

Easy Read

# Assessments in Wales



Your guide to assessments for yourself and the people you care for



This document was written by **Carers Wales**. It is an easy read version of '**Assessments – Your guide to getting an assessment in Wales**'.

**April 2024**

# How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 28**.

Where the document says **we**, this means **Carers Wales**. For more information contact:

**Website:** [www.carerswales.org](http://www.carerswales.org)

**E-mail:** [advice@carersuk.org](mailto:advice@carersuk.org)  
[info@carerswales.org](mailto:info@carerswales.org)

**Phone:** 0808 808 7777



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# Introduction



This guide is for **carers** in Wales.



A **carer** is someone who looks after someone and does not get paid for it. A carer can be a family member, friend or other helper who looks after a child or a sick, elderly, or disabled person.



This guide explains what extra support you might get from your local council.



If you need support, your local council should **assess** you. And the people you care for. This is the law.



An **assessment** is a check to see what extra help you might need. An **assessment** does not check to see how or why you are caring.



To find out more about **assessments** during coronavirus, go to our [website](#).

# Carers who need help

## About assessments for carers



You can get an **assessment** if you care for someone who is:



- disabled
- ill
- elderly
- or has a **mental health condition**.

**Mental health conditions** are when you are not feeling well in your mind and thoughts. Mental health problems are things like:



- depression – feeling full of self-doubt and sadness.
- anxiety – feeling worried or nervous.
- dementia – a condition that affects the brain. People have problems with memory and can be confused. It generally affects older people.



The council should offer you an **assessment**. But if they don't, ask for one.



The council will ask you questions to decide if you need help.



Be honest. Tell them what caring is like and if you are happy doing it.



The council might **assess** you and the person you care for at the same time, if this is what you and the person you care for want.

## How to get ready for an assessment



Before an **assessment**, think about what extra help you need.

Think about how caring affects your life. For example, does it:



- affect your health?
- take up a lot of time?
- make your life hard?
- get in the way of other things you want to do?

Also think about things you do for the person you care for. For example, do you:



- help around the house?
- help them with medicines?
- help them get washed or dressed?
- help them with money?
- shop for them?
- help them with any health problems?
- live with them?
- have help from anyone else?

## What help you might get

You might **not** get extra support from the council. But they should still give you advice about:



- how to get support nearby
- how to get help with money
- how to stop problems getting worse
- how to get help for other people
- what happens next.



If you **do** get extra support, the council will write a support plan for you.



The council might help you by providing services. Or giving you money for services.

The council might offer free services. Or they might charge.



If they charge for services, the council will check what you can afford.

### Examples of things the council might help with:



- transport costs
- costs for a phone or computer
- help around the house
- things that will help your **well-being**.



**Well-being** means a person is happy, healthy, and is comfortable with their life and what they do.



The council might also help the person you care for. They might:



- make changes to a disabled person's home like installing grab rails
- provide extra care so you can have a break
- provide things like meals, transport, and laundry.

## Adults who need help

### About assessments for adults



**Assessments** for adults are for people over 18 who need help because:

- they are disabled
- they are ill
- they are old
- they have a **mental health condition**.



If the adult you care for hasn't been offered an **assessment**, ask for one.



You can ask your local council for an **assessment** by phone, in writing, or online.



You must ask the person you care for if they want an **assessment**.



If they cannot speak for themselves, you can ask for an **assessment** for them.



The person you care for does not need to have an **assessment** for you to have an **assessment**.

It doesn't matter if you are already caring for the adult. They can still have an **assessment**.



You, and the person you care for can choose to have an **assessment** together. It will depend on the council if they can **assess** you and the adult at the same time.

## How to get ready for an assessment

Before an **assessment**, you, and the adult you care for, should think about:



- their needs
- the needs of their family and children
- their **well-being**
- things they want to do
- people they want to spend time with
- where they live and if it suits them.



The adult you care for might need help during the **assessment**.



You, or someone else, can be there if they want.



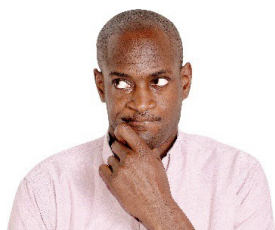
If there is no one to help, the council must provide someone.

## What help an adult might get

The adult you care for might **not** get extra support. But the council should still give advice about:



- their needs
- how to get care and support nearby
- how to get help with money
- how to stop problems getting worse
- how to get help for people helping them.



You must tell the council what support you are not happy about doing.



Then the council can check if all the adult's needs are met.



The council don't have to help the adult if all their needs are met already.

## The council might support the adult by:



- providing services or money for services
- making changes to a disabled person's home, like installing grab rails
- providing extra care for the adult so you can have a break
- providing things like meals, transport, and laundry.



The council might offer free services. Or they might charge.



If they charge for services, the council will check what the adult can afford.



If the person's health gets worse, you can ask for a new **assessment**. This can happen any time the person's health gets worse.

# Children who need help

## About assessments for children



Some children might need extra support from the council. For example, if they are disabled.



If you think a child needs an **assessment**, you should ask for one.



You can ask the council for an **assessment** by phone, in writing, or online.

When **assessing** children, councils must think about:



- what support the child wants
- what support the child needs
- what support the parents need
- the child's **well-being**
- the needs of other children in the home.



Councils might do a child, adult, **and** carer **assessment** at the same time.

## How to get ready for an assessment



Make a file of all the information you have about the child.



For example, medical information and letters from the doctor.



You may want to ask the child's school for information they have on them.



If you think it would help, have someone else with you at the **assessment**.



Think about what you want to say. Like:

- how caring affects you and your family
- the child's needs
- what support you need
- what might happen if you don't get help.



Make notes during the **assessment** if you think it will help.

## What help a child might get

Examples of help a child might get:

- home help
- after school clubs
- help with transport
- changes in the home. For example, putting in ramps or rails
- holidays
- extra help so you can have a break.







The council might also offer other services to help you and the family.



The council can't charge for any support they give to a child.



When a child becomes an adult, they will need a new **assessment**.

If the child's health gets worse, you can ask for a new **assessment**. This can happen any time the child's health gets worse.

## Young carers who need help



Young carers are children under 18 who care for someone.



Young carers might care for a parent who needs support.



An **assessment** will find out what help the young carer needs.



It is important to protect the young carer's **well-being**.



And make sure they are not missing out on important things, like education.



Councils can insist on an **assessment** if they think a young carer's **well-being** is at risk.



You can prepare for an **assessment** as a young carer in the same way as an adult. Please read the section on page **11**.

# Parent carers of disabled children



A parent carer is someone over 18 who cares for a disabled child.



Councils should **assess** parent carers as soon as they know they need help.



Or when parent carers ask for help.



Councils can **assess** the parent carer **and** the disabled child at the same time. They should think about:



- if the parent carer needs support
- If the parent carer can provide the support the child needs
- the **well-being** of the parent carer
- the welfare of the child. And any other children being cared for.

# How assessments are done



**Assessments** are done by someone trained and qualified. Like a social worker.

**Assessments** can be done in different ways.  
Like:



- by filling in a form
- by phone
- online
- meeting in person.



The council will choose the best way for your situation. And they will listen to what you have to say.



Everything will be written down and you will get a copy.

# How councils decide if they can help



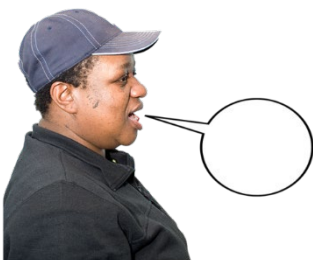
**The Social Services and Well-being (Wales) Act** is a law that says who can get support. Councils use this law to decide if they can help you.

Councils will think about lots of things like your:

- wants and needs
- health, safety, and **well-being**
- disability, if you have one
- quality of life
- other commitments and caring responsibilities. Like other children and if you work
- other support options.



Councils also think about the same things for the person you care for.



It is very important to tell the council everything. So they can do their best to help you.

# Moving areas in Wales



If you or the person you care for moves to another area, tell your local council. Do this as soon as possible.



Your local council will tell the council in the new area. They will pass on the care and support plan.



The new council might use the same care and support plan at first. But then they will write their own.



Different councils offer different services. Especially outside of Wales.



If a person moves areas, the support they get might change. Ask us for help if you are worried about this.

Your local council must keep everything in your support plan if you do not move.

## Making a complaint



If you are unhappy about an **assessment**, you can complain to social services.



If you are still not happy, you can go to the **Local Government Ombudsman**.



If you think social services have broken the law, you could take them to court.



If you are unhappy with any support, you can complain directly to the providers.

Or complain to **Care and Social Services Inspectorate Wales**.



If you want any help with making complaints, ask us at **Carers Wales**.

## More help

For information and advice, contact **Carers UK:**

**Website:** [www.carersuk.org](http://www.carersuk.org)

**Email:** [advice@carersuk.org](mailto:advice@carersuk.org)

**Phone:** 0808 808 7777

(Monday to Friday, 9am to 6pm)

### **Board of Community Health Councils in Wales**

If you have a problem with NHS services, your local **Community Health Council** can help.

**Website:** [www.wales.nhs.uk/sitesplus/899/home](http://www.wales.nhs.uk/sitesplus/899/home)

**Email:** [enquiries@waleschc.org.uk](mailto:enquiries@waleschc.org.uk)

**Phone:** 029 2023 5558

### **Carers Wales**

**Website:** [www.carersuk.org/wales](http://www.carersuk.org/wales)

**E-mail:** [info@carerswales.org](mailto:info@carerswales.org)

**Phone:** 029 2081 1370

**Carers Wales** can also help you to find support groups and organisations local to you: **Website:**

[www.carersuk.org/localsupport](http://www.carersuk.org/localsupport)

If you want advice about equality and human rights, the **Equality Advisory Support Service** can help.

**Website:** [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

**Phone:** 0808 800 0082

If you have a complaint about public services in Wales, the **Public Services Ombudsman for Wales** can help.

**Website:** [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

**Email:** [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

**Phone:** 01656 641150 / 0300 790 0203



**Age Cymru** can offer help and advice for older people:

**Website:** [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru)

**Phone:** 0300 303 44 98/ 029 2043 1555

**Older People's Commissioner for Wales** can provide help and support for older people:

**Website:** [www.olderpeoplewales.com](http://www.olderpeoplewales.com)

**Email:** [ask@olderpeoplewales.com](mailto:ask@olderpeoplewales.com)

**Phone:** 08442 640670 or 029 20445030

**The Children's Commissioner for Wales** can offer support to children and young people:

**Website:** [www.childcomwales.org.uk](http://www.childcomwales.org.uk)

**Email:** [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

**Phone:** 01792 765600 / 01492 523333 / 0808 801 1000 (number for children and young people)

**Children in Wales** is a charity that supports children, young people and their families:

**Website:** [www.childreninwales.org.uk](http://www.childreninwales.org.uk)

**Email:** [info@childreninwales.org.uk](mailto:info@childreninwales.org.uk)

**Phone:** 029 2034 2434

**Contact a Family** is a charity that supports families of disabled children:

**Website:** [www.contact.org.uk](http://www.contact.org.uk)

**Email:** [cymru@contact.org.uk](mailto:cymru@contact.org.uk)

**Phone:** 0808 808 3555 / 029 2039 6624

**Citizens Advice Cymru** gives free legal advice:

**Website:** [www.citizensadvice.org.uk/wales/](http://www.citizensadvice.org.uk/wales/)

**Advicelink:** 0800 702 2020

**Phone:** 03444 772020

**Mind Cymru** gives advice and support to people with mental health problems:

**Website:** [www.mind.org.uk](http://www.mind.org.uk)

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk)

**Phone:** 0300 123 3393 or 029 2039 5123

**Adferiad Recovery** helps people recovering from serious mental health issues and their families:

**Website:** [www.adferiad.org.uk](http://www.adferiad.org.uk)

**Email:** [info@adferiad.org.uk](mailto:info@adferiad.org.uk)

**Phone:** 01792 816600

### **Benefit Helplines**

#### **Attendance Allowance**

**Phone:** 0800 731 0122

**Textphone:** 0800 731 0317

#### **Carer's Allowance**

**Phone:** 0800 731 0297

**Textphone:** 0800 731 0317

### **Disability Living Allowance**

**If you were born on or before 8 April 1948:**

**Phone:** 0800 731 0122

**Textphone:** 0800 731 0317

**If you were born after 8 April 1948:**

**Phone:** 0800 121 4600

**Textphone:** 0800 121 4523

### **Jobseekers Allowance, Income Support and Employment and Support Allowance**

#### **Jobcentre Plus**

**New Claims Phone:** 0800 055 6688

**Textphone:** 0800 731 7339

**Existing Claims Phone:** 0800 169 0310

**Textphone:** 0800 169 0314

## **Pension Credit**

**Phone:** 0800 731 7898

**Textphone:** 0800 169 0133

## **Personal Independence Payment**

**New Claims Phone:** 0800 917 2222

**Textphone:** 0800 917 7777

**Enquiry Line:** 0800 121 4433

**Textphone:** 0800 121 4493

## **Tax Credits**

**Phone:** 0345 300 3900

**Textphone:** 0345 300 3909

## **Contact Information**

This guide was written to give you useful information and advice.

This guide was written in September 2021. But information changes all the time.

To make sure you have the most up to date information, please contact us.

### **Carers UK Helpline**

**Phone:** 0808 808 7777

Monday to Friday, 9am to 6pm

**Email:** [advice@carersuk.org](mailto:advice@carersuk.org)

### **Carers UK**

**Address:** 20 Great Dover Street London SE1 4LX

**Phone:** 020 7378 4999

**Email:** [info@carersuk.org](mailto:info@carersuk.org)

### **Carers Wales**

**Phone:** 029 2081 1370

**Email:** [info@carerswales.org](mailto:info@carerswales.org)

### **Carers Scotland**

**Email:** [info@carerscotland.org](mailto:info@carerscotland.org)

## Carers Northern Ireland

Phone: 028 9043 9843

Email: [advice@carersni.org](mailto:advice@carersni.org)

We are the UK's only national membership charity for carers. Join us at:

Website: [www.carersuk.org/how-you-can-help/join-us](http://www.carersuk.org/how-you-can-help/join-us)

## Hard words

### Well-being

Well-being means a person is happy, healthy, and is comfortable with their life and what they do.

### Assessment/assess

An assessment is a check to see what extra help you might need.

### Carer

A carer is someone who looks after someone and does not get paid for it. A carer can be a family member, friend or other helper who looks after a child or a sick, elderly, or disabled person.

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