

## Appendix 2: Revised Carers Assessment and Support Offer

### TIER 1

#### *Help to help yourself*

Resolution at first contact

Information  
and advice

#### Universal Support Options

- Community resources
- Peer support including carer support groups
- Carer Training
- Health resources e.g. counselling
- County Enterprise Foods
- Benefits advice
- Online information including Notts Help Yourself
- Online forums/social media
- Carers Emergency Card
- Condition-specific advice and support organisations
- Crisis respite – Home First Response or residential care

Self-help: online

Customer Service Centre:  
Telephone support

Carers Hub: Telephone or face-to-face support

more help  
needed

### TIER 2

#### *Help when you need it*

Short-term interventions

Carer's  
Wellbeing  
Check

#### Additional Support Options

- 1:1 advice sessions (face-to-face)
  - Help with accessing universal offer
  - Direct referral to some Council services, e.g. Assistive technology, OT Assessment?
  - Small one-off payment – selection criteria and limit
- + Universal Support

Adult Access Service: Telephone assessment and support planning

District Teams: face-to-face for more complex cases or vulnerable people

more help  
needed

### TIER 3

#### *Ongoing help to live your life*

Long-term support  
Ongoing review

Cared for:  
Care and Support  
Assessment or  
Review

Carer's  
Long-term  
Support  
Assessment

#### Long-term Support Options

- Support for cared for
  - Carer direct payment (larger amount or ongoing)
  - Respite – short breaks, day care, homecare etc.
- + Universal Support  
+ Additional Support

Annual  
Review