Looking after someone you care about can be hard and you may need some help and support.

Am I a carer?

If you regularly help someone then you may be a carer.

This might be:
- a member of your family.
- a friend.
- a neighbour.

Carers often help with things like:

- Shopping
- Gardening
- Cleaning
- Getting washed and dressed

You can be a carer no matter how old you are.

You do not have to live in the same house as the person you care for.
Caring for carers

Many people who care for someone do not think of themselves as a carer. They miss out on services, support, advice and benefits. If you care for someone you can have a carers assessment.

This will:

Give you information about things that can help you.  
Look at your needs.

Give you practical help.  
Offer you some help if you need a break from your caring role.

You can ask for a carers assessment by talking to adult social care in the area that you live or you can ask a member of staff at Moorfields to help you.

Further advice and support

Carers Direct helpline 0300 123 1053
RNIB 0303 123 9999
Carers UK 0808 808 7777

To find out what services for carers are local to you please go to carers.org

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Moorfields Eye Hospital NHS Foundation Trust
City Road, London EC1V 2PD
Phone: 020 7253 3411
www.moorfields.nhs.uk

Moorfields Direct telephone helpline
Phone: 020 7566 2345
Monday-Friday, 8.30am-9pm
Saturday, 9am-5pm
Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)
Phone: 020 7566 2324 or 020 7566 2325
Email: moorfields.pals@nhs.net
Moorfields’ PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

Your right to treatment within 18 weeks
Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP. Moorfields is committed to fulfilling this right, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above). For more information about your rights under the NHS constitution, visit www.nhs.uk/choiceinthenhs