

ONLINE FAMILY CARER COMMUNITY

AUGUST'S MEETING

- **Carers' assessments** – Experiences vary greatly by area
- **Capacity assessments** – Concerns that capacity is not always assessed correctly, with little explanation given
- **Lasting Power of Attorney & Appointees** – Some people had arrangements in place, others did not
- **Support levels** – Carers reported reduced support, e.g. EHCP applications being refused where they would previously have been approved, and fewer services sustained in adult support
- **Administrative burden** – High levels of admin and energy needed to support someone over 18 claiming benefits. Proving identity and medical information is particularly difficult
- **DWP processes** – Seen as unhelpful and overly complicated. Concerns about incorrect payments leading to debt and unnecessary stress
- **Emotional impact** – No support for carers dealing with the psychological strain of describing loved ones at their worst in benefit forms
- **Lack of voice** – Many carers feel invisible once their child turns 18, particularly when capacity is assessed but carers feel this does not reflect reality
- **Frustrations with services** – Organisations often fail to follow through on promises, and lack accessible contact methods such as phone numbers.

RESOURCES:

www.newforestdis.org.uk
www.carercentre.com