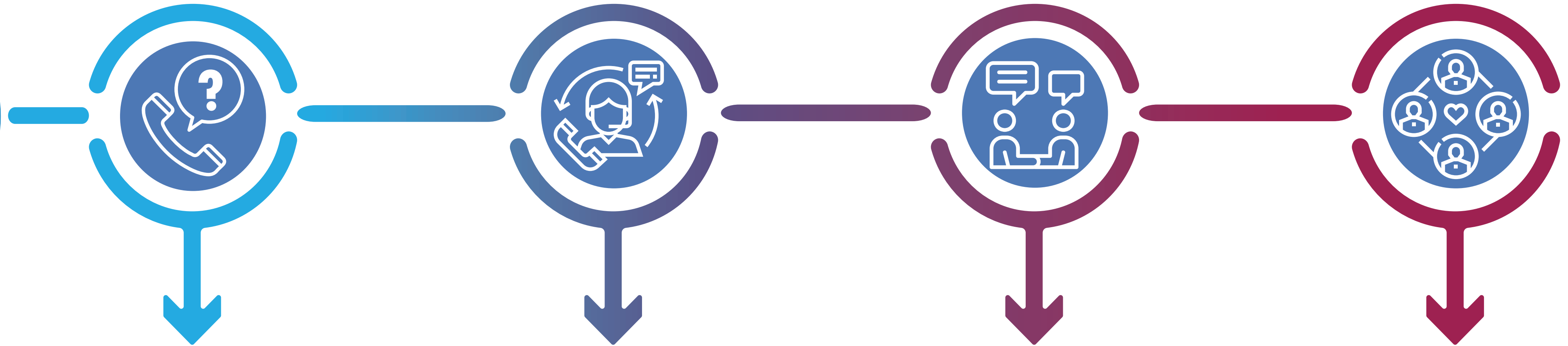


Carers referral and assessment process

When you contact our services we will work with you to ensure that you receive timely support, advice and guidance to help you with your caring responsibilities and help you look after your own wellbeing.



One

If you are a Carer, you can refer yourself by calling the Front Door team or online through our Carers referral form.

Two

We will contact you to discuss your options and refer you to the relevant social work team or signpost you to appropriate support, based on your needs and eligibility.
We will add all new referrals to the Carers' register*.

Three

The practitioner from the relevant team will contact you directly to arrange an initial assessment.

Four

Your Carers Assessment will be completed and appropriate services arranged (*if criteria is met*). The practitioner will refer you to other community services to help support you in your caring role.

*Carers Register

Optalis will keep your details as a Carer. We will maintain regular contact with you, ask for feedback on service delivery and provide updates on Carers' workshops if you are on the register.