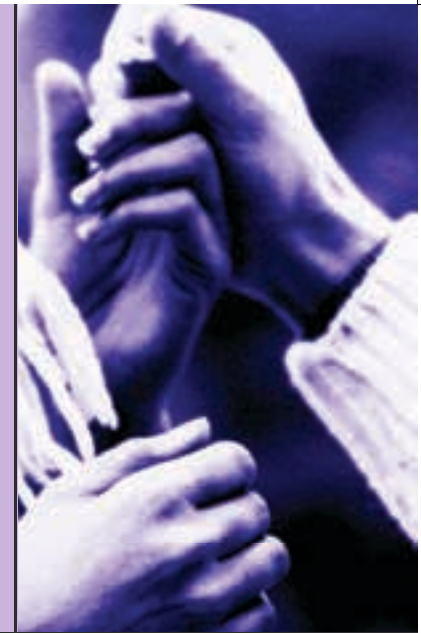


Different formats

If you would prefer this leaflet in large print, Braille or on audiotape/CD, please contact the communications team at Gateshead Council on 0191 433 3444.



SERVICES FOR OLDER PEOPLE



Produced by Older People's Service
Gateshead Council, Regent Street, Gateshead NE8 1HH

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Assessments for carers



Carer's assessment information



About this leaflet

If you look after a partner, relative, friend or neighbour who cannot manage without help because of illness, age or disability, then this leaflet may help you.

It tells you about the support available to help you and how your needs as a carer can be assessed. If you need more information we have listed some useful numbers at the end of this leaflet.

Working with you



We recognise that as a carer you play a vital role in the life of the person you look after. So, we need to work alongside you to offer you the support you need.

What is a carer's assessment and how could it help me?

A carer's assessment looks at all of the caring tasks you do and what would make caring easier for you. It identifies the different ways we can support you and meet your needs.

How are decisions made about the help I get?

To help us make our decisions, we use guidance from the government called 'Fair Access to Care'. This helps us decide which of your needs are eligible for assistance. Where your needs are identified as being not eligible for assistance, we will tell you where you can go for help. A leaflet about 'Fair Access to Care' is available in council offices or from your assessing officer.

If you, your relative or friend needs help, then just let us know. You can easily contact us in the following ways;

- By letter
- By telephoning Adult Social Care Direct at Gateshead Council on 0191 433 7400
- By emailing Adult Social Care Direct on adultsocialcaredirect@gateshead.gov.uk

Our opening times are listed at the back of this leaflet.

Our staff will listen to you carefully and explain what options are available to you, these could be;

- Telling you about another organisation that can help, such as the Citizens Advice Bureau.
- Offering information that can resolve your issue quickly
- Offering to refer you to a social work team for an assessment of your needs.

Can I get help from anyone else?



There are many voluntary organisations and groups in Gateshead who offer help to carers on things such as:

- Information and advice
- Counselling
- Advocacy (supporting carers at formal and informal meetings)
- Newsletters/forums
- Support groups
- Befriending
- Social events
- Sitting service

Please see the information below and contact details at the back of this leaflet.

Gateshead Carers Association (GCA)

This is a charity that supports, informs and represents carers. The Gateshead Carers Association:

- can meet with carers to talk through things in confidence and let them know what help is available;
- offers emotional support and counselling;
- has a freephone carers' service - 0800 328 9241 - that aims to answer any queries that carers may have;
- provides support groups, social support, courses for carers and benefit sessions.

Gateshead Crossroads Caring for Carers

Gateshead Crossroads Caring for Carers provides practical support where and when it is most needed. This is usually in the home, giving the carer time away from caring. It also supports carers in the meeting of their health, social and skill-based needs through its community service.

In addition, a service for young carers offers a support service where a trained carer support worker will take over from the carer to give them personal time away from caring. They then have time to use as they wish - to see friends, keep appointments, study, read or even just sleep.

Alzheimer's Society - Gateshead branch

The Gateshead branch provides information, advice and support for people with dementia and their carers.

Caring for someone with dementia can be a lonely and isolating experience. The branch offers a range of services to support carers in their caring role, including:

- Carer support service – information and advice, one to one support, a listening ear and emotional support.
- Carer support groups – a chance to meet, relax and share common experiences and problems with other carers and former carers.
- The sitting service – provides company to the person with dementia so that the carer can have a break.
- Social events
- Monthly drop-in
- Newsletter

Contact addresses



GATESHEAD COUNCIL

Contact Adult Social Care Direct on 0191 433 7033
or email adultsocialcaredirect@gateshead.gov.uk

Opening hours:

8.45am - 5pm (Monday - Thursday) &

8.45am - 4.35pm (Friday)

CUSTOMER SERVICES MANAGER

Gateshead Council, Civic Centre, Gateshead NE8 1HH

Tel: 0191 433 2407

Out of hours

answer machine: 0191 477 9706

GATESHEAD CARERS ASSOCIATION

11 Regent Terrace, Gateshead NE8 1LU

Tel Freephone number: 0800 328 9241

Email: gcainfoservice@btconnect.com

Web: www.gatesheadcarers.com

GATESHEAD CROSSROADS - CARING FOR CARERS

97 Bewick Road, Gateshead NE8 1RR

Tel: 0191 478 2423

Fax: 0191 478 5476

Email: enquiries@gatesheadcrossroads.org.uk

ALZHEIMER'S SOCIETY - GATESHEAD BRANCH

Second floor, Computer House, High Street, Gateshead NE8 1ET

Tel: 0191 477 7490

Fax: 0191 478 3131

Email: gatesheadalz@btconnect.com

