
Swindon Borough Council Policy for Carers Policy April 2015

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1. Introduction

The Care Act 2014 sets out the legal framework for support for carers. This policy sets out Swindon Borough Council's intentions. It is a combination of statutory requirements of the Care Act and local choices based around the needs of the service and responses to national consultation. The policy has been updated to reflect changing circumstances and business needs, and in particular the requirements of the Care Act 2014. Throughout the policy, the term carer should, unless otherwise indicated, be taken to refer to an adult who provides or intends to provide care for another adult to contribute to meeting needs for care and support.

This updated policy comes into effect from 1st April 2015 and replaces all previous policies.

Recognising that inequality, disadvantage and discrimination exist in society, in redrafting this policy Swindon Borough Council accepts their responsibility to ensure that all vulnerable adults regardless of their ethnic origin, religion, language, age, sexuality, gender or disability have equal opportunity to access services and information and that the provisions of the policy will be applied equitably.

This policy should be used in conjunction with <http://www.mycaremysupport.co.uk/> that provides a wide range of information in relation to care and sources of support and advice.

2. Swindon's Principles for Support for Carers

- 2.1. Promoting wellbeing for carers and those they care for is fundamental to Swindon's approach and is of paramount importance at every stage of the assessment, eligibility and planning process.
- 2.2. Carers make an unparalleled contribution to the wellbeing of those they care for
- 2.3. Carers are best placed to judge their own wellbeing and know their own outcomes and goals
- 2.4. Carers' wishes, feelings and beliefs are central to Swindon's system of support.
- 2.5. Preventing or delaying the development of needs for care and support and reducing needs that already exist is at the heart of our approach
- 2.6. All decisions are based on the carers' individual circumstances and every effort will be made to understand each carers' needs and goals
- 2.7. Carers will be given every opportunity to participate in every aspect of the assessment , planning and review process as fully as possible
- 2.8. Carers' needs will be considered in the context of their family and support network.
- 2.9. People will be protected from abuse and neglect

3. Implications of the Care Act for Carers

The Care Act enshrines in legislation much of the existing good practice in support for carers. It ensures that for the first time carers are recognised in law in the same way as those they care for.

The Act sets out carers' rights to an assessment. Where it appears that a carer may have any level of needs of support, the Care Act requires local authorities to carry out a carers' assessment. This duty applies regardless of the authority's view of the carers' needs for support or the level of the carers' financial resources or those of the adult needing care.

The assessment must seek to establish not only the carers' needs for support but also the sustainability of the caring role. It must include an assessment of whether the carer is able and willing to continue providing care, and will continue to be so. It must also focus on the outcomes the carer wants to achieve and the impact of the caring role on those outcomes and how this affects the carers' wellbeing.

The Local Authority must consider as part of the assessment what contribution information, advice and preventative services could make to the outcomes. It must also consider how the carer, their support network and the wider community can contribute towards meeting the outcomes

The Care Act introduces a national carers' eligibility threshold based on the impact of the caring role on the carers' wellbeing. There is no longer any requirement that the carer must be providing a substantial amount of care on a regular basis or that the person they care for has eligible needs.

A carers' needs meet the eligibility criteria if

The needs arise as a consequence of providing **necessary care** for an adult

and

The carers' physical or mental health is deteriorating or is at risk of doing so **or** they are unable to achieve any of the outcomes specified in regulations

and

as a result, there is or there is likely to be a **significant** impact on the carers' wellbeing.

If, following the carers' assessment and the determination of eligibility, the carers' needs are judged to be eligible and the person they are caring for is ordinarily resident in Swindon, the Care Act requires Local Authorities to facilitate the production of a carers' support plan and to meet those needs. Details of what must be included in the plan are specified in the legislation and include how the carers' needs will be met, the personal budget and information and advice on what can be done to reduce the needs in question, and to prevent or delay the development of needs in the future. If carers' needs are not eligible, the Act requires that Local Authorities give the carer a written explanation for the decision. This explanation will also include information and advice, based on the carers' assessment, about how the carer can reduce or delay their needs in future.

The Care Act does not deal with assessment and support for young carers, but does include the requirement to take a whole family approach to assessment, including ensuring that young people do not undertake inappropriate caring responsibilities.

The Act also considers young people in transition, whether as a young carer becoming 18, or the impact on an adult carer of the young person becoming 18. In both cases, the carer has a right to an assessment, to a judgement about eligibility and to have eligible needs met. The Act sets out a clear requirement that there must be no gap in support and that the timing of the assessment must allow time to plan to meet any support needs.

4. The Role of a Carer

The Care Act defines a carer as someone who provides care for another adult to help them in their day to day life. This can include the provision of practical support or emotional support or both. This definition does not include anyone who is contracted to provide care or provides care as a volunteer, unless there is additional care provided over and above the contracted or voluntary role.

Swindon Borough Council recognises the significant contribution that carers make to the wellbeing of vulnerable adults in Swindon. In particular carers play a significant role in preventing needs for care and support for the people they care for. For these reasons, the Council considers preventing carers from developing needs for care and support themselves of paramount importance. The Council will provide interventions for carers that prevent, reduce or delay their need for carers' support. These include helping carers to

- Care effectively and safely both for themselves and the person they care for e.g. interventions or advice on safe moving and handling, avoiding falls, training for carers to perform basic care tasks
- Access advice or information or support to look after their own physical or mental health and wellbeing, including developing coping mechanisms
- Make use of adaptations, equipment, IT and assistive technology
- Make choices about their own lives, e.g. managing care and paid employment
- Find support and services available in their area
- Access the advice, information and support they need including information and advice on welfare benefits, other financial information and details about entitlement to carers' assessments

5. Wellbeing

The promotion of wellbeing is the guiding principle of the Care Act and is at the heart of Swindon Borough Council's Policy for Carers.

Wellbeing is a broad concept and varies from individual to individual. Swindon Borough Council will apply the approach outlined by Swindon's Health and Wellbeing Board.

Health and wellbeing is the ability to adapt and to self-manage in the face of social, physical and emotional challenges and to function with fulfilment. It is much more than the absence of disease; it is the ability for everyone to fulfil their potential, make a contribution and be resilient to life's challenges.

Section one of the Care Act defines the areas of being which need to be considered as part of assessment, support planning and review. These are

- Personal dignity (including treatment of the individual with respect);
- Physical and mental health and emotional well-being;
- Protection from abuse and neglect;
- Control by the individual over day-to-day life (including over care and support, or support, provided to the individual and the way in which it is provided);
- Participation in work, education, training or recreation;
- Social and economic well-being;
- Domestic, family and personal relationships;
- Suitability of living accommodation;
- The individual's contribution to society.

6. The Role of Carers in Needs Assessment

Swindon Borough Council will ensure that carers are fully involved in the assessment of the adult they care for. Information on the care provided by the carer will be captured during the assessment, but will not affect the eligibility determination.

Following the eligibility determination, the care which the carer provides will be included as part of the care and support planning. The Council will not meet needs which are being met by a carer who is willing and able to do so, but will ensure that the carers' contribution is recognised and recorded.

7. Information and Advice for Carers

Information and advice is fundamental to enabling carers to take control of, and make well informed choices about their support. Not only does information and advice promote carers' wellbeing by increasing their ability to have choice and control, it is also a vital component of preventing or delaying needs for care and support. Where Swindon Borough Council thinks that anyone would benefit from information and advice relating to support for carers it will advise the person how to obtain such advice.

Following consultation with service users, professionals and providers, the Council has devised a multi-channel approach to delivering its statutory duty to establish and maintain a service for providing people within the borough with information and advice relating to care and support needs and support for carers. Our approach has on-line, supported and face to face aspects, supported by mass communication and is designed so that a person's information and advice needs are met in a way which is most appropriate for them.

- We have developed a user- friendly web based system, www.mycaremysupport.co.uk that covers all the advice and information requirements of the Care Act. It is designed to be easy to navigate and directs people to the information most relevant to them through taking people through a series of choices.
- We have commissioned a Swindon Advice and Support Centre (SAASC) that will be managed by the Citizens' Advice Bureau (CAB). At SAASC advice and information is provided in a variety of ways
- We have commissioned Swindon Carers' Centre which is based at SAASC. Swindon Carers' Centre provides a dedicated support, information and advice service for carers and young carers. This service includes a website, telephone and face to face support, alongside support groups, leisure activities and training courses.
- Swindon Carers' Centre staff will provide information and advice directly to carers either over the phone or face to face. Meeting rooms are available for confidential discussions.
- Carers can also access support from CAB staff at the SAASC, or from the wide range of voluntary sector organisations. They are able to provide information and advice directly in a variety of formats
- SAASC has computers available for public use so that they can access www.mycaremysupport.co.uk , www.swindoncarers.org.uk or other relevant websites directly. If someone needs support to use the computer Swindon Carers' Centre or CAB staff are on hand to provide support

More details about Swindon Borough Council's approach to Information and Advice are given in the Council's Information and Advice Policy.

8. Assessment of Carers' Needs for Support

8.1 Carers' Right to Assessment

The Care Act 2014 places local authorities under a statutory duty to assess carers' needs for support.

In accordance with this duty, where it appears to Swindon Borough Council, that a current or potential carer may have needs for support (whether currently or in the future), the Council will offer to carry out a carers' assessment to determine whether the carer does have needs for support and what those needs are now and are likely to be in the future. The assessment will also establish the support needed to ensure that the caring role, including both the practical and emotional support being offered remains sustainable now and into the future.

Swindon Borough Council's approach to assessment recognises this and will focus not only on the carers' current needs but also on their potential future needs for support. This will involve consideration of not only in the short-term impact but also the cumulative impact of longer-term caring responsibilities.

The Council will carry out an assessment irrespective of the carers' needs for support or the level of the carers' financial resources or those of the adult needing care.

A carer has the right to refuse an assessment. Swindon Borough Council acknowledges and accepts this right. If a carer later requests an assessment or if their needs change, the Council will offer to carry out an assessment.

8.2 What will the Assessment Cover?

Key areas of focus in the assessment will be:

- The continued sustainability of the caring role including whether the carer is able and willing to continue providing care, and will continue to be so.
- Supporting carers to think about what support will be needed to enable them to continue in the caring role.
- The impact of the carers' need for support on their wellbeing.
- The outcomes that the carer wishes to achieve beyond their caring role and the impact of caring on these outcomes.
- Whether and to what extent the provision of support could contribute to the achievement of those outcomes.
- Whether the carer works or wishes to work and whether the carer is participating or wishes to participate in education, training or recreation.

8.3 Meeting Needs

Swindon Borough Council recognises the importance of assessment in ensuring that carers are given choice and control about how best to meet their support needs. The Council will ensure that we use this opportunity to support carers to understand their own strengths and capabilities and how they can use them to meet their needs.

As part of the assessment, we will help carers to understand how they can improve their wellbeing by using preventative services. We will provide information and advice on universal services, which are available locally. In parallel, we will consider as part of the assessment, approaches which delay or prevent the development of needs. This will include carers who currently do not have needs but may need care and support in the future. We will maximise the use of all resources through directing carers to community groups, preventative services and other types of support such as their own support networks or employment advice.

The outcome of the assessment will be to provide a full picture of both the carers' needs and the range of responses, which can meet those needs. This does not mean that the needs will necessarily be met through a funded service. Other solutions would include meeting the needs through the provision of information and advice or through a universal service, a personal budget, which can be offered as a direct service, a direct payment, or an individual service fund.

8.4 The Swindon Approach to Assessment

In accordance with the regulations of the Care Act assessments will

- Be appropriate and proportionate so that the process is accessible, easy to understand and designed to focus on the carers' desired outcomes. To facilitate this understanding, the carer or the parents of a young carer if the young carer is not competent or lacks capacity, will be given information about the assessment process, where possible this will be prior to the assessment
- Allow the carer to participate as fully and effectively as possible
- Have regard to the wishes and preferences of the carer
- Consider the outcomes the carer seeks from the assessment
- Have regard to the severity and overall extent of the carers' needs
- Have regard to fluctuating needs, recognising that the needs of carers will change over time. The needs may not have been fully apparent at the time of the assessment, but will have arisen before and may occur again. When we consider whether a carers' needs are eligible we will ensure that we consider them over an appropriate period so that this change in needs is taken into account.
- Consider the impact of the caring role on the whole family

Swindon Borough Council is committed to a person-centred approach. We are committed to offering the opportunity for carers to lead and own their own assessment, whilst recognising that assessment is a collaborative process and that some carers will need support to be as involved as they wish to be.

For this reason, where the adult has capacity, we are offering a range of options focussing on supported self- assessment.

All forms of assessment will use the same on-line strengths based tool, which can be accessed by carers, professionals or intermediaries. The tool has been developed to be user friendly and help the carer to identify the outcomes, which matter to them and how this affects their wellbeing. The entry point to the tool will be through the www.mycaremysupport.co.uk website which means that carers will have access to a comprehensive source of information and advice to help them to identify sources of support to meet their needs alongside or as part of the assessment process.

Prior to the online tool becoming available the process for using the updated assessment will be as at present: Carers can present directly to the Carers' Centre, SEQOL or AWP (if the person they are caring for is known to them).

Once the on-line tool is available, the carer will complete the self-assessment online either themselves or supported by a relative, or friend. When they have completed the self-assessment, the system will show whether or not the needs are eligible and will also explain why. Where needs are not eligible the carer will be directed by the system to further sources of support including Swindon Carers' Centre. Where the needs are

eligible, the system will submit the self- assessment to Swindon Carers' Centre to complete the Support Plan.

Where the carer does not have access to the online option or does not feel confident in using it, they will be offered the option to complete the assessment with the support of Swindon Carers' Centre staff. This could either be over the phone or by coming into the Swindon Advice and Support Centre to be supported by Swindon Carers' Centre staff to complete the online assessment. If this is not practical the assessment will take place in the carers' home or the home of the person they are caring for. Where needs are eligible, centre staff will work with the carer to produce the support plan. .

Where it is identified as part of an assessment for an adult's needs for care and support that the adult has a carer and that a carers' assessment is needed, the carers' assessment and planning will be carried out by Seqol or AWP staff. The same online assessment tool will be used.

8.5 Involvement in Assessment

The Council will ensure that the carer and any person the carer requests are involved in the assessment.

If the carer has substantial difficulty in being involved or expressing themselves clearly in their assessment, the Council will find an appropriate adult to support their involvement. This will be a family member or friend where possible but if this is not the case an independent advocate will be provided. (See section 14 for further details)

8.6 Records of Assessments

A written record of a carers' assessment will be given to the carer and if the carer asks the authority to do so, to the adult needing care and to any other person the carer asks the authority to give a copy.

8.7 Combining Assessments

If there is consent by all parties concerned, carers' assessments can be combined with other assessments being carried out on the carer or the adult they are caring for. For further details see Swindon Borough Council's Assessment and Eligibility Policy.

8.8 Training for Assessors

Swindon Borough Council will ensure that assessment is carried out to the highest quality. We will ensure that staff, who are involved in assessments, have the skills, knowledge and competence to carry out the assessment and have received appropriate training relating to assessment. The employer and each registered professional has responsibility for ensuring they are trained to an appropriate level and that training is kept up to date and carried out at regular intervals.

9. Eligibility for Carers

If the assessment identifies that a carer has need for support, Swindon Borough Council will determine whether these needs are eligible. Eligibility is dependent on establishing that the cared for person is ordinarily resident in Swindon and the impact or effect that that

caring role has on the carer. Eligible needs may be met in a variety of ways, not exclusively through funded support.

A carers' needs meet the eligibility criteria if the following three criteria are **all** met.

Stage One: The needs arise as a consequence of providing **necessary care** for an adult who is ordinarily resident in Swindon or has no fixed residence but is currently living in Swindon

AND

Stage Two: As a result of providing necessary care either

1. The carers' physical or mental health is deteriorating or is at risk of doing so
- or
2. The carer is unable to achieve any of the following outcomes
 - Carrying out some or all of the basic household activities in the carers' home e.g. preparing meals , cleaning and maintaining their home
 - Carrying out any caring responsibilities the carer has for a child
 - Providing care to other persons for whom the carer provides care
 - Maintaining family or other significant personal relationships
 - Engaging in work, training, education or volunteering
 - Making use of necessary facilities or services in the local community including medical services and educational facilities

AND

Stage Three:

As a result, there is or there is likely to be a **significant** impact on the carers' **wellbeing**.

These national criteria replace our current criteria based and will apply to all assessments. They provide a clear and transparent framework for decision making which everyone can understand.

For needs to be judged eligible needs all three criteria **must** be met

Stage One

The Council will establish whether the person being cared for meets the ordinary residence requirement. To be eligible for support the carer must be caring for an adult who is ordinarily resident within the Swindon Borough Council area e.g. at an address where the council tax is payable to Swindon Borough Council or where the person in need has acquired Ordinary Residence through prior decisions by Swindon Borough Council. There are some exceptional circumstances e.g. where the individual has no fixed abode where the authority within which the need for support arises takes the lead. Disputes regarding Ordinary Residence will not create delays in assessing, determining eligibility or providing services to meet needs.

We will also consider whether the care provided is necessary care. Necessary care means care and support for needs which the adult is not capable of meeting themselves.

If the carer is providing care and support for needs which the adult is capable of meeting themselves, the carer may not be providing necessary support. In these circumstances, Swindon Borough Council will provide information and advice to the adult and carer about how the adult can use their own strengths or services available in the community to meet their needs.

Stage Two

For this criterion to be met it is necessary that either the carers' physical or mental health is deteriorating or is at risk of doing so **or** that they are unable to achieve one or more of the outcomes defined in the diagram above. The definition of what is meant by being unable to achieve an outcomes is defined in regulations and includes circumstances where the carer

- Is unable to achieve the outcomes without assistance
- Is able to achieve the outcome without assistance but doing so causes or is likely to cause significant pain, distress, anxiety or danger
- Is able to achieve the outcome without assistance but doing so is likely to endanger their own health and safety or that of any adult or child the carer cares for.

Stage Three

The third criterion is fundamental. Wellbeing is at the heart of our policy. Being unable to achieve the outcomes only makes needs eligible if it causes a **significant impact at a substantial or critical level** on the carers' **wellbeing**. This criterion will be met if the total effect of being unable to achieve the outcomes has a significant impact on wellbeing at a level that would have under previous criteria been considered **substantial or critical**.

If, after assessment, the Council decides that a carers' needs are not eligible, we will give the carer a written explanation for the decision. This explanation will also include information and

advice, based on the carers' assessment, about how the carer can reduce or delay their needs in future and details of sources of community support.

If the Council decides that a carers' needs are eligible, we will work with the carer and others at the carers' request, to produce a support plan.

10. Support Planning for Carers

10.1 Planning to Meet Needs

If, following the carers' assessment and the determination of eligibility, eligible needs are identified; the Council will facilitate the production of a carers' support plan to meet those needs.

Meeting needs is a fundamental concept of the Care Act and moves away from the previous approach of providing services. Meeting needs is much broader than providing services. A person's needs are individual and will be met through a variety of means, which may include the provision of services but will also include the provision of information and advice, strengthening their community networks, building on their own strengths and accessing preventative interventions.

10.2 The Content of the Plan

The Carer's Plan will include

- The needs identified by the assessment
- Whether and to what extent the needs meet the eligibility criteria
- The needs the Council is going to meet and how it intends to do so
- The outcomes the carer wishes to achieve and their wishes around providing care, work, education and recreation where support could be relevant
- Where applicable the personal budget .This will give everyone clear information about the amount that the Council will make available to cover the costs of the support, where universal services cannot meet needs so that the carer is better able to make informed decisions about how their support needs will be met.
- Information and advice on what can be done to reduce the needs in question, and to prevent or delay the development of needs in the future.
- Where needs are being met by a direct payment, details of the needs to be met via the direct payment ,the amount and frequency of the payments and advice concerning the usage of direct payments including how they differ from traditional services. (For further details, see Swindon Borough Council's Direct Payments Policy).

10.3 The Swindon Approach to Support Planning for Carers

As outlined in Section 8.4, plans will normally be produced through face to face meetings with carers following the assessment and eligibility process. These planning sessions will be facilitated by a range of professionals but primarily by Swindon Carers' Centre, . The assessment together with the completed plan and personal budget will be signed off by Swindon Borough Council's verifications team.

Swindon Borough Council's policy is to work with carers on a case by case basis to reach agreement with the carer about the best way to deliver their desired outcomes and meet their needs whilst securing best value.

The plan belongs to the carer who leads and is involved and influential throughout the planning process. In preparing the support plan, the Council will involve the carer and if the carer wishes, the adult needing care and any other person at the carers' request.

Some carers will need assistance to be involved in the planning process. This will be through a relative or friend if there is someone appropriate. If the carer has substantial difficulty being involved and there is no one appropriate whom they wish to support them, Swindon Borough Council will provide an independent advocate to facilitate their involvement. For more details see Section 14

Planning will not be an unduly lengthy process. It will be proportionate to the needs to be met, whilst allowing sufficient time to develop a thorough understanding of how those needs can be met. The Council will be as flexible as possible in order to incorporate personal elements into the plan and to allow for creative and innovative approaches to meeting needs.

The carer may be offered a direct payment so that if they wish they can have a greater level of choice and control over their support.

The Council recognises that carers may have fluctuating needs, which change over time; the plan will be structured to recognise this.

10.4 Combining Plans

Where a carer and the individual they are caring for both have eligible needs, the Council will consider, subject to consent from all parties and there being no conflict of interest, combining the plans of the adult requiring care and the carer.

10.5 Meeting Carers' Needs

A carers' needs may be met through information or advice, through preventative or community services or by support via the carers' centre. They may also have specific areas of need for support which can be met through one off grants from the Swindon Carer Support Scheme. If it is appropriate, a carers' needs for support may also be met by providing care and support to the adult needing care through providing care relief, respite care or extra packages of support. This can only happen if the adult consents. In this case, the support plan will be submitted to Seqol, AWP or Prospect Hospice as appropriate, so that they can confirm that this is an appropriate response to the adult's needs and organise the care, sitting service or respite care as required.

10.6 Records of the Plan

Plans will be written in a format which is accessible and easy to understand. When the plan has been produced, Swindon Borough Council will give a copy of a support plan to

- The carer for whom it has been prepared
- The adult needing care (at the carers' request)

- The carers' independent advocate if appropriate and the carer consents
- Any other person to whom the carer asks the LA to give a copy

With the carers' consent, key points of the plan may be shared with other professionals and support organisations, including Swindon Carers' Centre.

11. Review of Support Plans

Swindon Borough Council will ensure that carers' support plans are reviewed as necessary, so that plans remain up to date and relevant to carers' changing circumstances, needs and desired outcomes. Although decisions will be made on a case by case basis, there will normally be a light touch review within 6 – 8 weeks of the completion of the initial support plan, followed by fuller reviews annually. Reviews will also take place following significant changes in circumstances e.g. a fall or a hospital admission.

Swindon Borough Council will meet all reasonable requests from carers, or someone acting on their behalf, for a review of their support plan. If a request is turned down, the Council will explain its reasons in writing.

The review will be carried out with the carer, the adult they are caring for and any other person the carer asks to be involved.

The review will focus on whether there is any change in the carers' circumstances and support needs, how this affects the carers' desired outcomes and the impact on the carers' wellbeing. The review will also focus on the sustainability of the caring role: is the carer willing and able to carry on providing the level of necessary care?

If the review indicates that the plan needs to be changed, the Council will inform the carer and make sure that they can be involved in the process of revision (See Section 14). We will take all reasonable steps to ensure that revisions are in accordance with the carers' wishes. The Council will follow the process of assessment and eligibility described in Sections 8, 9 and 10 to produce a new plan. This new assessment will build on the existing assessment with a particular focus on what has changed

12. Carers and Transition

There are two aspects concerning carers and transition

- The impact on a carer (who may be a parent) of a child turning 18
- The impact on a young carer of them turning 18

12.1 Carers of Young People

Swindon Borough Council recognises that the needs of parents and carers change over time and may change significantly when the young person they care for reaches 18. The Council will therefore ensure that the needs of parents and carers are factored into the transition planning. If it seems likely that the young person will have needs for adult care and support needs after they become 18, and that their carer is likely to have needs of their own, the Council will offer to carry out a transition assessment to establish the carers'

needs and to consider the sustainability of the caring role once the young person reaches 18. The assessment will take place when it will be of significant benefit to the carer and the young person .It will take the same format as the assessment of adult carers with a particular emphasis on how the young person becoming an adult impacts on the carer , including any impact caused by the young person leaving education.

12.2 Young Carers in Transition

The Council will also assess the needs of young carers as they approach eighteen. The assessment and planning will take the same format as for adult carers, with a particular emphasis on how to support young carers to prepare for adult life, including higher education or employment and how to raise and fulfil their aspirations. The assessment will also consider how the care and support plan for the person they care for will change as a result of the young carers' change in circumstances. The timing of the assessment will reflect the stage the young carer has reached at school and any upcoming exams, and their proposals for higher/ further education, training or employment when they become an adult.

12.3 Transition Assessments for Carers/Young Carers

Swindon Borough Council will ensure that transition assessments for carers/young carer are timed so that they are of significant benefit to the carer/young carer and the person they are caring for.

We will do this by considering the following criteria to determine when assessments take place:

- Whether the carer/young carer wishes to enter further/higher education or training
- Whether the carer wishes to get a job when the young person becomes 18.
- Whether the carer wishes to remain in employment when the young person leaves full time education
- The time it may take to carry out an assessment
- The time it may take to plan and put support in place
- Any relevant factors in the young person's transition, such as upcoming exams, family circumstances, planned medical treatment
- Any relevant family circumstances

The same requirements and principles will apply to carrying out transition assessments as for other carers' assessments with a particular emphasis on the change in need which will occur as the carer or the young person being cared for becomes 18.

In accordance the Care Act, Swindon Borough Council will carry out an assessment irrespective of whether the young person's needs are likely to be eligible needs and irrespective of the Council's view of the carers' needs for support or the level of the carers' financial resources .

Carers may request a transition assessment. The Council will consider all such requests and whether the conditions of likely need and significant benefit apply. If they both apply, the Council will carry out the assessment. If not, the Council will not carry out the assessment at that time. We will, however, provide a written explanation of the reasons for the decision and offer information and advice on what can be done to prevent or delay the development of needs for support. Where there is an indication of likely need but the timing is not right for the assessment, we will also provide an indication of when the assessment will take place, and contact the carer at that time to make arrangements for the assessment.

If a carer is refused a transition assessment, or they refuse one, but at a later time request an assessment, the Council will reconsider whether the likely need and significant benefit conditions apply. If both conditions apply, the Council will carry out an assessment.

13. Young Carer

In accordance with the 'See the Adult, See the Child Protocol', Swindon Borough Council will make every effort to ensure that it identifies any children involved in providing care. This may be through the assessment of a person needing care or a carer or via other family members or a school.

If a young carer is identified, the Council will offer a needs assessment for the adult needing care (unless it has already done so). We will also consider whether the young carer should be referred for a young carers' assessment or a needs assessment under the Children Act 1989 or a young carers' transition assessment under the Care Act.

The Council will ensure that adults' and children's care and support services work together to ensure assessment is effective and that the needs of both adults and young carers are identified

When carrying out an adult's or carers' assessment, if it appears that a child is involved in providing care, the Council will consider:

- The impact of the person's needs on the young carers' wellbeing, education and development. In particular whether the caring role is
 - Preventing the young carer from accessing education, including affecting their attendance, ability to concentrate
 - Preventing the young carer from building relationships and friendships
 - Impacting on any other aspect of the young carers' wellbeing
- Whether any of the caring responsibilities the young carer is undertaking are inappropriate. This could include
 - Personal care such as bathing and toileting
 - Carrying out strenuous physical tasks such as lifting
 - Administering medication
 - Maintaining the family budget

- Emotional support to the adult

When making this determination the Council will take into account the young carers' own view.

- The impact of the adult's needs for care and support on their parenting responsibilities

In the light of this, the Council (if it has not already done so), will carry out:

- A young carers' needs assessment in accordance with Section 17ZA of the Children Act 1989
- An assessment for the purposes of Section 17 (provision of services for children in need , their families and others) of the Children Act 1989
- A young carers' assessment under section 63 of the Care Act

The Council will also assess how the supporting the adult with needs for care and support can help prevent the young carer from undertaking excessive or inappropriate care and support responsibilities.

14. Supporting Carers' Involvement

Swindon Borough Council recognises that putting the carer at the heart of the assessment, planning and review process is crucial to understanding their needs, outcomes and wellbeing and therefore delivering better and more appropriate care and support.

We will therefore ensure that the carer can be fully involved in the process and we will take steps to facilitate that involvement. This will include:

- Making sure that the process and its implications for carers is clearly explained through a variety of media. This will be primarily through the www.mycaremysupport.co.uk and, www.swindoncarers.org.uk websites which can be accessed directly in a variety of accessible formats, or be used by a range of organisations to produce hard copy which they can use to support discussion
- Making sure that interactions with staff, processes and systems make people feel comfortable and involved in the processes
- Making sure that our online tool and dialogue with staff helps people to understand their needs, the outcomes they want to achieve and the impact on their own wellbeing
- Providing the online assessment tool in accessible formats and in other languages
- Making sure that all our processes are appropriate and proportionate to the needs and circumstances of the carer. The online tool is designed to take account of the wishes, preferences, desired outcomes that the carer seeks from the assessment.

- Making sure that the mycaremysupport and Swindon Carers' websites, our online tool, and our dialogue with staff supports people to start to identify the options that are available to support their independence and wellbeing and helps them to meet their desired outcomes
- Making sure that our decision making processes are transparent and that people understand the basis on which decisions have been made
- Providing the individual any information the Council holds about the individual is in an accessible format
- Considering reasonable adjustments under the Equality Act 2010
- At the carers' request, involving the adult who is being cared for and any other person that the adult requests in assessment process ensuring that they are identified within the client database as an "involvement"
- Where the carer is unable to express themselves regarding their role or they lack the mental capacity to do so, then in the absence of an informal third party they have a right to advocacy. If they lack the mental capacity to identify the nature of support they need and their outcomes then Best Interest processes would apply.
- Ensuring that assessors are suitably trained to facilitate involvement. Thus enabling a better understanding of the adult's needs, outcomes, wellbeing and identifying where they may have substantial difficulty. This requires understanding, retaining and applying knowledge as well as communicating the adult's views, wishes or feelings.

If a carer does have significant difficulty in being involved, the Council will find someone appropriate and independent of the Council to support them. This support will include helping to understand the information and express their needs and wishes, securing their rights, representing their interests and ensuring that they obtain the care and support they need. This person could be a family member or friend who is willing and able to provide such advocacy and is acceptable to the carer. Where there is no one who is appropriate, the Council will appoint an independent advocate.

15. Delegation of Assessment and Support Planning

Swindon Borough Council will delegate parts of the assessment, planning and review processes to Swindon Carers' Centre, Seqol and AWP. The final sign off of assessments, plans and reviews will not be delegated and will be carried out by the Council's verification team.

16. Charging for Support

Carers will not be charged for any aspect of the support provided by the Council. This includes any provision of a 'sitting service' for the adult who is being cared for. However, if the carers' needs for support are being met through the provision of extra care for the adult being cared

for, these services may be chargeable to the adult being cared for in accordance with the Council's Fairer Charging Policy. The carer will not be charged.

This does not impact on the ability of a carer to use a direct payment to pay for extra care or direct care from their direct payment

17. Safeguarding

If the assessment, planning or review process identifies that a carer may be experiencing or at risk of experiencing abuse or neglect as a result of their needs, the Council will carry out a safeguarding enquiry. Where such an enquiry leads to further specific interventions being put in place to address a safeguarding issue, these will be included in the support plan.