

## Family Carers

### Who is a carer?

You may not think of yourself as a carer but anybody who helps a friend or relative with care needs, without pay for their services, is a carer. You may be entitled to receive some help to do this.

### Who can receive help from Social Care?

There are two stages to assessing this. Firstly, the person you look after should be eligible for community care services, although they do not need to be receiving them - a Care Manager will be able to assess the person to see if they are eligible. Secondly, the care you offer should be 'substantial and regular'. We do not have a hard and fast rule for this, as we prefer to look at each individual case.



### How do you get help?

If the person you care for has been seen by a Care Manager they should have asked you about the help you might need as the individual's carer. If this hasn't happened, you should get in touch with the First Point of Contact team for Adult Social Care on **0345 678 9044**. They will ask you about the help that you give, whether you are able and willing to continue with this, what might be difficult and what help you need.

### What help can you get?

We can offer practical help through home care services or equipment, and respite services so you are able to take a break from caring. We can also offer flexible payments which can be used to assist in your caring task.

## Carers Direct Payments



The 'Carers Direct Payment' is a regular and ongoing payment that allows you to pay for services you have been assessed as needing as a carer in your own right. The 'Carers One Off Direct Payment' is subject to eligibility but you could

receive one, to assist you to buy a service or equipment that will directly enhance you in your caring role. The Social Work Team will be able to explain the eligibility criteria to you.

## Carers Emergency Respite Scheme

The Carers Emergency Respite Scheme is intended to provide piece of mind through home based care at short notice. Care can be provided for up to 72 hours. To find out more talk to the First Point of Contact team for Adult Social Care on **0845 678 9044**.

## What other help is available?

We also work with voluntary organisations, like the Community Council of Shropshire, who offer support networks, training, advice and information to carers. The Community Council of Shropshire co-ordinates a number of initiatives aimed at supporting and informing carers, for example, carers groups, away days, training, carer information resources and befriending services. You can call the Community Council of Shropshire on **01743 341995**.

For more information about My Life My Choice, Self Directed Support in Shropshire and the services that are provided by the Council go to [www.shropshire.gov.uk](http://www.shropshire.gov.uk)

On the website you will find a number of helpful guides and leaflets that are available to download for free.

For help with social care emergencies that occur outside of office hours contact  
The Emergency Duty Team on **08456 789040**

You can also get a copy of the leaflets, guides and other information produced by the Council from your Care Manager, local Customer Service Points or by calling this number **0345 678 9044**