



# Support for carers

in Southwark



We value the important contribution  
carers make in the borough.

We want to identify and offer support  
to people with caring responsibilities.





## Are you a Carer? Or know someone who may be a Carer?

**A ‘carer’ is someone who provides unpaid care and support to someone who cannot care for themselves.**

Lots of people provide care but most do not see themselves as carers. Many see the care they provide as a normal part of their role as a friend, family member or neighbour. Carers can be children or young people from age 6 upwards.

While caring for others, it is important for carers to consider their own health and wellbeing. Carers can get help and support through an assessment by the council and they can also contact local organisations directly.

A carers assessment is a conversation with a social care professional to find out about the carer’s role, their needs and what support is available.



The assessment is private and confidential, and can be carried out even if the person they are caring for does not want or receive support from the council.

The assessment determines whether the carer has needs which can be met by community services.

You can find out about the eligibility criteria set out in the Care Act 2014 at UK Gov care act guidance <https://bit.ly/3Klsp10>



**The Young Carers service is understanding about the struggles the whole family face and have patience when making contact with us**



Feedback from a parent of a Young Carer

## What support is available?



**The council works together with health and voluntary organisations to ensure all carers have access to support.**

Here is a list of what is available:

- Information and advice about benefits, discounts, employment, training and learning opportunities, leisure, travel, parking, counselling, peer support and social activities
- Carers assessment
- Support plan (if eligible)
- Personal budget to purchase support (if eligible)
- Support for the person being cared for
- Breaks from the caring role





- Support to protect the carer from harm/abuse
- Independent advocacy – if a carer has substantial difficulty in the support and planning process and there is no one appropriate to help them.

A Carers Partnership has been set up to ‘care for the carers’. Meeting quarterly via Zoom, the forum aims to listen to carers and understand what works well and what needs to change. All are welcome to join and if you are interested please contact Southwark Carers.

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**I am grateful that my child and other Young Carers have the opportunity to get involved in fun activities**

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Feedback from the parent of a Young Carer

# Useful contact details

## **Southwark Wellbeing Hub**

(for adults with mental health needs and their carers)

Tel: 020 3751 9684

Web: [www.together-uk.org/southwark-wellbeing-hub/directory](http://www.together-uk.org/southwark-wellbeing-hub/directory)

## **Ageing Well Southwark** (for older adults and their carers)

Tel: 020 7525 3324

Web: [www.ageingwellsouthwark.org](http://www.ageingwellsouthwark.org)

## **Southwark Carers** (for all adult carers)

Tel: 020 7708 4497

Web: [www.southwarkcarers.org.uk](http://www.southwarkcarers.org.uk)

## **Southwark Young Carers (Imago Community)**

Tel: 0300 111 1110

Web: <https://bit.ly/3rExDhg>

## **Southwark Wellbeing Line** (for all unpaid and Foster Carers)

Tel: 0800 0116 610

Web: [bit.ly/44vAln9](http://bit.ly/44vAln9)

We hope to provide you with support that you need. However if you are not happy with the outcome of your assessment or support plan from Southwark Adult Social Care, please discuss this with the person who carried out your assessment.

If you are still unhappy, you can ask to speak to their team manager. If you are still dissatisfied, you are entitled to make a formal complaint.

### **Adult social care complaints and compliments**

<https://bit.ly/3rKf2kb>



**I felt listened to and not alone**



Feedback from an Unpaid Carer



**I feel better at the end of a talking session. I feel listened to and have a space to be really honest and open**



Feedback from an Unpaid Carer

