

# Carers' rights



If you look after a family member or friend, it is important you understand your rights as an unpaid carer, and where you are able to access support when you need it.

## Right to a carer's assessment

The Care Act 2014 gives equal rights to adult carers as the person they are caring for. Unpaid carers have the right to an assessment of their needs, support to meet their eligible needs, and to information and advice.

Your assessment is carried out by your local authority, whether or not the person you care for is supported by the local authority. You can request this at any stage of your carer journey.

During the assessment the assessor will talk to you about your caring role and look at the impact it is having on you. They will cover key areas including:

- Whether you are willing and able to carry on providing care.
- Whether your caring responsibilities have any impact on your wellbeing.
- Whether you need any support.
- What you would like to achieve in your day-to-day life. For example, you might want more time to take part in activities you enjoy.
- Whether you qualify for any help from the council.

Based on the conversation with you, the local authority will work with you to create a support plan.

A support plan looks at what support is available to you and what will help you the most in your caring role. You may be allocated a direct payment to fund that support.

## For more information...

[caringtogether.org/advice/carers-assessment](https://caringtogether.org/advice/carers-assessment)

[carersuk.org/help-and-advice/practical-support/getting-care-and-support/carers-assessment](https://carersuk.org/help-and-advice/practical-support/getting-care-and-support/carers-assessment)

[disabilityrightsuk.org/assessment-process-carers-under-care-act](https://disabilityrightsuk.org/assessment-process-carers-under-care-act)

Cambridgeshire County Council  
Tel: 0345 045 5202

Peterborough City Council  
Tel: 01733 747474

Carers Matter Norfolk  
Tel: 0800 083 1148

If you are a young carer or parent carer you also have the right to an assessment. Please call us on 0345 241 0954 for more information.

## Rights at work

Balancing work with caring for someone can be challenging, so it is important to know what rights you may have.

Statutory rights are by law and everyone has them. Contractual rights are what are in your contract of employment. You can check your contract of employment to see what these are for your job.

It is up to you whether you inform your employer about your caring role, but you may find that by informing them, you may be entitled to support to manage leave arrangements. There may also be colleagues who also care for someone who can support you.

Some places of work have a carer's policy. This may be recorded in your contract of employment, appointment letter or a staff handbook. We also encourage organisations to sign up to our Carer Friendly Tick Award.

You also have the right to request flexible working. Flexible working may be home working, flexible hours, part-time hours, job sharing, term-time only, compressed hours, working from a different office, etc.

An employer must have seriously considered a statutory request for flexible working. To refuse the request there has to be a valid business reason. Some examples of why they may refuse are the organisation will not be able to meet the demands of customers, extra costs that can damage the business or the hours you are requesting there will not be enough work.

As an unpaid carer, you have the right to a reasonable amount of time off work to deal with an emergency situation. This could be involving a family member, but also anyone that may depend on you. This may not be paid (you will need to check your contract of employment).

The Carer's Leave Act 2023 is bringing in the right for unpaid carers to have a week of unpaid leave each year. This is likely to come into effect in 2024.

## Protection from discrimination

The Equality Act 2010 protects people caring for someone who is an older person or who has a disability as they are associated with someone who is protected by law. For example, you could not be turned down for a job because of your caring role.

If you are caring for a child (under 18) and you have continuous employment with your employer for one year, you are entitled to parental leave. This is usually unpaid.

Leave can be in blocks of one week, but also can be taken one day at a time. The maximum amount of leave is four weeks in a year, and you should give at least 21 days' notice.

### For more information...

[carersuk.org/help-and-advice/work-and-career](https://carersuk.org/help-and-advice/work-and-career)

[which.co.uk/older-life-care/carers-and-caring/carers-rights-at-work/flexible-working-a21gz1f0lcgl](https://which.co.uk/older-life-care/carers-and-caring/carers-rights-at-work/flexible-working-a21gz1f0lcgl)

[acas.org.uk/contact](https://acas.org.uk/contact)

[peoplefirstinfo.org.uk/looking-after-someone/balancing-caring-with-work-and-education/taking-parental-leave](https://peoplefirstinfo.org.uk/looking-after-someone/balancing-caring-with-work-and-education/taking-parental-leave)

**For more information please contact us**  
**0345 241 0954**  
**hello@caringtogether.org**  
**caringtogether.org**

 **Caring Together Charity**  
No unpaid carer in crisis