

Making contact

What happens when I need help?

You may have contacted us directly for help or a Community Care Officer from the council may have asked us to make contact with you.

Whatever the method, the member of staff who deals with you initially will take some basic information about your situation and give you an overview of what support the Carer Service might be able to provide.

Registration

You will be asked if you wish to register with our service, to stay informed by automatically receiving our quarterly newsletters and any other useful information and updates. If you do wish to take advantage of this opportunity and give permission, we will collect basic information to hold about you/your situation on our database.

A secure file will then be set up where any further information about you will be held.

Assessment

You will be asked if you wish to complete an Adult Carer Support Plan (ACSP) — this just gives us a better understanding of your situation and where the gaps in support might be. If you are happy to go ahead, you can:

- request a paper copy to complete
- complete one with a Family Wellbeing Worker (FWW).

If you request a paper copy, you will be given the relevant information to get you started.

If you want to complete the ACSP assessment with a FWW they may do it there and then with you, or make an appointment for you to:

- come into the office
- meet you at home or another suitable location.

Support Plan

On completion, the FWW will use the assessment information to produce a Support Plan detailing what has been identified as required, the means to accessing the relevant support and who is responsible for certain actions. You will be given a copy once completed to look over and sign, if in agreement.

Categorisation

The assessment/support plan will also help us identify the level of support you require eg intensive support, low level or information only as and when you need it. Our intention is not to be in touch with you just for the sake of it. If you only want to be kept up to date with what's happening we'll categorise you as 'info only' and you can contact us when you need to. However, those with more pressing issues would be given 'intensive support' until such a time when they could be downgraded. You will also be assigned a specific Family Wellbeing Worker, if appropriate for your support, and they will be your named contact while you need them.

Timescale

Specific timings are dependant on your, and staff, availability. However, we aim to complete the referral—support plan process within four weeks, unless your circumstances dictate otherwise.

Quarriers Carer Support Service (Moray)

232 High Street, Elgin, IV30 1BA

Tel: 01343 556031

Email: carersmoray@quarriers.org.uk

www.quarriers.org.uk/morayvcc

Quarriers is a registered Scottish Charity No. SC001960