

For more information contact:

Customer first

on 0141 577 3001

customerfirst@eastrenfrewshire.gov.uk

Textphone: 0141 577 4870

or call into our offices at

Council Offices

211 Main Street

Barrhead

G78 1SY

East Renfrewshire

Council Headquarters

Eastwood Park

Rouken Glen Road

Giffnock

G46 6UG

East Renfrewshire

Opening hours

Monday – Friday

8am – 6pm

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille.

For further information please contact customer first on

0141 577 3001 or email

customerservices@eastrenfrewshire.gov.uk

APRIL 2009



Carers assessment

**Why we do them, how you can use
them to get the best possible
service from us.**



What is a carers assessment?

It is the opportunity for you to talk to us about how it feels to be a carer and to have that recorded. It is a process designed to help you explore the impact that caring has on you.

Why do we do assessments?

The information from the assessment will help us and you to understand your role better and ensure that we identify supports for you that enable you to continue as a carer if you are able.

We know carers play a crucial role in supporting family and friends and we use the information to support individual carers and plan future services.

How do we do assessments?

We look at a range of areas of your life such as your health, your career, your emotional needs if appropriate, your accommodation and other areas important to you. An advocate or friend can be present during your assessment to support you if you wish.

We will write down what you tell us on a form which you will be asked to sign if you agree with what has been written. If not it will be amended. This form is called a carers assessment form.

When you ask for help from us you will be told how long you might have to wait before the assessment can start.

What if my situation changes?

We will offer a review of your situation at the time of assessment, the timescale will be decided by you. You can ask for a review at any time.

Can I see what is written about me?

Yes, you will get a copy of the assessment and a care and support plan.

What if I am not happy with the assessment?

If you are not happy with the assessment you can talk to your assessor at any time. You also have the right to comment or complain to us.

Who will have access to my information?

Your information is kept in strict confidence. If you agree and only if appropriate or needed, we would like to be able to share it with other health or social care staff involved in looking after your needs. This will save you answering the same questions again when you see a different person.

Other helpful information

Community Care and Health (Scotland) Act 2003

www.jitscotland.org.uk/action-areas/themes/involvement.html