One Gloucestershire
Transforming Care, Transforming Communities

Carer Aware

Gloucestershire Carers Hub

Assumption Buster

Common assumptions that are made about some of the services on offer to carers

Assumption
Someone needs to get Carers Allowance to be referred to the service

Fact
Anyone who is supporting someone can be referred to us, they do not have to be in receipt of Carers Allowance.

Assumption
Carers have to be in crisis or need more intense support or services to be referred into the Carers Hub.

Fact
We would encourage carers to be registered as soon as possible when identified as carers if they want to be referred. Carers having early support and knowledge of how the service can support them in the future is important for them. Often carers value the time to listen to them as a carer.

Assumption
Once registered with the Carers Hub, the carers are registered on the Carers Emergency Scheme and have instant access to this

Fact
Once a Carer is registered with the Hub, all of their needs are discussed including what contingency plans they have in place. This may involve registration for the Carers Emergency Scheme, depending on their personal caring situation. The full registration on the Carers Emergency Scheme needs to be in place, and the carer be given a unique card and identifying number before the scheme can be used. Not all carers want or need the Carers Emergency Scheme.

Assumption
All caring situations can be covered by the Carers Emergency Scheme

Fact
Complex health situations, and some aspects of medical care may not be covered by the scheme and alternative contingency plans will be discussed on an individual case by case basis with the carer

Assumption
The Carers Emergency Scheme will cover planned appointments, respite or holidays

Fact
The Carers Emergency Scheme is there for unplanned emergencies, and cannot be used for any planned appointments, or holiday breaks. Itis not available to be booked in advance. It can only cover a Carers normal caring role when they are not able to do this through illness, accident or injury. This is only very short term emergency interim cover until family or other health or social care professionals can carry on the caring role. Gloucestershire Carers Hub cannot put any kind of respite or holiday support in place for the person needing care.

