



## Contact Us



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0330 123 1937

## What to expect during your **Carers** Assessment?



## Frequently asked questions:

### 1. Who can have a Carers Hub Assessment?

Anyone who provides unpaid care to someone living in Staffordshire or Stoke-on Trent is entitled to a full Carers Assessment. You can have a Carers Assessment, even if the person you care for does not want an assessment of his/her own care and support needs.

### 2. Are you Staffordshire Cares /Social Services?

No, we are not Staffordshire Cares / Social Services and do not arrange for paid carers. We are a commissioned, independent service to support unpaid carers. We do not speak to Social Care unless you ask us to support you with a referral to them or unless there are Safeguarding concerns, which is still discussed with you.

### 3. From the date of speaking to the Triage Advisor how long will it take for me to have my full assessment?

We will arrange to complete your assessment with 14 working days, but usually this is a lot less.



## I.C.E Card In Case of an Emergency

The I.C.E card has a dual purpose:

It can be used in an emergency to let people know you have someone at home that needs care and attention.

It can also be used to receive discounts/offers for a range of products and services, REMEMBER your health and wellbeing are important too.

WWW.THECARERSHUB.CO.UK



### Places to receive a discount

We have a range of offers available to Carers who sign up to receive our I.C.E card. These include health and beauty, leisure activities, shops, restaurants and cafes, coffee shops and many more.

Our I.C.E cards are available for both Young and Adult Carers making it easier for Carers of all ages to enjoy some time away from their caring role or making it easier for them to be able to enjoy new activities.

The list of partners does change with new locations, so be sure to keep an eye out on our website and social media to keep up to date.

Phone : 0330 123 1937  
Email : [info@thecarershub.co.uk](mailto:info@thecarershub.co.uk)  
f @thecarershub





## Young Carer Service

### 11. Do you do Young Carer Assessments?

Yes, we also work with Young Carers from the age of 5 years old onwards.

### 12. How do the Young Carers Assessments work?

Once a referral is received into the Hub, our Triage team will contact the Parents/Guardians of the young person and arrange for one of our trained Young Carers Advisors to go into school to complete a full assessment. All Young Carers receive a full assessment as part of our processes.

### 13. Can these Young Carers Assessments be completed anywhere else?

Yes, we do prefer to see young people in school however, these can be done in our offices, at home or a mutually convenient location.

### 14. How long do Young Carers Assessments take?

These take around an hour to complete. The allocated Advisor will be the young person's keyworker throughout their time with us and will support them until their Care Plan is completed.

## Adult Carers Service

### 4. What is a Triage Assessment?

The Triage Assessment is carried over the phone by one of our highly trained Triage Advisors. This is offered to all carers and enables both you and your Triage Advisor to look at your caring role. This can be accessed by calling our dedicated Triage team on 0330 123 1937. Your Triage assessment is very informal but will help determine what advice, information or guidance you need to continue with your caring role and normally takes about 10 -15 minutes, but can be longer depending on your needs and the things you want to discuss.

Together, you and your Triage Advisor will look at different aspects of how your caring role may impact upon you such as your physical health, your caring role, how you manage at home and your emotional wellbeing. You will also have the opportunity to think about what would need to happen in an emergency and you were unable to carry out your caring role for any reason. Your Triage Advisor will have a wealth of knowledge and experience and will be able to offer you the information, advice and guidance needed to continue with your caring role.





### 5. How long does a triage assessment last?

The length of the call can be anywhere from 10-15 minutes or longer depending on what you'd like to discuss and the extent of the caring role you have.

### 6. What is a full Assessment?

Any carer who needs more intense support, will be identified by the Triage Advisor, but equally if you want a full assessment you are entitled to ask for this directly. From this we will allocate a Generalist Advisor, who will complete the Universal Carers Assessment / Star with you. This can take place either over the phone, or face to face at either of our offices in Stafford and Stoke-on-Trent, one of our outreach points or at your own home and can take a minimum of 1 hour. The important thing is that you can talk freely and openly about how your caring role affects you so that we can best support you. Together you and your advisor will look in more depth at the way your caring role is impacting upon you. Together, you will look at your caring role and how it affects your life and wellbeing, your health – both physical and emotional, your feelings and choices about caring, whether you are able to continue with work, study or training and how your caring role may be impacting upon your relationships and social activities.

### 7. What happens next?

Together, you and your Advisor will be able to look at any needs you may have as a Carer and plan how to best meet those needs. You will be issued with a personalised care plan that will document the needs and how you have agreed with your Advisor the needs will be met. The Star part of the assessment will allow you to score how you feel you are doing in the areas discussed. The scores are inputted into the Star Online resource and a picture generated that will show you pictorially how you are managing your caring role at this time. This will also be given to you. Your Advisor will then contact you over the next couple of months to see how progress against the care plan is going. Around about 12 weeks after your assessment, you and your advisor will look at your Star Scores again and you should see an improvement. We will continue to work with you towards meeting your carer related needs for as long as it takes.

If you no longer require support from a generalist advisor you can stay registered with the Carers Hub and still have access to the Hub Clubs but if your caring role changes or you need further support, you are welcome to come back into the service and request another assessment at any time.

### 8. How long does a full assessment last?

This usually takes around 1 -2 hours, depending on your needs.

### 9. Where will the triage and full assessment take place?

The triage assessment will take place over the phone. But you can also drop into our offices or outreach locations to speak to someone directly. Our full assessment can also be over the phone, or face to face.

### 10. How much does it cost?

This service is 100% free to unpaid carers.