

FOI 3737

11th May 2026

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Please provide copies of any procedures/processes used by the Trust to allocate and prioritise the allocation of carer assessments.

Response: Please refer to attachment 1 - Carer Conversation / Assessment Flow Chart in use within Mental Health and Disability. Similar processes are used within Adult Community Services in the identification of carers, offer and provision of a carer's assessment and connecting carers to a range of supports as outlined within the attached.

Within Adult Community Services, all referrals for Carers Assessments will be allocated to a Social Worker. Once an offer of a Carers Assessment has been accepted, timescales for allocation and completion will be determined on an individual basis. Where circumstances indicate an increased risk of breakdown or where significant carer stress has been identified, assessments will be prioritised accordingly.

Adult Community Services operates an Access and Information Service, which functions as the initial point of contact for all new referrals and for those cases where there is no open or active involvement from community teams. The Access and Information Service is responsible for screening, allocating, prioritising, and, where appropriate, completing Carers Assessments. Where an ongoing need for support is identified, referrals will be made to the relevant Community Teams.

For carers supporting individuals who are already known to Community Services, responsibility for completion of the Carers Assessment will be allocated to a Social Worker or completed by the identified key worker. In these cases, prioritisation will be based on the individual circumstances of the carer.

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