



SUPPORT SERVICES

We know it can be difficult and frustrating trying to find out what help is available to you. This factsheet provides some explanation of what and how Community Care services are provided. You can also talk to one of our Carer Liaison Workers for more detailed information.

"I just thought I had to do it all myself and no one told me about any of the help I could get". Jean, a local carer

Community Care is the term used to describe support for adults who need extra help to live their day-to-day lives. It involves services provided by health, housing and social care professionals in the statutory, voluntary and private sectors.

The services which may be available to you and the person you care for include:

- 
- ▶ Access to equipment
 - ▶ Adaptations to your home
 - ▶ Day care
 - ▶ Meal delivery service
 - ▶ Occupational therapy
 - ▶ Practical help such as dressing and provision of meals
 - ▶ Residential and supported accommodation

- ▶ Shopping and laundry services
- ▶ Short breaks (respite care)
- ▶ Telecare or telehealthcare

To access the above services you can contact your local health and social care team and request an assessment for the person you care for (if not already assessed). If an assessment was carried out previously, you can contact the person you dealt with before, or call the health and social care team and ask to speak to the duty social worker. You should explain the reason(s) that help is needed for the person you care for.

The assessment process will cover the support the person you care for needs, whether they meet the eligibility criteria for a service and whether they will have to pay some or all of the cost of the service. For more information on the assessment please contact the Borders Carers Centre.

When the assessment process is complete and if the person you care for is eligible for a service, an amount should be agreed as an individual budget for Self-Directed Support (SDS)

This provides four options:

- 1.** Direct payment – where the individual budget is paid directly to the supported person or their representative, this allows you to buy the support or services yourself;

“You don’t just have to get on with it all by yourself, life’s been a lot easier since we got a care package in place - we’re a good team!”

2. Individual service fund – the money is held by a service provider of your choice and you decide how you want to spend the money;
3. Traditional service – the Local Authority or Health Board will arrange support on your behalf;
4. A combination of one, two and three.

When one of the four options has been chosen, a support plan is agreed and provided to enable you to get started.

You may consent to a Direct Payment on behalf of the person you care for, if you have parental responsibility for a child or young adult (aged under 18). If you care for an adult who lacks capacity, you can give consent on their behalf, providing you have power of attorney or a guardianship order with relevant powers relating to that person.

Self-Directed Support can be used in many different ways, as long as it meets the agreed personal outcomes. Support may be provided to help someone live in their own home, such as help getting washed and dressed each morning. Away from home, it may be support at college, help to continue with or find employment, or to enjoy leisure activities.

The person you are caring for may choose to use the SDS budget to employ a Personal Assistant (PA) to help with daily living tasks and with accessing social and leisure activities. SDS can also be used to provide a short break or for certain equipment.

You can choose whether you prefer support from a service provider or by employing PAs, or a combination of both.

What does it cost?

The assessment for SDS is free of charge, but if any social work services are required then there may be a charge for these, such as; home care, shopping service or laundry service. Personal care for someone over the age of 65 is free in Scotland.

What is the eligibility criteria?

Scottish Borders Council uses the National Eligibility Criteria. These criteria help the Council to work out if there is a risk to the person you care for being able to gain or maintain their independence if their needs are not addressed. They take into account the risks related to:

- ▶ Neglect of physical or mental health
- ▶ Personal care – Including help to get up and dressed, help to go to bed, personal hygiene, continence management, mobility problems, simple treatments, help with eating and other daily routines.
- ▶ Participation in community life – including social life, relationships, family and friends, social roles and responsibilities
- ▶ Carers – including your ability to continue in your caring role.

The greater the risk, the higher the priority they will attach to their needs. The Borders Independent Advocacy Service can help you and the person you care for ensure

“It’s so important to be listened to – at the end of the day, I am his mum and I know him best”

you have a say in the care plan and can help you have your voices heard if you feel you are not being listened to or you are unhappy with the result of the SDS assessment.

Encompass is a local service that can provide advice and assistance with recruitment and employment of Personal Assistants.

For more information on all of these issues, please contact the Borders Carers Centre.

Carer’s Assessment or Support Plan

As a carer you are legally entitled to have an assessment of your own needs. Both the Carers Act 1999 and the Health and Community Care (Scotland) Act 2002, entitle carers who are providing regular and substantial amounts of care to an assessment in their own right.

Who is this for?

Anyone who is caring for a friend, relative, partner or neighbour. You do not have to be living with the person you care for to qualify for a carer’s assessment. You can also ask for a carer’s assessment if:

- ▶ You know you are going to be caring in the future, for example, if the person you care for is about to leave hospital
- ▶ You are the parent of a child with special needs
- ▶ You are a young carer

Why should I have this done?

A carer's assessment/support plan is a chance for you to talk with a Carer's Liaison Worker about the help and support that you provide and takes into account areas in which you could benefit from additional support in your role as a carer.

"When I had my carers' assessment I was really apprehensive, but I don't know why I worried - it was really just a chat about my needs and how I was feeling and that felt good."

The assessment looks at:

- ▶ What support you need in your caring role
- ▶ Maintaining your own health and well-being; balancing caring with other areas of your life such as employment or social activities.

What does it cost?

The assessment is free of charge, but if any social work services are required then there may be a charge for these, such as; home care, shopping service or laundry service. Personal care for someone over the age of 65 is free in Scotland.

Dealing with falls

The Carers Centre can refer you or the person you care for to your local falls clinic for an assessment and advice and support to help with mobility if you or the person you care for are at risk of falls.

Equipment

You can request small items (eg. pickup reachers,

dressing sticks) and larger pieces of equipment (bath seats, toilet seats) from your local health and social care team. Contact the Borders Carers Centre for a self assessment form.

Gardening

The Green Team provides supported employment for people in the Borders who work on a range of garden related jobs.

The services they provide include grass cutting, fencing, slabbing and landscaping. For information about costs and availability in your area call 01450 363699.

Borders Care and Repair Service

This service can help with small jobs in the home such as replacing light bulbs or fitting key safes. There is an annual charge for the service.

Radar Key

This key is available from Scottish Borders Council for a small charge and allows access to disabled toilets throughout the country.

Telecare/telehealthcare

There are a number of alarms and items of equipment available to help make your home safer or to help you manage a long term condition at home. These can be items such as door sensors, gas alarms, movement sensors or clinical equipment for monitoring a specific condition.





Borders Carers Centre (SCIO)

Supporting carers throughout the Borders

Brewerybrig Low Buckholmside, Galashiels TD1 1RT

phone: 01896 752431

www.borderscarerscentre.co.uk

email: info@borderscarers.co.uk

Scottish Charity No. SC028087