

# NAViGO Carers Assessment Process

Do you care for someone with a mental health need?  
If so you may be eligible for additional support.  
Our carers assessment process is as follows...

Important: If you are the carer of a service user who is supported by older people's services you will be signposted to FOCUS who will carry out your assessment.

## STEP 1

Contact the Carers  
Assessment Officer  
T: 01472 279617  
E: NAV.carers@nhs.net

Mon-Fri  
8:30am-4:30pm

Some personal details will be  
taken during the call.

## STEP 2

Following your contact  
with the Carers Assessment  
Officer your referral will be  
processed.

Arrangements will be made  
to carry out an assessment  
within 28 days.

## STEP 3

A letter with  
details of your  
appointment will  
be sent out in the  
post.

## Possible Outcomes

- Information and advice
- Referral / information on local carers support groups internal and external to NAViGO
- Referral to the local Carers Support Centre and additional services if required
- Access to a carers personal budget if you meet the national criteria subject to approval by the Clinical Commissioning Group (CCG) Risk & Quality Panel
- One to one / telephone support from Carers Assessment Officer if required

NAViGO staff members referring a carer for an assessment must complete a referral form and return to NAV.carers@nhs.net

