



Clarification of referral processes arising from Carer Health and Wellbeing Checks

Social Care and Support

[Devon Carers Link](#) provides a range of universal services, access to which is not subject to eligibility criteria; details of these services are included in the training. In addition to this Devon Carers Link staffs are supporting this programme and are available to discuss further clarification about particular elements of the service if required.

As a rule of thumb – Only carers that have needs that cannot be met by Devon Carers Link would need to be sign posted / referred to Adult and Community Services (ACS) via Care Direct Plus. In particular if they need more than three hours of sitting service a week to sustain their caring role.

The Health Check training materials include summary sheets about [Care Direct \(CD\)](#) and [Care Direct Plus \(CDP\)](#) and a briefing sheet on [Fair Access to Care \(FAC\) eligibility criteria](#). These provide the basic description of social care support services available and how to access them.

The health and wellbeing check is based on a self-care model of delivery. The SMART goals should focus on action that the carer needs to take themselves, except in the case of a carer who needs referral to ACS. The health care professional should use their discretion about the amount of support the carer needs to achieve their goals.

We also want to ensure that carers who are referred to ACS via Care Direct Plus will be eligible for services (so that we do not raise expectation and disappoint). The health care professional providing the check should establish:

1. The carer is providing regular and substantial care (question included as part of the check)
2. The carers needs cannot be met by Devon Carers Link
3. The age and primary need of the person cared for

If the referral is likely to result in the need to assess or review the needs of the cared for person, the carer will need to ask permission from the cared for person for this to happen before a CDP Advisor rings them back.

A referral can be made to ACS via Care Direct Plus from anywhere in the County by sending the yellow or printed copy of the provider record to:

Team Leaders: CDP North, Care Direct Plus, St Georges Road, Barnstaple, EX32 7AU.

The CDP Team Leader will contact the carer and establish the services that may be required. If this results in a referral on to the Complex Care Team (CCT), Learning Disability, Mental Health or Children's Team (depending on the urgency and complexity of needs of the cared for person) the carer will be informed about the likely wait.

Please do not email referrals at this stage (for review March 2010).

Care and Repair

Numbered vouchers have been distributed to providers to enable direct access to the Care and Repair service where a carer ticks "yes" to any of the questions in the "Safety and Warmth at Home" section of the carer booklet.

Having established that the carer has not accessed the service via another route, and obtained consent to share contact details with Devon Carers Link, the voucher can be issued with the carer's name and date, and the carer advised that someone will contact them to arrange a visit by the handyperson.

The first page of the Individual Carer Record should then be completed noting the voucher number and date issued and sent to: Devon Carers Link, Westbank, Farmhouse Rise, Exminster, EX6 8AT.

For providers completing an electronic record form, this can be emailed to: carersplus@westbankfriends.org

Vascular Check

Referrals based on the outcomes of a vascular check should be as per the Standard Operating Procedure.

Updated carer pathways will be sent to providers with supplies of carer packs in the next week. They will also reflect the local evaluation envelopes from Plymouth University now being available to give to carers at the check.