

**Carers Information Service**  
**0300 0200 002**  
[www.carmarthenshirecarers.org.uk](http://www.carmarthenshirecarers.org.uk)

## How do I get help?

### Contents

How do I get help? .....	2
Carers Support .....	2
Help from Social Care .....	2
Community Care Assessment .....	2
What can I expect from a Care Plan? .....	2
What kind of services can I expect? .....	3
Carer's Assessment .....	3
Direct Payments .....	3
What if we do not want an assessment? .....	4
What if the person I'm caring for does not want help? .....	4
Help with Medical and Nursing Care .....	4
For further information: .....	5
Disclaimer and copyright information .....	6
Carmarthenshire Carers Information Service .....	6

## **How do I get help?**

If you are caring for someone at home, you may want help and support in providing that care. This could come directly from Social Care, the NHS, third sector (voluntary) or private organisations.

## **Carers Support**

The Carers Information Service provides free and confidential information, advice and support to carers. The service has a team of outreach workers who can offer information and support to carers and signposting to other organisations.

## **Help from Social Care**

People with all kinds of disabilities and of all ages may be eligible for support in the home. Social Care can offer a range of support for disabled people and carers. To determine what help is needed they will first need to carry out an assessment. Discussion about what is needed should involve you, the carer.

## **Community Care Assessment**

If the person you care for feels they need help and support to remain at home, they can ask social care for an assessment of their needs. The assessment should also look at the role of the carer and the help they provide. After the assessment has been carried out, a care plan will be drawn up.

## **What can I expect from a Care Plan?**

The care plan will identify what services are needed and what can be provided. This should be reviewed from time to time as needs change. You should be given a copy of the care plan. The plan should be based on the agreement reached between the person for whom you care, you the carer, and the social worker or assessor/care manager.

## What kind of services can I expect?

- Domiciliary (Home) Care – to help people most in need to stay in their own homes.
- Replacement Care or Short Breaks – a break from caring.
- Support and guidance – information, advice, signposting and someone to listen to you.
- Aids and equipment – to help with everyday tasks.
- Minor adaptations to the home – such as handrails or ramps.
- CareLine Alarm system – an emergency call system linked to a 24-hour response service.
- Telecare – various sensors can be placed around the home, monitored 24-hours a day, 365 days a year.

To request a Community Care Assessment, please contact Dewis Sir Gâr (previously called Careline) on 0300 333 2222 or complete the online referral form at [www.carmarthenshire.gov.wales](http://www.carmarthenshire.gov.wales) which can be found under Social Care.

## Carer's Assessment

If you are providing or intend to provide a regular amount of care for a relative, friend or a disabled child, you can ask Social Care for a Carer's Assessment - even if the person you care for has refused a community care assessment or the offer of services. You can request a Carer's Assessment by contacting Dewis Sir Gâr (previously called Careline) on 0300 333 2222 or by completing the online referral form at [www.carmarthenshire.gov.wales](http://www.carmarthenshire.gov.wales). For more detailed information, please refer to the Carers Assessment factsheet.

## Direct Payments

Once Social Care have carried out an assessment and decided which services you and the person you care for need, you can then choose either to have Social Care provide that help for you, or to receive a Direct Payment instead. If you choose Direct Payments, you or the person you care for will get money from social care so that you can buy in the help you need.

A Direct Payments factsheet is available.

Direct Payments can offer more control and flexibility to arrange the support you need, but can involve a lot of paperwork, as you may become someone's employer. Diverse Cymru can help you with this.

## **What if we do not want an assessment?**

If you and the person you care for do not wish to be assessed or be involved with social care, services can be purchased direct from independent organisations. Contact the Care Inspectorate for Wales (CIW) for a list of Social Services registered agencies.

## **What if the person I'm caring for does not want help?**

There are a number of support services available from Third Sector (voluntary) organisations, ranging from large well-known groups like the Alzheimer's Society to small, local groups can provide a range of services and information. Carers who provide or intend to provide a regular amount of care are entitled to an assessment of their need even if the person they care for has refused an assessment of their need. Carers can request a Carer's Assessment by contacting Dewis Sir Gâr (previously called Careline) at Carmarthenshire County Council on 0300 333 2222.

## **Help with Medical and Nursing Care**

You may need extra help because the person you care for has medical problems. For more information about the following services ask your GP.

- Your District Nurse might be able to provide practical nursing care for the person you look after e.g. help with injections, care or pressure sores or going to the toilet.
- Health Visitors are an invaluable source of advice and information.
- Community Psychiatric Nurses give specialist advice on caring for someone with a mental health difficulty.
- Occupational Therapists can advise you on equipment and adaptations to your home.
- Speech & Language Therapists can work with the person you care for to help them communicate effectively.
- Dieticians will advise you on special diets to ensure that the person you care for gets all the nutrition they need. They will also provide hints such as giving frequent small meals to people having difficulty eating or swallowing.
- Community Dentists may visit the person you care for at home.

## For further information

### **Carers Information Service**

For information, advice and support on caring including an outreach service.

0300 333 2222

The Palms, Unit 3, 96 Queen Victoria Road, Llanelli. SA15 2TH

[info@carmarthenshirecarers.org.uk](mailto:info@carmarthenshirecarers.org.uk)

[www.carmarthenshirecarers.org.uk](http://www.carmarthenshirecarers.org.uk)

### **Diverse Cymru**

01267 245579

The Mount, 18 Queen Street, Carmarthen. SA31 1JT

[westwalesdp@diverse.cymru](mailto:westwalesdp@diverse.cymru)

[www.diverse.cymru.org.uk](http://www.diverse.cymru.org.uk)

### **Dewis Sir Gâr (previously called Careline)**

Local authority's social care service available 24-hours a day, 7-days a week and 365-days a year. Emergency service after 5pm and up to 9am weekdays, Saturdays, Sundays and Bank Holidays.

0300 333 2222

[dewissirgar@carmarthenshire.gov.uk](mailto:dewissirgar@carmarthenshire.gov.uk)

### **NHS Direct Wales**

A health advice and information service available 24-hours a day.

If you have a medical emergency, a critical or life-threatening problem call 999.

0845 46 47

[www.nhsdirect.wales.nhs](http://www.nhsdirect.wales.nhs)

### **Crossroads Care Sir Gâr**

Crossroads provide practical support by providing replacement care to enable carers to have time to themselves.

Llanelli office - 01554 754957

Carmarthen office - 01267 220046

[info@carmarthenshirecarers.org.uk](mailto:info@carmarthenshirecarers.org.uk)

[www.carmarthenshirecarers.org.uk](http://www.carmarthenshirecarers.org.uk)

### **Care Inspectorate Wales (CIW)**

General enquiries - 0300 7900 126

[ciw@gov.wales](mailto:ciw@gov.wales)

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## Disclaimer and copyright information

This factsheet is not a comprehensive statement of the law in this subject. Carmarthenshire Carers Information Service / Crossroads Sir Gar cannot give individual legal or financial advice and some rules may have changed since the publication of this factsheet. Please note that the inclusion of named agencies, companies, products, services or publications in this factsheet does not constitute a recommendation or endorsement by Carmarthenshire Carers Information Service / Crossroads Sir Gar. Whilst every effort is made to ensure accuracy, Carmarthenshire Carers Information Service / Crossroads Sir Gar cannot be held responsible for errors or omissions.

This factsheet may not be reproduced in any form without written permission from Carmarthenshire Carers Information Service / Crossroads Sir Gar.

## Carmarthenshire Carers Information Service

The Carers Information Service provides free and confidential information, advice and support to Carers.

We produce and distribute information for carers and organise regular events in partnership with other organisations.

The service is joint funded by Carmarthenshire County Council and Hywel Dda University Health Board.

## Contact details

Carmarthenshire Carers Information Service  
The Palms, Unit 3, 96 Queen Victoria Road, Llanelli, Carmarthenshire. SA15 2TH

0300 0200 002

[www.carmarthenshirecarers.org.uk](http://www.carmarthenshirecarers.org.uk)



Facebook: [facebook.com/CarmsCarers](https://facebook.com/CarmsCarers)



Twitter: [twitter.com/CarmsCarers](https://twitter.com/CarmsCarers)

Crossroads Sir Gar is a registered charity 1121666 and a company limited by guarantee 6199275. Registered Office address: Suite 11, 2nd Floor West, Ty Myrddin, Old Station Road, Carmarthen, SA31 1LP.