

2022

# HARINGEY ADULTS CARERS PRACTITIONER MANUAL

BETTER OUTCOMES BETTER LIVES  
ATHERTON CHRISTOPHER

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## 1. Introduction

All staff that provide an assessment service as part of their role in Adult Social Care will be required to complete a Carers Assessments or Carers Reviews on request.

The below guidance takes into consideration the Local Authorities general duties in regards to supporting Carers as per the Care Act 2014 and Haringey's local internal procedures and resources to ensure that duties are met.

The general guidance applies to all staff that provide an assessment service within Adult Social Care and Health partners.

## 2. Carers

A **carer** is a person who provides unpaid support to a relative friend or neighbour to help them to meet their needs. Under the Care Act 2014, the local authority has a responsibility:

- to give carers information about the assessment and support planning process, and about relevant local services for carers
- to assess a carer's needs for support, where the carer *appears* to have such needs.
- where it is determined that the carer meets the national eligibility criteria, to set a personal budget and to develop a support plan to enable the carer to meet their needs in order to continue to fulfil their caring role.

This section is guidance for assessors responsible for carrying out carers' assessments and supporting them to meet their needs.

Carers make a vital contribution to society, giving their time and energy to caring for a family member, friend or neighbour. Many people with care and support needs rely on the person caring for them to help keep them independent in their own homes for as long as possible. Adult Social Care recognise and value the role of carers and see them as key partners in the planning and delivery of support to the person they care for.

Caring can often have an impact on the health, wellbeing and independence of carers themselves. By working with service providers and health partners, including GPs, Adult Social Care can continue to raise awareness and encourage the earlier identification of carers.

The emphasis on prevention means that carers should receive support early on before reaching crisis point.

When people become carers, they need to be able to access timely support when they need it.

Adult Social Care work with carers to ensure that they:

- have access to good information and advice
- are informed of their right to have a carer's assessment, either jointly with the cared for person or separately
- are involved in planning and decision-making from the outset so that they and the person they care for have choice and control over their care and support
- can maintain a balance between their caring responsibilities and a life outside caring – this includes young carers
- can access a range of prevention and support services when they need it (for example, respite care/ carers breaks, access to carers groups, support systems and emergency care) to help sustain them in their caring role
- are supported to maintain their own health and wellbeing.

A **young carer** is any person under 18 years of age who is a carer. Young carers must be given an assessment of their own needs. They should not have to take on inappropriate tasks and levels of responsibility which adversely affect their physical, emotional, educational or social development. Either Children's or Adults' services can be the first to become aware that a young person is a young carer.

A **parent carer** is a person with parental responsibility for an ill or disabled child or young person under 18.

**Please Note:** The term 'carer' does not include people who work as volunteers or paid carers; these people should be referred to as 'care workers' or 'support workers'.

### 3. Carers' Assessments

Under the Care Act 2014, where an individual provides or intends to provide care for another adult and it appears that the carer may have any level of needs for support, local authorities must offer to carry out a carer's assessment, although the carer does have the right to refuse an assessment

A carer does not need to be resident in the relevant borough, to have a carer's assessment or to receive carers' services. It is the responsibility of the Borough in which the cared for person lives to provide the carer's assessment and necessary support.

Carers do not necessarily have to live with the person they are looking after or be caring full time to have a carer's assessment. They may be juggling work and care and this is having a big impact on their life. It is up to the carer to decide at what point in their caring role they choose to have a carer's assessment. They can ask for an assessment before they take up caring or decide to have one at any point when they are already caring for someone.

They can have a carer's assessment to look at the help they need even if the person they care for does not want to have an assessment to look at the care and support needed for their own circumstances, or does not have eligible care and support needs.

Carers are **not** excluded from applying if the cared for person has respite or day services, but this will be taken into account during support planning with carers.

The carer's assessment can be paused, for example, when the cared for person is receiving reablement, or on admission to hospital when the outcome of which may have a direct impact on the carer.

**Please Note:** The assessment and any resulting carer's personal budget will not affect the Carer's Allowance (which is provided by the Department of Work and Pensions) or any other benefit the carer may receive.

**Assessor:**

If the carer requests an assessment of their needs in relation to their caring role, or if you identify that the person has a carer or carers, then offer each carer an assessment. Inform them about the assessment and support planning process.

**The use of the word 'carer' in itself may be problematic for people unfamiliar with the term. The questions 'Do you look after someone?' or 'Is there anything that would help you to support the person you care for better?' may be more meaningful to a carer.**

**Please Note:** If the cared for person is a **child**, then help for the child and the carer should be provided under the Children Act. Where you have particular concerns about the child or young person, then consult with Family and Children's Services to determine whether the carer is a 'child in need' under the Children Act and to consider whether cross-divisional work is appropriate. If the needs of the young carer have not been properly addressed under this assessment then the carer can ask for a carer's assessment for their own needs and help can then be provided through the carer's assessment.

Practitioners responsible for assessing adults with care needs must be able to recognise and respond to risks to children's safety and welfare. They must know how to respond where they have concerns that children are, or may be, suffering significant harm.

#### **4. Purpose of assessment**

The carer's assessment is a key intervention in itself. The purpose of an assessment of a carer is:

- to identify the needs to be addressed, and the impact of their needs on the outcomes they can achieve, and on their wellbeing and day to day life
- to evaluate the sustainability of the caring role itself, which includes the practical and emotional support the carer provides to the adult: consider the

carer's potential future needs for support and whether the carer is and will continue to be able and willing to provide care

- to agree the desired outcomes of any support
- to determine the carer's eligibility for support services.

## 5. Timescale

Assessments and reviews "should be carried out over an appropriate and reasonable timescale", in line with the agreed assessment timescales (28 days) taking into account the urgency of needs and consideration of any fluctuation in those needs.

**Assessor:** Inform the individual of the likely time the assessment will take and keep the person informed throughout the assessment process.

## 6. Key considerations

Consider at every stage:

- **wellbeing principle**
- **personalisation**
- **Mental Capacity Act Principles**
- **Safeguarding**
- **Contingency Planning**
- **Information and advice, participation support and advocacy.**

## 7. Safeguarding

Circumstances in which a carer could be involved in a situation that may require a safeguarding response include the following:

- a carer may witness or speak up about abuse
- a carer may experience intentional or unintentional harm from the adult they are trying to support or from professionals and organisations they are in contact with, or
- a carer may unintentionally or intentionally harm or neglect the adult they support on their own or with others.

**Assessor:**

With the latter two, consider whether, as part of the assessment and support planning process for the carer and/or the adult they care for, support can be provided that removes or mitigates the risk of abuse. An example is the provision of training or information or other support that minimises the stress experienced by the carer. In

some circumstances the carer may need to have independent representation or advocacy; in others, a carer may benefit from having such support if they are under great stress or similar. Consider whether other agencies should be involved; in some circumstances where a criminal offence is suspected, this will include alerting the police, or in others the primary healthcare services may need to be involved in monitoring.

Also consider:

- involving carers in safeguarding enquiries relating to the adult they care for, as appropriate
- whether or not a joint assessment is appropriate in each individual circumstance
- the risk factors that may increase the likelihood of abuse or neglect occurring, and
- whether a change in circumstance changes the risk of abuse or neglect occurring.

## 8. Consent to sharing information

Obtaining and recording consent is vital for the safe and legal sharing of personal information.

**Assessor:** Explain to the carer that in order to understand their situation fully, it may be helpful to discuss with other staff and organisations what they know, and to share information about an individual's health and care needs. Explain that if they do not give their consent to sharing such information, it may not be possible to carry out an assessment or to give them a full service.

## 9. Arranging the carer's assessment

**Assessor:**

Discuss with the carer whether they choose:

- to be jointly assessed with the person they assist, in order to avoid unnecessary duplication
- to be assessed in their own right as a carer
- to refuse any involvement with the carer assessment process.

If the carer chooses to be assessed with the person they assist, then carry out the carer's assessment alongside the assessment for the cared for person. If the carer's needs can be addressed by offering information, advice and signposting, then a small subset of questions within the 'Adults Assessment' will be revealed concerning the support offered. Once recorded this can be counted as the combined assessment and there will be no need to record a full Carer's Assessment on the carer's record.

Where it is likely that the carer will have eligible needs and a Local Authority funded support plan required, a separate Carers Assessment will need to be completed.

Establish any communication needs and adapt the assessment accordingly.

Explain the assessment options:

- a face-to-face meeting to carry out a full carer's assessment
- telephone assessment (there will need to be a face to face meeting to collect relevant documentation and establish if the carer is eligible)
- on-line self assessment is in development

Always link the cared for person and carer on MOSIAC.

When a combined assessment is completed, which includes an Adults Needs Assessment and a full carers assessment, you will need to record the carers assessment and where it can be located in the Case Note on the Carers record.

For separate carers assessment where the cared for person is known to Haringey, capture the carers assessment in the carers record and add a case note to the cared for person.

Where the cared for person is not receiving services from Haringey but the carer has needs which makes the carer eligible for support then create a record for the carer and record the subsequent Carer Referral, Carer Assessment and Carer Support Plan on that record.

## **10. Conducting the assessment**

### **Assessor:**

Carry out the carer's assessment in a convenient and private place. For example, this could be at an Adult Social Care office or at the carer's home. Explain that the carer's assessment can be carried out with or without the person they are looking after being present.

Offer the carer time to talk away from the cared for person, if they wish.. Discuss the carer having someone with them, for example, a family member, a friend or a professional person.

Have regard not only to the Care Act, but also to the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998, the Race Relations (Amendment) Act 2000, Age Legislation 2006 and Equalities Act 2010. Under the Equalities Act, make reasonable adjustments to ensure that disabled people have equal access to information and advice on support and keeping safe from abuse or neglect. For carers, this might include interpreters, or choice of venue or time of day.

## Checklist

**Make sure that during the assessment process, you inform the carer (where relevant) about:**

- **the purpose of the assessment**
- **the need for their consent if they wish us to share information with other professionals in order to provide more complete services**
- **ordinary residence<sup>1</sup> conditions**
- **eligibility criteria, making it clear that not everyone will have eligible support needs (see appendix 1)**
- **personal budgets, support planning and direct payments**
- **support services available**
- **the appeals and complaints procedure**
- **the right to have access to records.**

**Make sure you take the relevant information on the visit with you.**

Check whether the person is distressed by the assessment process. If so you may need to consider ending the assessment and seeking advice from a manager.

## 11. Principles of assessment

There are lots of things to think about when carrying out a carer's assessment. The most important are outlined below.

- **The success of the assessment is dependent on the relationship and communication between you and the carer. Communicate with the carer in a way that they understand and which enables them to participate fully in the assessment.**
- **Actively seek consent to the assessment process and support the carer's participation in it.**
- **Base your approach to the assessment on the promotion of wellbeing and other principles as per the Care Act**
- **Assessing is about developing an understanding of the individual's needs, concerns, wishes and preferences, and desired outcomes, that is, what they would like to achieve.**

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<sup>1</sup> A person is **ordinarily resident** if they are normally residing in the UK (apart from temporary or occasional absences), and their **residence** here has been adopted voluntarily and for settled purposes as part of the regular order of their life for the time being, whether for short or long duration.

- The assessment begins with a discussion rather than filling in a form. The form is the tool on which to record the assessment.
- Keep the scale and depth of assessment in *proportion* to the needs of the carer. Make the assessment flexible to meet the individual case. Identify needs and risk factors but ensure that the information gathered is pertinent to the assessment to avoid unnecessary intrusion and invasion of privacy.
- Focus positively on what the individual can do and their strengths as well as what they cannot do, taking account of their personal and social relationships.
- Assess risks. You must record this as it is an important part of the assessment
- Assess the carer's willingness and ability to provide care and support now and in the future, and in doing so, offer choices.
- Ensure that you record evidence for the rationale for risks identified and conclusions reached
- Explain what is happening at each stage of the process.

## 12. Areas to cover during the carer's assessment

### **Assessor:**

When carrying out a carer's assessment, cover the following areas:

- the caring role feelings and choices about caring
- the carer's own strengths and capabilities
- the carer's own wishes and preferences and desired outcomes
- health
- work and education
- leisure
- housing

Key questions may include:

- How long has the carer been an informal carer?
- How much help does the carer get?
- How often does the carer get a full night's sleep?
- How much physical impact does the caring role have?
- How much emotional impact does the caring role have?
- Does the carer understand the nature of the cared for person's condition?
- How much time does the carer have when they feel 'off duty'?
- How appropriate is the role for someone of the carer's age or in that particular relationship to the cared for person?
- How appropriate is the role for someone of the carer's culture, religion, gender?
- How many other roles (parent, spouse, partner, employee, carer for someone else) impact on the carer?
- How does the caring role impact on the carer's other relationships and community networks?
- How sustainable does the carer's role appear?
- What plans does the carer have in place in the event of them being unable/unwilling to continue to care in an emergency or on a longer term basis?

- How far does the carer gain any sense of satisfaction/reward from caring?
- How much control does the carer have over their life as a result of caring?

Check whether there are any difficulties that the carer has with their caring role. Clarify what are the care and support needs of the cared for person that the carer **can** meet and those that they **cannot** meet.

Never make assumptions about the level or quality of care and support available from carers.

**It is important to acknowledge those carers who provide care intermittently – for example, carers of people with mental health needs, substance misuse issues, neurological problems or fluctuating conditions. These intermittent caring roles can be as just as stressful as ‘continuous’ caring because the carer may be waiting for, or trying to prevent, the next crisis.**

If the carer has completed a self assessment, use it as a way to focus on the areas of most importance to the carer in continuing to carry out their caring role, and validate their answers.

### 13. Outcomes

The Care Act Guidance states that the purpose of a needs assessment is to identify the carer’s needs and the outcomes that they wish to achieve in their day-to-day life, and how the provision of support may assist the individual in achieving their desired outcomes.

There are two ways in which outcomes are discussed within the Care Act Guidance:

**Desired** outcomes (of the individual): these are the outcomes a person wishes to achieve in order to lead their day-to-day life in a way that maintains or improves their wellbeing. They vary from one person to another because each individual has different interests, relationships, demands and circumstances within their own life. These are the outcomes that need to be identified at the assessment and then refined at the support planning stage. Desired outcomes are the end result, not the means to the end. They are the *difference* the support makes to the carer’s quality of life.

The second set of outcomes, are the specified **eligibility outcomes**, which form the second of three conditions, all of which must be met for a carer to be eligible for support.

The next step is to determine whether the carer has eligible needs for support from the local authority. The Care and Support (Eligibility Criteria) Regulations 2014 set out the criteria for eligibility for both adults with care and support needs and for carers.

**The needs arise as a consequence of providing necessary care for an adult.**

Carers can be eligible for support whether or not the adult for whom they care has eligible needs. Make the eligibility determination based on the carer's needs and how these impact on their wellbeing.

The carer must also be providing "necessary" care. If the carer is providing care and support for needs which the adult is capable of meeting themselves, the carer may not be providing necessary support. In such cases, provide information and advice to the adult and carer about how the adult can use their own strengths or services available in the community to meet their needs.

The effect of the carer's needs is such that the carer's physical or mental health is either deteriorating or is at risk of doing so, or the carer is unable to achieve any of the following eligibility outcomes:

- carrying out any caring responsibilities the carer has for a child
- providing care to other people for whom the carer provides care
- maintaining a habitable home environment: consider whether the condition of the carer's home is safe and an appropriate environment to live in and whether it presents a significant risk to the carer's wellbeing. A habitable home should be safe and have essential amenities such as water, electricity and gas
- managing and maintaining nutrition: consider whether the carer has the time to do essential shopping and to prepare meals for themselves and their family
- developing and maintaining family or other significant personal relationships
- engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community
- engaging in recreational activities.

**A carer is seen as being unable to achieve an eligibility outcome if they are:**

- unable to achieve the outcome without assistance or able to achieve the outcome without assistance, but doing so causes or is likely to cause significant pain, distress or anxiety
- able to achieve the outcome without assistance but doing so is likely to endanger the health or safety of the carer or any adults or children for whom the carer provides care.

**As a consequence of that fact there is, or there is likely to be, a significant impact on the carer's wellbeing, including:**

- a) personal dignity (including treatment of the individual with respect)
- b) physical and mental health and emotional wellbeing
- c) protection from abuse and neglect
- d) control by the individual over day-to-day life
- e) participation in work, education, training or recreation
- f) social and economic wellbeing
- g) domestic, family and personal relationships
- h) suitability of living accommodation
- i) the individual's contribution to society.

Consider whether the carer's needs and inability to achieve the outcomes above impact on at least one of the areas of wellbeing in a significant way; or, the effect of the impact on a number of the areas of wellbeing mean that there is a significant impact on the carer's overall wellbeing.

**Please Note:** The term "significant" is not defined by the regulations, and is therefore understood to have its everyday meaning. It depends on a person's particular circumstances; the type of care they deliver; and the effect it has on their life. It is not just a question of how many hours a week a person spends caring for someone but the overall impact on their life. Use your professional judgment. If in doubt, discuss with your line manager. Needs may have a different impact on different individuals.

## 14. Recording eligibility and evidence

**Assessor:** In all cases (whether the carer has completed a self assessment form or not), record the eligibility determination in the relevant section of the Carers Assessment and Support Plan against the three conditions:

- whether the carer is providing necessary care, and the nature of the needs arising
- the effect of the carer's needs on their physical or mental health, or which eligibility outcomes the carer is unable to achieve
- whether the consequential impact on the carer's wellbeing is significant.

Record evidence in the Carers Core Assessment form: it provides the reasons and justification for the eligibility decision. Evidence must be accurate, specific and honest. Given the requirement to provide the eligibility decision in writing to the carer as part of the assessment form, it is important, when recording information, to consider the status of the information – what the person reports, your direct observation, verifiable factual information, or written professional report.

## 15. Action following eligibility assessment

### Where it is determined that a carer has eligible needs

**Assessor:** If it is determined that the carer has eligible needs, then:

- Send the carer their completed core assessment form, and inform the carer which needs are eligible, using **accompanying letter**. Agree with the carer which of their **eligible needs** they would like the local authority to meet. The carer may not wish to have support in relation to all their needs – for example, they may intend to arrange alternative support themselves to meet some needs.
- Consider what support might be available from the carer's **wider support network** or within the community which might assist the carer in meeting the desired outcomes they want to achieve. Explore with the carer how their

cultural and spiritual networks can support them in meeting needs and building strengths.

- Explain the process of **personal budget allocation** and **support planning** to the person, and how long that process might take. Explain that the personal budget can be used to provide support directly to the carer to assist them in achieving their outcomes – for example:
  - to support them to take a break
  - to assist them to maintain good health and wellbeing
  - to reduce some of the difficulties that can arise when caring for someone
  - to sustain their caring role.
- See section 19 for examples of what the carer’s personal budget can be used for.
- If appropriate, discuss with the carer their options for safely meeting their needs in the **intervening period**.

### **Where it is determined that a carer does not have eligible needs**

#### **Assessor:**

Where a carer is found to have no eligible needs, record this on the Carers Assessment and Support Plan. Send the assessment with the eligibility determination to the carer with **accompanying letter**, and provide the carer with useful information and advice about other sources of support to address outstanding issues and problems, and to prevent or delay the development of needs in the future (**provision of information and advice only**).

If the carer needs other services, help them to find the right person to talk to in the relevant agency or organisation, and make contact on their behalf. Please see section 24 for alternative carers services available in Haringey.

Make the carer aware that they may use the appeals process to challenge decisions to withhold or withdraw services.

## **16. Types of support for carers**

There are four levels of support available to carers:

### **LEVEL ONE: The universal offer**

This is available to all carers as part of services which are universally available to all citizens. Carers will be directed to these agencies if it is appropriate. Examples of this type of support include, benefits advice lines, websites, libraries, citizen’s advice bureaux, leisure centres and work opportunities.

**The Local Offer.** In line with the Children and Families Act, there is a requirement to set out the Local Offer for young people and families who are going through Transition (14-25 years). This Local Offer is shared under the Universal Offer as described above.

### **LEVEL TWO: Targeted services low-level support**

These are services which are available to carers only which are specifically funded by the health service and the local authority to provide support to carers. They include health checks, training, GP support, yearly consultation and surveys, the Carers Partnership Board, the voluntary sector support provided by specialist carers' voluntary providers in the boroughs, carers support groups, advocacy services, local hubs, and Adults safeguarding.

Level one and two DO NOT require assessment in order to access them.

### **LEVEL THREE: Carer's assessment and support**

This level involves a carer's assessment carried out by the Council or a commissioned carers organisation on behalf of the Council. It is designed to provide support to carers who have eligible needs.

If the carer has eligible support needs as defined by the Care Act a carer's personal budget may be agreed.

### **LEVEL FOUR: Complex assessment and support**

This level involves a full complex assessment of the carer and the cared for person. If the cared for person has eligible care and support needs they will be provided with a personal budget. The personal budget will be provided to meet eligible needs of the cared for person and the carer. For example, if a short break is needed the cost of this will be part of the cared for person's personal budget. This assessment can also result in an agreed carer's personal budget (see below).

## **17. Support planning**

As the carer's assessment can also affect the core assessment of the person they look after, some of the carer's assessed needs and support may be reflected in the care and support plan of the cared for person.

#### **Assessor:**

- If the carer has eligible needs, work with the carer to develop a support plan to meet their assessed eligible needs. Record on the Carers Assessment and Support Plan on Mosaic
- Since each carer's situation is unique, consider how much support is being provided to the cared for person by Adult Social Care, to assist in understanding the impact of caring on the carer. This includes respite and day services. The carer's personal budget forms part of the total budget for the carer and cared for person. Clearly identify where the carer's needs will be met as part of the cared for person's care and support plan. For example, the carer may be being supported inadvertently by the care workers attending to the cared for person.

Never make assumptions about the level or quality of care and support available from carers.

## 18. Respite Care

The following excerpt has been taken from the Council/CCG's respite policy, which was approved by Cabinet on 13<sup>th</sup> February 2018. Please refer to the full policy here: [www.haringey.gov.uk/social-care-and-health/carers/respite-care-and-breaks-carers](http://www.haringey.gov.uk/social-care-and-health/carers/respite-care-and-breaks-carers).

### Accessing Respite Care

Where possible, a need for respite care will be identified through the assessment process. This could be through the carer's assessment, the cared for person's assessment, or a combined assessment. Respite should be discussed with both the carer and cared for person as part of the assessment and support planning process to ensure that it is appropriately planned throughout the year.

The amount of respite care a cared for person may be offered will depend on their individually assessed needs and circumstances.

The need for respite care will be considered whenever care needs are reviewed or reassessed. This will happen at annual review or because needs or circumstances change.

**Assessor:** Complete a carer's assessment, or a combined assessment depending on the individual's request. Identify the respite needs of the carer in conjunction with the person they care for. If the respite involves providing replacement care for the cared for person, complete a needs assessment and support plan for the cared for person and update the carers record accordingly.

## 19. Carer's Personal Budget

To be considered for a carer's personal budget (CPB), a carer must:

- be aged over 18
- have had a carers assessment and been assessed as having eligible needs that cannot be met by any other provision/ service.
- Be caring for a person who is living at home and is a resident of Haringey. The carer does not have to be a resident of Haringey or live with the person they are caring for.
- be an unpaid carer: carers are still considered to be 'unpaid' if they receive Carers Allowance or manage the cared for person's personal budget
- be providing unpaid care to someone who is entitled to an assessment of their needs but is not in receipt of services.

A person cannot be considered for a CPB if they are a volunteer who provides care as part of their work for a voluntary organisation, or providing care in exchange for rent and board. However, where an adult is providing care under a contract or

voluntary work, and is also providing care for the adult outside of those arrangements, consider whether to carry out a carer's assessment for the person for that part of the care they are providing outside of the contractual/voluntary basis.

The Care Act Guidance states that a carer's personal budget (CPB) must be an amount sufficient to meet their needs to continue to fulfil their caring role, and which takes into account the desired outcomes that the carer wishes to achieve in their day-to-day life. This includes their wishes and/or aspirations concerning paid employment, education, training or recreation if the provision of support can contribute to the achievement of those outcomes.

**Please Note:** One application may be made for each carer within a twelve-month period. Where a person is being cared for by more than one person, both carers are entitled to an assessment and support plan (where eligible needs are identified). In this instance they need to be seen by the same assessor who should consider the whole caring unit when making an application for CPB.

**Assessor:**

- If the carer is deemed to have eligible needs as a result of assessment, the carers Support Plan in Mosaic must be completed.
- It is the assessors duty to be clear about the clients desired outcomes and eligible outcomes and how needs can be met within the local area, as well as agreed Local Authority offer. Please see section 24.

There could be exceptional circumstances in which a carer requires ongoing support via care management in their own right. Discuss any appeals or exceptional cases with your manager.

**Please Note:** *Haringey does not charge* for carers services, so that it is not necessary to carry out a financial assessment of the carer.

## **20. What the carer's personal budget can be spent on;**

If the carer is allocated a personal budget as a one-off direct payment, the direct payment can be spent on any item(s) which will benefit the carer and help them with their caring or provide them with a break from their caring role. The amount does not have to be spent at one time. No two carers' needs are the same but the following are examples:

- pampering treatments/health and wellbeing therapies
- new skills including - access to education, driving lessons
- useful domestic appliances such as washing machine, cooker or microwave oven or appliances which assists them or helps them to maintain a clean and comfortable environment (for those not eligible for DWP Community Care Grant)
- holidays, with or without the cared for person
- 
- computer – laptop or tablet for internet shopping, studies, information, recreation

- gym membership
- gardening
- socialising – for example, going to the theatre
- Residential support programme (Learning Disability Only).

The Council is entitled to meet identified eligible needs in the most cost-efficient way possible. Cost effective options for services will need to be explored within the market. For more complex queries around indicative costings, you may wish to contact brokerage through Mosaic for support with indicative costs. The way in which the carer has chosen to meet their needs is a vital consideration and must be taken into account.

### **What is excluded?**

- anything that could bring Haringey into disrepute
- living expenses such as food, heating, lighting, council tax, rent/mortgage payments, clothing, general transport costs and repayment of debt
- retrospective funding of goods or services, for example a holiday that has already been taken
- gambling of any form including bingo and the lottery
- direct care for the cared for person
- drugs or alcohol
- any illegal activity.

The carer's personal budget may not be used by or for anyone other than the carer.

## **21. Setting up the Carers Personal Budget**

Carer's Personal Budgets will be set up by the Direct Payments team in the near future. We are working to amend the workflow and will notify you shortly.

In the meantime, Assessors will need to have access to SAP in order to set up the carer's personal budget.

If you have assessed a new carer who has not already been set up as a non-commercial vendor you will need to :

- Ask the carer to complete the Carer's Bank Details form.
- Request proof of their identity
- Request proof of their address
- Complete the non-commercial vendor e-form on SAP ensuring:
  - you include the carer's Mosaic number within the e-form and Attach Carer's Bank Details and proof of ID form to enable payment to be processed. Do not upload this document into Mosaic
- Complete the Support Plan section of the Carers Assessment and Support Plan on Mosaic setting the review for one year hence.

For more information on how to set up a non-commercial vendor on SAP, please visit FUSE.

If the carer has already been set up as a non commercial vendor the you will need to:

- Check whether there has been any change in their details i.e. change to bank account.

**Manager:** Check and authorise the payment in the purchasing episode.

**Please Note:** A sample range of applications will be moderated by a panel of managers to ensure equity of service for carers.

## 22. Notifying carers about the result of their carer's assessment

**Assessor:** Following the assessment, notify the carer **in writing** together with a copy of the Carers Assessment and Support Plan confirming the result of the eligibility determination, the eligible needs that have been identified, how the needs will be addressed and the personal budget allocated if any. In addition, include information and advice on how to meet ineligible needs.

### **Carers choosing to accept or reject the help they are offered**

**Assessor:** Carers can accept some or all of the help that you offer them. If they do not feel the help they are offered is necessary or appropriate, they can refuse it. Before they refuse help, you should encourage carers to talk about their concerns – it may be that more suitable arrangements can be made.

### **Situations where the cared for adult does not agree to an assessment or does not have eligible needs**

This section covers the situation where a carer is assessed as having eligible needs, but the cared for person either does not have eligible needs or chooses not to be assessed. In such cases the cared for person will not have a personal budget or care and support plan.

**Assessor:** Work with the carer to develop a support plan which covers their needs and which specifies how their needs are going to be met – for example, via replacement care to the adult, and the personal budget would be for the cost of meeting the carer's needs. Although the cared for person will not have their own personal budget or care and support plan, they do need to be involved in the decision making process. The carer could decide to commission their own replacement care from an agency. The cared for person would pay the costs as they are the direct recipient of the service. Agree the decisions taken by the carer and the cared for person and the cost implications and record them in the support plan. If the cared for person refused to pay the cost, you would need to consider alternative ways of supporting the carer

## 23. Review

**Assessor:** When you are carrying out a carer's assessment, agree with the carer the likely point at which their assessment should next be reviewed.

As a minimum, arrange to review the carer every 12 months, both as part of the cared for person's review and separately where appropriate. At the review, check and record what money was given and what it was spent on, and record the review on the Carers Review document and complete the support plan.

Carers can ask for an unscheduled review of their carer's assessment and support plan at any time if their circumstances change or the circumstances of the person they are looking after change.

Follow same steps as for Carer Assessment and Support Plan for the review.

## 24: Additional Carer specific resources

*Correct as at March 2018:*

From 1st March 2018, Carers FIRST will be the lead service provider for adult carer services in Haringey. They provide the following support in Haringey:

- a FIRST point of contact for the initial request for information, advice and guidance
- Emotional support and guidance
- Peer support groups providing mutual support
- Advice and assistance
- Face to face, drop in and telephone appointments
- Training courses
- Workshops
- Respite Services
- Newsletter

You can find out the offer provided by Carers First here

[http://www.carersfirst.org.uk/?Adult\\_Services\\_-\\_Haringey](http://www.carersfirst.org.uk/?Adult_Services_-_Haringey) You can find out the offer provided by registration here

<http://www.haringey.gov.uk/social-care-and-health/carers/register-carer#benefitsregistering>

And find the Carers strategy here

<http://www.haringey.gov.uk/local-democracy/have-your-say-haringey/haringey-carers-strategy>

## Appendix 1-

### **Eligibility criteria for carers with support needs under the Care Act 2014**

Carers can be eligible for support in their own right. The threshold is based on the impact their caring role has on their wellbeing.

When determining carer eligibility, local authorities must consider the following three conditions.

#### **Condition 1**

**The carer's needs for support arise because they are providing necessary care to an adult.**

Carers can be eligible for support whether or not the adult for whom they care has eligible needs.

The carer must also be providing 'necessary' care (i.e. activities that the individual requiring support should be able to carry out as part of normal daily life but is unable to do so). If the carer is providing care and support for needs that the adult is capable of meeting themselves, the carer may not be providing 'necessary' care and support. However, necessary care includes care provided to support needs that are not eligible.

#### **Condition 2**

**As a result of their caring responsibilities, the carer's physical or mental health is either deteriorating or is at risk of doing so or the carer is unable to achieve any of the outcomes as specified in the regulations and as summarised in the section Eligibility outcomes for carers with support needs<sup>2</sup>.**

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#### <sup>2</sup> **Carer outcomes:**

Carrying out any caring responsibilities the carer has for a child  
Providing care to other persons for whom the carer provides care  
Maintaining a habitable home environment in the carer's home, whether or not this is also the home of the adult needing care  
Managing and maintaining nutrition  
Developing and maintaining family or other personal relationships  
Engaging in work, training, education or volunteering  
Making use of necessary facilities or services in the local community, including recreational facilities or services

Local authorities must also be aware that 'being unable' to achieve an outcome includes circumstances where the carer:

- is unable to achieve the outcome without assistance. This includes where the carer would be unable to achieve an outcome even if assistance were provided. For example, a carer might be unable to fulfil their parental responsibilities unless they receive support in their caring role.
- is able to achieve the outcome without assistance, but doing so causes or is likely to cause significant pain, distress or anxiety. For example, a carer might be able to care for the adult and undertake full-time employment, but if doing both causes the carer significant distress, the carer should not be considered able to engage in employment.
- is able to achieve the outcome without assistance but doing so is likely to endanger the health or safety of themselves or any adults or children for whom they provide care. For example, a carer might be able to provide care for their family and deliver necessary care for the adult with care and support needs, but, where this endangers the adult – for example, because the adult receiving care would have to be left alone while other responsibilities are met – the carer should not be considered able to meet the outcome of caring for their family.

Local authorities must consider whether the carer is unable to achieve the whole range of outcomes in the eligibility criteria when making the eligibility determination.

There is no hierarchy to the eligibility outcomes – all are equally important.

### **Condition 3**

**As a consequence of being unable to achieve these outcomes, there is, or there is likely to be, a significant impact on the carer's wellbeing,** determining whether:

- the carer's needs impact on at least one of the areas of wellbeing in a significant way or
- the cumulative effect of the impact on a number of the areas of wellbeing means that they have a significant impact on the carer's overall wellbeing.

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Engaging in recreational activities.

## **Appendix 2- Adult Social Care Complaints Procedure**

Individuals wishing to complain about adult social care, will need to do so by completing our on-line feedback form which can be accessed at:  
<http://www.haringey.gov.uk/contact/council-feedback/adult-social-care-complaints-procedure>

If an individual is unable to use the form, they may wish to phone 020 8489 1988.

What we will do with your complaint

The law says what we must do with adult social care complaints. When we receive your complaint, we will try to sort out the problem straight away. If we cannot we will:

- write to you within three working days with the contact details of the person who will deal with your complaint
- offer to discuss your complaint with you so that we can clarify the issues and how the complaint will be investigated
- respond to your complaint within 10 working days, or agree a new deadline with you before then if we can't.

## **Appendix 3 - Carer's Remit**

**Supporting carers is a core duty of ASC and the following outlines the key responsibilities within the service:**

### **First Response Team:**

- Complete all new telephone referrals
- Create carer record and link record to cared for person
- Provide information, advice and guidance to carers
- Acknowledge receipt of on line self-assessment within 5 days
- Manage carers online assessment inbox and input eform into Mosaic
- Triage enquiry / referral
- Arrange replacement care in times of urgent carer breakdown
- Provide inform on respite and when urgent set up respite care
- Undertake standalone or combined carers assessment when the cared for person is not allocated within the service
- Set up carer personal budgets and ensure that carer support plan has clear outcomes
- Carers officer to undertake assessments of carers on the waiting list until July 2018
- Undertake unscheduled carers reviews in the event that the cared for person is not due a review
- If cared for person is allocated complete case note and transfer to allocated worker

### **Cared for Person's allocated worker:**

- Provide information, advice and guidance to the cared for persons carer
- Undertake carers stand alone or combined assessment of cared for person
- Assess for planned respite care and in the event of an emergency set up respite care
- Undertake review of cared for persons carer
- Ensure that carers assessment and cared for persons assessment is up to date for any requests via the Care Authorisation Panel for funding
- For S42 cases ensure that the carers involved in the safeguarding process if appropriate
- If a criminal offence is suspected consider whether other agencies should be involved e.g. Police, healthcare services

### **Reviews Team:**

- Undertake annual carers review alongside cared for persons review
- Review respite arrangements and make amendments if required