Your life, your choice.
Information for carers

EasyRead leaflet for carers

Easy read version of Your life your choice. Information for people who need social care support, and for family and friend carers. 2019
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1. What this booklet is about

This booklet is for carers.

Carers are people who look after family, friends or their partner who is ill or disabled.

Carers are not paid.

We want to help people who are carers.

This booklet tells you how we can help you to get the care and support you need.
Carers don’t always live with the person they are caring for.

Carers have a right to be known as a carer. This is the law.

If you think you are a carer please contact our Adults’ CarePoint to see if we can help. How to contact them is on page 29.
2. Supporting you to be independent

If you cannot make decisions

The law says that people over 16 years old should make their own choices.

Unless we know people can’t and need support.

If people need help to make choices we must help them do what is right for them.

We will talk with your family or the person with legal power to make decisions for you. You may not have anyone to make decisions for you. Then we will always do what’s best for you after looking at the possible ways to support you.
Understanding the information we give you

We must make sure we give you information in a way you can understand.

You may want the information or letters in braille or easy read for example. Or you may need someone to explain what is being said to you. For example using British Sign Language.

We must:

- find out the best way for you to understand information
- write in your files the best way for you to understand information
● make sure it shows up straight away in your file

● make sure everyone knows who needs to know

● make sure you get information in the way you need it.

Helpful information

Carers Support West Sussex

Information and support for carers.
They have support groups and a newsletter.

They do health checks for carers.

They do most of the carer’s assessments. The assessment helps to work out what support the carer needs.

How to contact them is on page 31.

West Sussex Connect to Support

This is our website that has ideas to help people live independently.
Some ideas are free or do not cost a lot. Some ideas are services or things to buy.

There is information about support for carers.
www.westsussexconnecttosupport.org
3. Support that’s right for you

A family or friend carer is not paid. They support someone they know who cannot manage without their help.

A carer does not need to live in West Sussex to have an assessment. But the person they support must live in West Sussex.

Carer self-assessment

The carer’s self assessment helps you to think about what works well in your life and what needs to change.

You can find the form on our website www.westsussexconnecttosupport.org
Or you can ask our Adults’ CarePoint for a paper one. How to contact them is on page 29.

You do not have to fill in this form before contacting us if you feel you need support. It is there to help you think about things.

Carer’s Assessment

As a carer you have the right to have an assessment of what support you need. Even if the person you care for has no assessment or does not have services from us.

Carers Support West Sussex do most of the carer’s assessments. Sometimes a social care worker may do the assessment.
You can contact Carers Support West Sussex. How to contact them is on page 31. Or you can contact our Adults’ CarePoint. How to contact them is on page 29.

Your assessment can cover the following things:

- how caring affects your health and life
- your feelings and choices
- work, learning and social life
• relationships

• your goals – what you want to achieve

• your home. For example, are you able
  to support the person you care for in
  your home

• planning for emergencies.

You will be invited to any meetings we
have about the person you care for. As
long as they want you there.
We try to do your assessment in a month after you ask for it.

Are you a young person under the age of 18 supporting someone?

If yes, you can contact our Young Carers Service. How to contact them can is on on page 42.
4. Supporting a carer

We use government rules to help us decide what support we will give you. We look at what effect being a carer has on your life and health.

We think about the support you already get from family and friends. We look at what support you can get from groups we give money to.

We also think about what may happen to the person you care for if you stop being a carer.

If we decide you do not get support paid for by us

You still have the right to a carer’s assessment and information about support. Some of this support is free.
You will find more information on our website www.westsussexconnecttosupport.org

Carers Support West Sussex know a lot about support you can get all over West Sussex. How to contact them is on page 31.

What happens if I move out of West Sussex?

If you move out of West Sussex and you are able to get support paid for by us we will speak to your new council about the support you need.

We will make sure your move will not cause problems with your support. If you move out of West Sussex but the person you care for still lives there, we can still support you.
5. Planning your support

What is in your support plan?

1. __ what support your assessment says you need
2. __ what you want to get out of the plan
3. __ what support you need to do this

• what support we will give you.
6. Carers’ personal budget

We work out how much money we have for your support. We are fair in the way we do this. We use the same way for everyone. The money you get is called your personal budget.

We usually give you this in one payment.

You may want to use this money for:

- something that gives you a break from caring
- something that will make your life easier.
7. Checking how well your support is working

We need to make sure your support is working well. We have a review to do this.

If you have a support plan it will be reviewed from time-to-time. We will agree with you when to carry out the review.

When everything is going well we will tell you how to contact us if things change.

When they are not going well we will look at other things that might support you.
If you have a carers support plan we will contact you within the first 3 months to check that your needs have been met.
8. Keeping you safe

It is an important part of our work to help keep you safe.

There are many different types of abuse and neglect.

Abuse is when someone does bad things to you or someone else.

Neglect is not caring for someone properly.
There are different types of abuse and neglect.

- **physical abuse** – this is when someone hurts you or causes harm to your body

- **sexual abuse** – this is doing something sexual to you that you don’t want

- **financial abuse** – for example when someone spends your money on something and you do not know about it

- **psychological abuse** – this could be when someone keeps shouting at you

- **discrimination** - when you are not treated equally or fairly.
Abuse can happen anywhere and to anyone. It may be caused by someone you know or a stranger.

If you think someone is being abused you should tell us.

Please contact our Adults’ CarePoint. How to contact them is on page 29.

If it is an emergency please call 999.
If you report a concern to us our staff will:

- listen and take what you say seriously
- talk to the person at risk to see what they want to happen
- find out if the person at risk would like an advocate - this is someone who will speak on their behalf
- call the police if a crime has happened
- contact other organisations like the Care Quality Commission

- agree on the best way to help the person at risk.
9. When you do not like our decisions

You may not agree with our decisions about your support. Then you can appeal.

You can appeal yourself. Or someone can appeal for you as long as you agree.

These are the decisions you can appeal about:

- the support that we think we should give you

- your assessment or self assessment. You may feel we have not thought enough about your information.
● the amount of money we agree you need because of your caring role.

● your support plan. You may feel you were not given a lot of choice in doing this.

● how much money we give you for your care and support.

An advocate can help you with your appeal. An advocate can help you say what you want. You can get information about advocates from your social care worker or you can visit:

www.westsussexconnecttosupport.org
Or you can ask our Adults’ CarePoint. How to contact them is on page 29.

You may not be happy with what we say about your appeal. Then you can contact the Local Government Ombudsman. How to contact them is on page 37.
10. Tell us what you think

We try to do a good job but we know sometimes you may not be happy with us. We want you to tell someone.

The person you see most or their manager is often best. Or you can contact our Customer Relations Team. How to contact them is on page 32.

Or you may think we have done a great job. Please tell us!

Healthwatch West Sussex

You can tell Healthwatch West Sussex what you think about us. Their job is to help services to be better. You can phone them at 0300 012 0122 or visit www.healthwatchwestsussex.co.uk
11. Contact us

To find out more about what you have read in this booklet contact our Adults’ CarePoint. They also have more leaflets about our services. How to contact them is on page 29.
12. Useful contacts

Adults’ CarePoint
Second Floor
The Grange
County Hall
Chichester,
PO19 1RG

Phone: 01243 642121

NGT Text Relay: 18001 01243 642121
(Helps people with hearing and speech difficulties)

Email: socialcare@westsussex.gov.uk

Website: www.westsussex.gov.uk/social-care-and-health

Online enquiry: visit www.westsussex.gov.uk/social-care-and-health and go to ‘Social care support’ and then ‘Contact us for adult social care support’.
Age UK West Sussex
Suite 2
Anchor Springs
Littlehampton
BN17 6BP

Phone: 0800 019 1310
between 10am and 2pm

Email: information@ageukwestsussex.org.uk

Website: www.ageukwestsussex.org.uk

Care Quality Commission – South East
Citygate
Gallowgate
Newcastle upon Tyne,
NE1 4PA

Phone: 03000 616161
Fax: 03000 616171

Website: www.cqc.org.uk

Carers Support West Sussex
The Orchard
1–2 Gleneagles Court
Brighton Road
Crawley
RH10 6AD

Phone: 0300 028 8888

Email: info@carerssupport.org.uk

Website: www.carerssupport.org.uk
Carewise – care funding advice

Phone: 01243 642121

NGT Text Relay: 18001 01243 642121
(Helps people with hearing and speech difficulties)

Website: www.carewiseadvice.com

Customer Relations Team
County Hall
Chichester
West Sussex
PO19 1RQ

Phone: 01243 777100
(ask for the Customer Relations Team)

NGT Text Relay: 18001 01243 777100
(Helps people with hearing and speech difficulties)
Email: feedback@westsussex.gov.uk

Community lifelong services teams (adults)

- Western (Chichester and Bognor Regis areas)

  Durban House
  Durban Road
  Bognor Regis
  PO22 9RE

Phone: 0330 222 7888

NGT Text Relay: 18001 0330 222 7888 (Helps people with hearing and speech difficulties)

Email: ctpld.western.duty@westsussex.gov.uk
- Coastal (Littlehampton, Worthing and Shoreham areas) Centenary House
  Durrington Lane
  Worthing
  BN13 2QB

  Phone: 0330 222 7778

  NGT Text Relay: 18001 0330 222 7778
  (Helps people with hearing and speech difficulties)

  Email: coastal.duty@westsussex.gov.uk

- North (Crawley, Horsham and Mid Sussex areas) County Hall North
  Chart Way
  Horsham
  RH12 1XH

  Phone: 0330 222 86000
NGT Text Relay:
18001 0330 222 86000
(Helps people with hearing and speech difficulties)

Email:
ctpld.north.duty@westsussex.gov.uk

Department of Health and Social Care
Ministerial Correspondence and Public Enquiries Unit

39 Victoria Street
London
SW1H 0EU

Phone:
020 7210 4850

Textphone:
0207 222 2262

Fax:
0115 902 3202

Website:
www.dh.gov.uk
Department for Work and Pensions

Confidential Freephone number on 0800 1690154

Website: www.gov.uk

Disabled car badge – Blue Badge
Blue Badge Team
PO Box 859
Bognor Regis
West Sussex
PO21 9HT

Phone: 01243 777653

NGT Text Relay: 18001 01243 777653
(Helps people with hearing and speech difficulties)

Email: blue.badges@westsussex.gov.uk
Website: www.westsussex.gov.uk/bluebadge

Independent Lives
Southfield House
11 Liverpool Gardens
Worthing
West Sussex
BN11 1RY

Phone: 08456 012399

Email: feedback@independentlives.org

Website: www.independentlives.org

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Phone: 0300 061 0614
Website: www.lgo.org.uk/making-a-complaint

Meals on Wheels – Apetito
Phone: 01903 718893
Email: westsussex.office@apetito.co.uk
Website: www.mealsonwheels.info

Mental health recovery and wellbeing teams
For information and details of your local team, please contact your GP or Adults’ CarePoint.

Please see above for contact details for our Adults’ CarePoint.
My Network
My Network provides information, advice and support for people with learning disabilities. For contact details of your local network point, please visit www.westsussexconnecttosupport.org and select ‘I want to find things to do locally’.

Or contact our Adults’ CarePoint. Please see our contact details above.

NHS Coastal West Sussex Clinical Commissioning Group
1 The Causeway
Goring-by-Sea
Worthing
West Sussex
BN12 6BT

Phone:
01903 708400

Website:
www.coastalwestsussexccg.nhs.uk
NHS Crawley Clinical Commissioning Group
Crawley Hospital
Lower Ground Floor
West Green Drive
Crawley
West Sussex
RH11 7DH

Phone:
01293 600300 ext. 4255

Website:
www.crawleyccg.nhs.uk

NHS Horsham and Mid Sussex Clinical Commissioning Group
Crawley Hospital
Lower Ground Floor
West Green Drive
Crawley
West Sussex
RH11 7DH

Phone:
01293 600300 ext. 4255

Website:
www.horshamandmidsussexccg.nhs.uk
Prevention assessment teams

- Western – Chichester District and Bognor Regis area
  Phone: 01243 642370
  Email: pat.west@westsussex.gov.uk

- Southern – Littlehampton, Worthing and Shoreham area
  Phone: 01273 268900
  Email: aaw.pat@westsussex.gov.uk

- Northern – Crawley, Horsham and Mid Sussex area
  Phone: 01403 229510
Email:
pat.north@westsussex.gov.uk

Wellbeing hubs
For the contact details for your local wellbeing hub, please visit
www.westsussexwellbeing.co.uk

Or contact our Adults’ CarePoint. Please see our contact details above.

West Sussex Connect to Support
A website with information about helping people live independently.
www.westsussexconnecttosupport.org

Young Carers Service

Phone:
01903 270300

NGT Text Relay:
1800 01903 270300
(Helps people with hearing and speech difficulties)
Email: youngcarers@westsussex.gov.uk
Website: www.westsussex.gov.uk/youngcarers
Credits

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