asked for help by a carer.



## What will happen?

If services work together well, they can:

- make sure that carers are able manage all the care they give
- make sure carers and their families have a life outside of caring
- make sure carers get the support they need when they need it
- respect a carer's decision about how much care they give





Carers have the right to ask for a Carer's assessment at any time. A carer's assessment helps to find out if a carer's needs are being met.



If a person is a carer, it can be put on their medical record.



This means that NHS staff can find out if someone is a carer.



This means that NHS staff can ask a carer if they need more support.



If a carer asks for more support, NHS staff can talk to them about their local **carer support organisation**.



The **carer support organisation** can talk to a carer about support for them and their family.



The **carer support organisation** tries to help carers as soon as they need it, this is to stop any problems from getting worse.

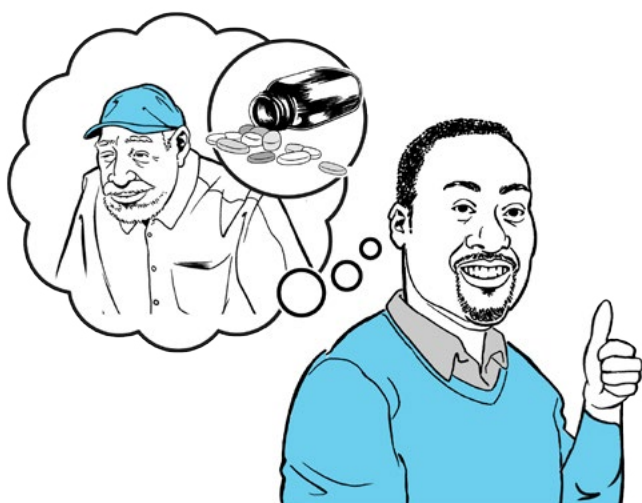
## How will it happen?

For this to work, local services will need to:

① Find out whether someone is a carer when they visit a doctors surgery. This can then be written on their medical record for other NHS staff.

② Find out what the support needs of a carer are. Local services can then work together to give that support.

③ Give carers support so they can make choices about the care they give and help them with the care they give.





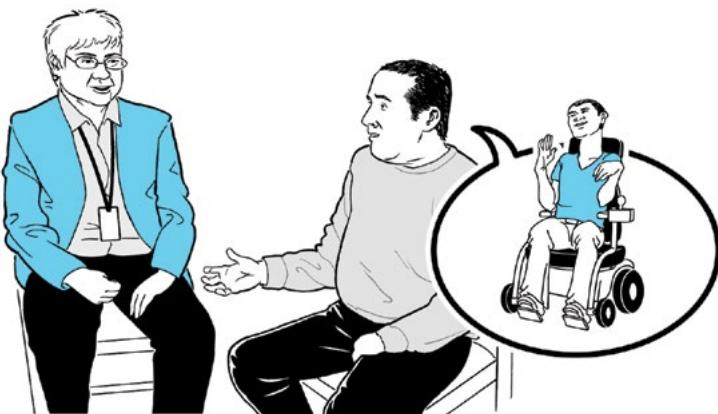
4

Make sure care staff know what the needs of carers are and how important they are to their communities.



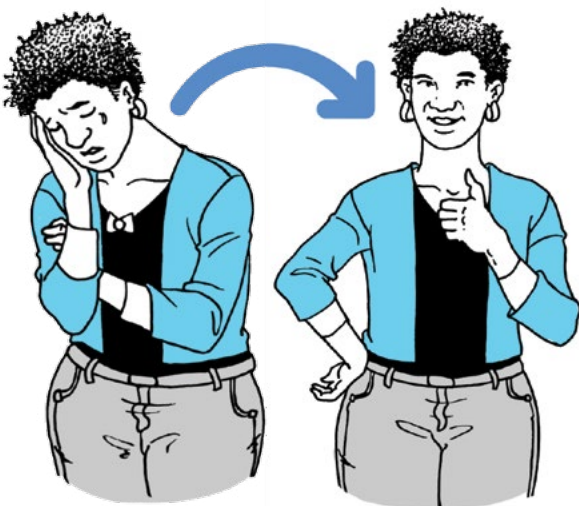
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Share information better which will help carers.



6

Listen to carers as they are experts and are a part of services being reviewed.



7

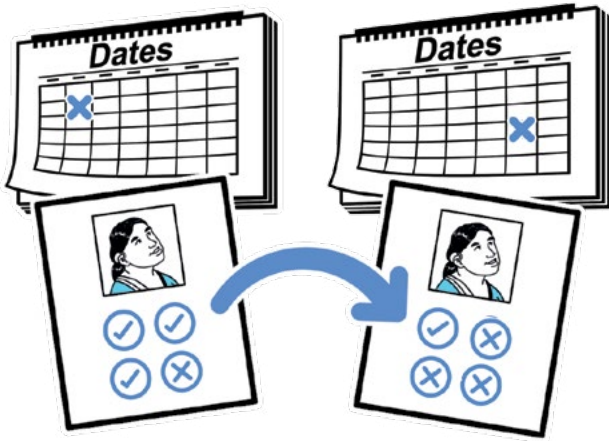
Find out whether carers are vulnerable and meet their support needs.

## How will this help carers?

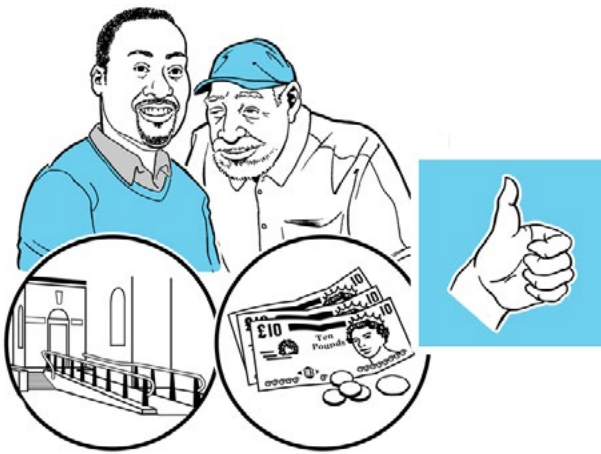
Doing all these things will help because:

- it will make sure carers and families get the right support
- it will also make sure the needs of carers and their families are met before any problems happen
- carers will get low-level support quicker
- the amount of problems that a carer family might have will go down





- a carer's support needs will keep being reviewed



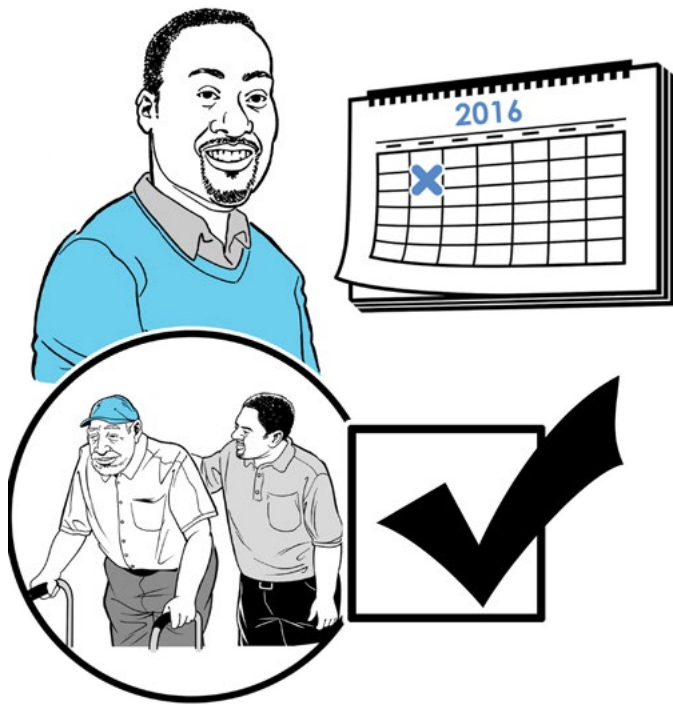
- Carers will still get the support they need even if something changes

## Moving forward

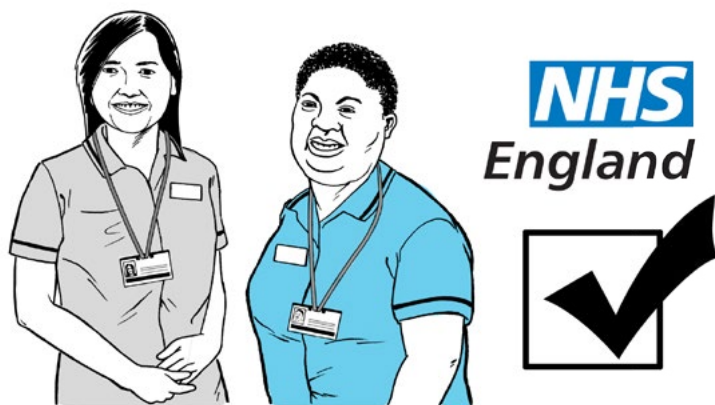


This document has been written by NHS England and some of its partners. This is a part of the “Commitment to Carers” work.





This year, we will show how this joined up way of working will help carers and their families.



We will also be looking at ways to help primary care support carers and why some carers find out and use support more than others.

This easy read document has been produced by CHANGE.  
[www.changepeople.org](http://www.changepeople.org)

