

Adult social care: Help for family and friend carers



April 2026



This booklet is for adults in West Sussex who are caring for a family member or friend. It explains how to stay healthy, safe, and independent.

Increasing independence



We help you make your own decisions. If you can't, we will act in your best interests.



If a young person helps you, they can contact the **Young Carers Service** for support.



We follow the **Accessible Information Standard** to make sure everyone understands the information they get.

Services from other organisations



We do not handle **state benefits**. The Department for Work and Pensions does. We have staff who can help you get all the benefits you should be getting.



Housing help is usually from your local council. Health services are provided by GPs and hospitals. For **legal advice**, contact Citizens Advice.

Staying healthy and independent



We want you to stay healthy and independent. There are services that can help with this and are available to everyone.



The **Prevention Assessment Team** (PAT) gives advice to help you live safely and independently. They can help with equipment, finances, and finding local activities.



West Sussex Wellbeing offers advice to improve health, like stopping smoking or losing weight. You don't need a GP referral to get help.



The **Community Hub** supports people who need help. It is open every day of the year.



We have a service that helps people with lifelong conditions like learning disabilities to live independently.



Pathfinder West Sussex supports people with mental health needs and their carers. They help improve mental and physical wellbeing.



We have an agreement with an organisation called Carers Support West Sussex to offer help and advice to carers. They provide services including a helpline, assessments, and support groups for carers.



We can lend you **equipment** to help with daily tasks like getting in and out of bed or bathing. This is free for West Sussex residents.



Occupational therapy helps you stay independent by teaching new skills or providing equipment. Contact us for support.



The **Regaining Independence Service** helps you regain confidence and strength after hospital stays or difficulties at home. It's free for a short time.



Technology-enabled care helps people live safely and independently. It includes devices that connect you to help or remind you to take medication.



West Sussex Connect to Support is a website with information on living independently and finding local activities and services.

Supporting family and friend carers



If you help look after someone, you are a carer. Carers help family or friends who are ill or have a disability. Carers do not get paid for this work.



You don't need to live in West Sussex to get support from us, but the person you care for must live there.



You can fill in a carer's self assessment to tell us about what is working well for you and what needs to change.



You can find a link to the carer's self assessment form at [westsussex.gov.uk](https://www.westsussex.gov.uk) (search 'caring for other people')

You can get a paper copy by contacting Adults' CarePoint. Go to the last page of this booklet for contact details.

Assessing your needs



We want to make sure that people who are unpaid carers get support.



You have the right to ask for an assessment of your needs as a carer.



You can contact Carers Support West Sussex to get an assessment. They work with us to give support to carers. Their contact details are in 'Useful contact' at the end of this booklet.



You can also contact our Adults' CarePoint. Go to the last page of this booklet for contact details.



We'll talk to you about your strengths and goals.



We follow national guidelines called 'the carer's eligibility criteria' to decide if you can get help from us.



We will look at how caring affects your health and wellbeing and whether it stops you from living your life.



We might provide extra support to the person you care for if this helps you meet your needs.



If we cannot give you support that is paid for by us, we can give you information about other services.



There is lots of information for carers on the [West Sussex Connect to Support](#) website.

You can also contact Carers Support West Sussex to get information, advice and help.



If you are under the age of 18, you can get help and support from the Young Carer Service. Their contact details are in 'Useful contacts' at the end of this booklet.

Moving out of West Sussex



If you move out of West Sussex we will help to make sure your support carries on.



We will also work with your new local council to make sure your care does not change after you move.

Working out how much money you need



We use the information from your assessment to work out how much money you might need to meet your needs.



This is called your **personal budget**. It's based on the best-value way to meet your needs.



We will work with you to make your support plan. It will say what your needs are, what you want to achieve, and the help we've agreed to provide.

Paying your carer's personal budget



One way to pay your carer's personal budget is to have **direct payments**. We pay the money direct to you.

Direct payments factsheets



We have some factsheets about direct payments and how they work. To get printed copies, contact Adults' CarePoint using the contact details on the last page of this booklet.



You can use your direct payments to pay for a service that helps you to have a break from caring. This could be going to the gym.

Checking your support



A Carer Support West Sussex worker will check your support to make sure it meets your needs. This is called a review.

Keeping you safe



We keep you safe from **abuse and neglect**.

Tell us if you are worried about your safety, or someone else's and we will listen and take action if needed.

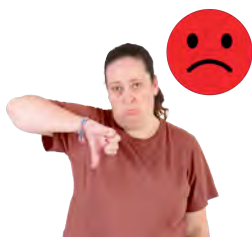
Making an appeal



If you're unhappy with our decisions, you can make an appeal. We can help you to find an advocacy service if you need it.



We have a leaflet about making an appeal called 'Appeals relating to adult social care'. Contact Adults' CarePoint to ask for a printed copy. The contact details are on the last page of this booklet.



If you are not happy with what we say in your appeal, you can contact the Local Government and Social Care Ombudsman. For their contact details, go to the 'Useful contacts' section of this booklet.



If you're not happy with our service, contact your social care worker or the **Complaints Team**. You can also give feedback through **Healthwatch West Sussex**.

You can also tell us if you are happy with our service.



We keep your information **confidential** and only share it with your permission or if allowed by law.

How we want to work with you



We want everyone to feel safe and respected.



Please be polite and respectful to our staff so they can work safely to help you.



We do not accept bullying, swearing or violence. If behaviour is not acceptable, we may end the conversation.



We will tell the police about very serious problems.



This way of working helps to make everyone feel safe.



For more information, contact our **Adults' CarePoint**. They can help with questions about social care support. Go to the back page for contact details.



Visit our website for more information and contact details for various services and organisations that can help.

www.westsussex.gov.uk

Useful contacts



Age UK West Sussex, Brighton and Hove

The Laburnum Centre

Lyon Street, Bognor Regis

West Sussex PO21 1UX

- Phone: 0800 019 1310
- Email: info@ageukwsbh.org.uk
- Website: ageuk.org.uk/westsussexbrightonhove



Carers Support West Sussex

Phone: 0300 028 8888

- Email: info@carerssupport.org.uk
- Website: carerssupport.org.uk



Complaints Team

Log your comment, compliment or complaint

online at

westsussex.gov.uk/complaints.



Phone: 01243 777 100 (Ask for an interpreter if you need help to make a complaint)

BT Relay UK: 18001 01243 777100
(for people with problems speaking and hearing)

If you cannot use the online form or the phone, please write to:

- Complaints Team

West Sussex County Council

County Hall

Chichester

West Sussex, PO19 1RQ



Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne, NE1 4PA



- Phone: 03000 616161
- Website: cqc.org.uk
- Email: enquiries@cqc.org.uk

Carewise

Website: carewiseadvice.com

- Phone: 0330 222 7000
- Call using BT Relay UK: 18001 0330 222 7000 (for people with problems speaking and hearing)

downloaded onto a computer, tablet or smartphone)

- Email: carewise@westsussex.gov.uk





Community Hub

Website: westsussex.gov.uk under 'Community hub'

- Phone: 0330 222 7980

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



39 Victoria Street

London

SW1H 0EU

- Phone: 0300 790 4007
- Website: gov.uk/dhsc

Department of Work and Pensions

Pension Service: 0800 731 0469

- Textphone: 0800 731 0464
- Website: gov.uk/government/organisations/departments/departments-for-work-pensions



Disabled car badge – Blue Badge

Blue Badge Team

PO Box 859

Bognor Regis

West Sussex

PO21 9HT

- Phone: 01243 777653

Call using BT Relay UK: 18001 01243 777653 (for people with problems speaking and hearing)

- Email:

blue.badges@westsussex.gov.uk

- Website: [westsussex.gov.uk](https://www.westsussex.gov.uk) and [search under 'Blue Badge'](#)





Independent Lives

Southfield House

11 Liverpool Gardens

Worthing

West Sussex, BN11 1RY

- Phone: 01903 219482
- Email: info@independentlives.org
- Website: independentlives.org



Library service

Visit your local library for information about activities and support in your local community.

Local Government &
Social Care
OMBUDSMAN

Local Government and Social Care Ombudsman

PO Box 4771

Coventry, CV4 0EH

- Phone: 0300 061 0614
- Website: lgo.org.uk/making-a-complaint



Meals on Wheels – Health and Independent Living Support (HILS)

- Phone: 0330 200 0102 (option two)
- Email: westsussex@hils-uk.org
- Website: hils-uk.org



Pathfinder West Sussex supports mental health needs and carers.

Website:

pathfinderwestsussex.org.uk

Phone: 0300 303 5652

Email:

helppoint@pathfinderwestsussex.org



Mental health social work service

Please contact our Adults' CarePoint using the contact details at the end of this booklet.

NHS Surrey and Sussex

Sackville House

Brooks Close

Lewes

BN7 2FZ



- Phone: 0300 140 9854
- Email: sxicb.contactus@nhs.net
- Website: surreysussex.icb.nhs.uk

Prevention Assessment Team

You can contact the team
Monday to Friday from 9am to
5pm.



- Phone: 0330 222 4222
- Email:
prevention@westsussex.gov.uk



Wellbeing Hubs

For the contact details for your local wellbeing hub, please visit westsussexwellbeing.org.uk or contact our Adults' CarePoint.

See our contact details at the end of this booklet.



West Sussex Connect to Support

A website giving information and advice to help people live independently.

- Website:
westsussexconnecttosupport.org

Young Carers Service

Phone: 01903 270300

- Call using BT Relay UK: 18001 01903 270300 (for people with problems speaking and hearing)
- Email:
youngcarers@westsussex.gov.uk
- Website:
westsussex.gov.uk/youngcarers



How to contact us



Adults' CarePoint

Phone: 01243 642121

Call using BT Relay UK: 18001 01243 642121 (for people with problems speaking and hearing)

Post: County Hall, Chichester, West Sussex PO19 1RG

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