



Cardiff and Vale University Health Board
Unpaid Carers Information Service

Bwrdd Iechyd Prifysgol Caerdydd a'r Fro
Gwasanaeth Gwybodaeth i Ofalwyr Di-dâ

Getting help from Social Services

Information, Advice and Assistance

When you first contact social services, you will most likely speak to someone in the Information, Advice and Assistance (IAA) service for your local authority.

If you know the information you need, such as details of local lunch clubs, this can be provided through the IAA service without having to complete an assessment. If your needs or the needs of the person you care for cannot be met by general information, you will be asked some questions as part of an assessment to ensure you receive the right advice and assistance.

If advice on services available within the community, benefits, equipment for your home etc, you may be provided with information over the phone, signposted to relevant organisations, or a referral made on your behalf eg an Occupational Therapy assessment.

If it appears that the person you care for has social care needs that can only be met by Social Services, they will be referred to Adult Social Services. You will be offered a Carer's Assessment if you provide care to an adult, even if the person you care for is refused an assessment or chooses not to be assessed themselves.

Assessment for the person needing care and support

A social worker or health professional will assess the needs of the person you care for. As their carer, you should contribute to this assessment, as it is important that the person completing the assessment knows what type and amount of care you are willing and able to provide. A Care and Support Plan is completed if the person you care for is eligible to receive support from Adult Social Services. This plan details the needs of the person you care for, including what and how services will be provided to meet those needs.

The support that may be available includes:

- Help with personal care
- Day services
- Aids and equipment for daily living
- Respite to give you a break from caring

Carer's Assessment

If you are, or will be, providing care to an adult who is unable to live independently without your care, you can have a Carer's Assessment. The assessment looks at your needs as a carer and can include discussing support such as:

- Access to training such as manual handling
- Information on carers events
- Befriending schemes
- Support groups.

Carer services are linked to the person cared for, so if you care for someone who lives in Cardiff then you need to contact City of Cardiff Council. Likewise, if the person you care for lives in the Vale of Glamorgan, then Vale Council is the appropriate Council to contact.

Paying for Services

If the person you care for is assessed and is eligible to receive services, they may have to contribute towards the costs. You cannot be asked to contribute towards services for the person you care for, but if you are married to them or you are their partner, any joint income and savings will be taken into consideration. Costs of services vary, however, charges are based on their ability to pay and they may be entitled to a free service.

The financial assessment is not mandatory but without having one, the support will need to be paid for in full, subject to a maximum charge. There is a capital threshold which is reviewed annually, and in some cases the support will need to be paid for in full. It is worth bearing in mind that not all capital is treated in the same way. For these reasons, it is recommended the person you care for has the financial assessment.

If the person you care for is paying in full for their services, they can choose not to use those offered by Social Services but to find care themselves. The Vale Council has a directory of care services which can be obtained by calling Contact One Vale on 01446 700111.

Direct Payments

Direct Payments offer a way in which people can make their own care arrangements. Instead of receiving services through Social Services you can choose to receive the money and buy the services elsewhere. This gives you and the person you care for more choice and control.

There are certain restrictions on Direct Payments so you will need to discuss this with the person completing the assessment who may be able to give more advice or refer you to a Direct Payments Officer if appropriate.

Contact details

For the IAA service or to request an assessment contact your relevant local authority:

Cardiff – Independent Living Services – 029 20 234 234

Vale of Glamorgan – OneVale – 01446 700111



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We are here to help



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