

# CARERS TRUST

## St Helens Carers Centre

### Self Help Guide

### ATTENDANCE ALLOWANCE (AA)

This guide has been produced by St Helens Carers Centre to help you in completing your Attendance Allowance form (AA form)

If you are a Carer and care for someone in St. Helens and feel you still require support with completing your form, then please call us on

01744 675615

St Helens Carers Centre, 31-35 Baldwin Street, St Helens, WA10 2RS Tel: 01744 675 615

Email: [info@sthelenscarers.org.uk](mailto:info@sthelenscarers.org.uk) Web [www.sthelenscarers.info](http://www.sthelenscarers.info)



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## Introduction and welcome

Welcome to our self help guide. This will guide you through your Attendance Allowance (AA) claim form giving you advice on how to complete it.

We hope you find this guide useful but note that if you need any further help or advice around filling out this form, and you are registered with St Helens Carers Centre, you can contact us on 01744 675615, or you can pop online to chat to us by logging on to our website at [www.sthelenscarers.info](http://www.sthelenscarers.info) Monday to Friday 10 a.m. till 3 p.m.

If you are not registered with us and are a Carer, caring for someone residing in St Helens, contact us and we can help you.

If the above does not apply and you still need help, contact your local Citizens Advice Bureau <https://www.citizensadvice.org.uk/>

## Let's get started

At this point, you should have received your AA form.

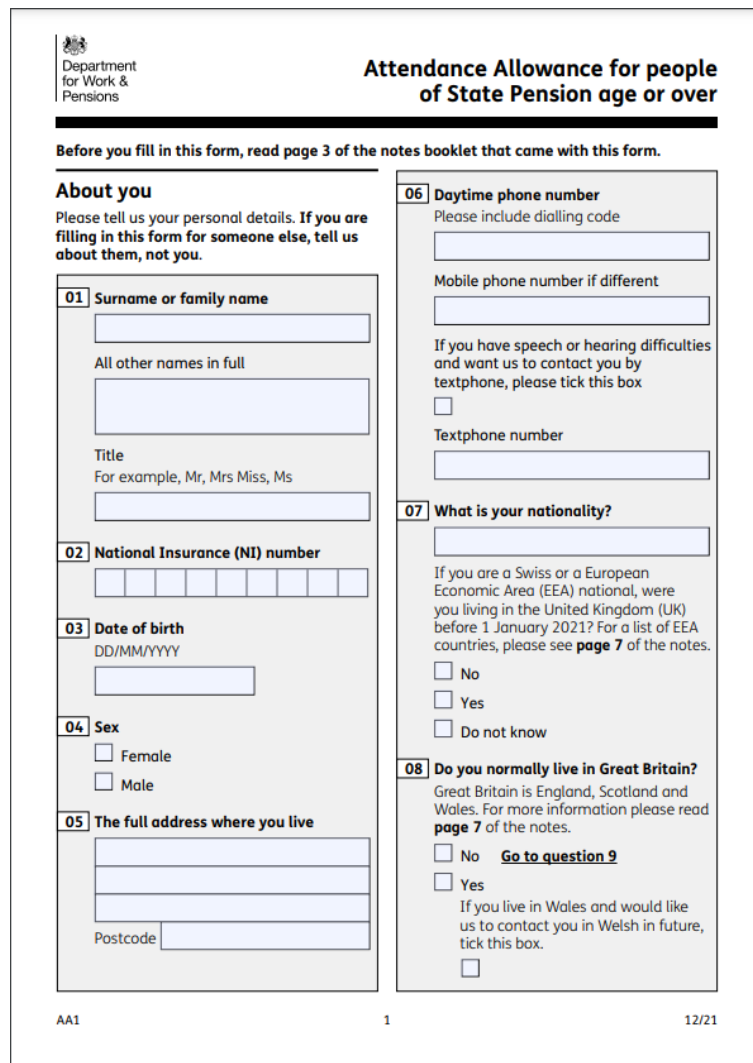
If you haven't received this form, you may need advice on eligibility around AA so give us a call on 01744 675615 and ask to speak to one of our Welfare Benefits advisers, or pop online at [www.sthelenscarers.info](http://www.sthelenscarers.info)

If you haven't ordered an AA form yet, or you haven't received it (usually our advisers will have ordered the form for you if you have had a discussion with them), and you have spoken to one of our Welfare Benefits advisers who have advised you to claim, you will need to ring AA on



**0800 731 0122**

If you have got the AA form, it should look something like this:



The image shows a form titled "Attendance Allowance for people of State Pension age or over" from the Department for Work & Pensions. The form is divided into two main sections: "About you" and "06 Daytime phone number".

**Department for Work & Pensions**

**Attendance Allowance for people of State Pension age or over**

Before you fill in this form, read page 3 of the notes booklet that came with this form.

**About you**  
Please tell us your personal details. If you are filling in this form for someone else, tell us about them, not you.

**01 Surname or family name**  
[Text box]  
All other names in full  
[Text box]  
Title  
For example, Mr, Mrs Miss, Ms  
[Text box]

**02 National Insurance (NI) number**  
[Grid of 9 boxes]

**03 Date of birth**  
DD/MM/YYYY  
[Text box]

**04 Sex**  
 Female  
 Male

**05 The full address where you live**  
[Text box]  
[Text box]  
[Text box]  
Postcode [Text box]

**06 Daytime phone number**  
Please include dialling code  
[Text box]  
Mobile phone number if different  
[Text box]  
If you have speech or hearing difficulties and want us to contact you by textphone, please tick this box  
  
Textphone number  
[Text box]

**07 What is your nationality?**  
[Text box]  
If you are a Swiss or a European Economic Area (EEA) national, were you living in the United Kingdom (UK) before 1 January 2021? For a list of EEA countries, please see page 7 of the notes.  
 No  
 Yes  
 Do not know

**08 Do you normally live in Great Britain?**  
Great Britain is England, Scotland and Wales. For more information please read page 7 of the notes.  
 No **Go to question 9**  
 Yes  
If you live in Wales and would like us to contact you in Welsh in future, tick this box.

AA1 1 12/21

You may have some notes and guidance along with the claim form. Guidance and notes are there to give you a bit of information about claiming Attendance Allowance and some help on how to fill out the form - hopefully with this guide, we can give you some extra help with filling out the form., so let's get going!

## Q1 - 11

### Personal Information

The first couple of pages are asking personal information about the person who the form is about – that person is the one with the health problems and not the Carer.

You will hopefully have all the answers to hand for the first two pages. On page 3, question 12 you will come to a question asking if you are claiming under the ‘special rules’.

## Q12

### Special rules

There are special rules for people who are terminally ill. For the purposes of Benefit claims, this means people who have a progressive disease and are not expected to live longer than another 6 months. From April 2023, this will be changed to 12 months to align with ESA and Universal credit.

These claims are fast tracked and usually dealt with within 7-10 days. To ensure it is dealt with as quickly as possible, it is important to send a DS1500 report along with the claim. If it cannot be sent with the claim, send the claim form, and follow it up with the DS1500 as soon as possible.

#### **DS1500 report:**

This is a report about a person’s medical condition. They are issued by a doctor (i.e., GP or hospital doctor). There will be no charge to the patient for a DS1500. An appointment with GP is not needed and a request can be made to the receptionist to check with GP if one can be issued. A DS1500 is not a claim form and sending a DS1500 alone will not form a completed claim for a benefit.

Any person representing the patient may make a 3<sup>rd</sup> party claim on a person’s behalf, even if the patient is unaware that a claim is being made. A DS1500 should be issued on request to the representative which includes employees of St Helens Carers Centre. The DS1500 will be white. There is a pink copy which is for the doctor to claim a fee direct from DWP for completion of a DS1500. Ask for the report to be in a sealed envelope if you are concerned of the contents being seen by Carer/cared for, i.e., if they request the form themselves, or pick up the report from a GP surgery.

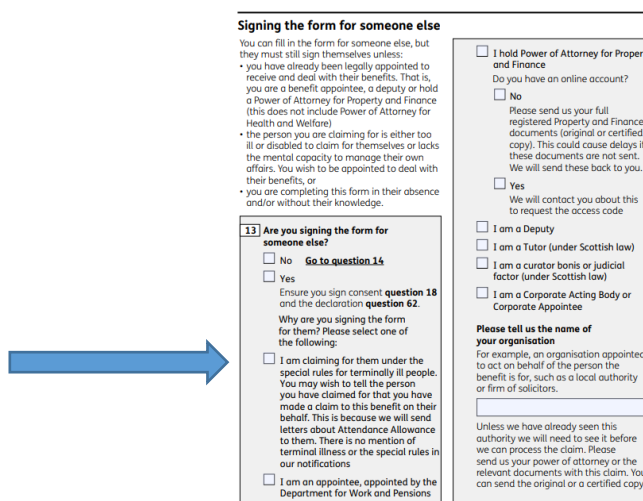
## Claims:

A claim for Attendance Allowance under special rules can be made by a 3<sup>rd</sup> party and signed on their behalf. You do not have to tell them a claim is being made for them, if under special rules. This may be appropriate, especially if the claimant is unaware of their terminal prognosis.

Attendance Allowance will usually write to the claimant to advise of an award but will not disclose the claim has been made under special rules.

## Form completion:

If a claim for Attendance Allowance is being made under special rules, you will need to tick the box at question 12 on the claim form. If you are claiming it on behalf of someone, please ensure you tick the correct box at Question 13



**Signing the form for someone else**  
You can fill in the form for someone else, but they must still sign themselves unless:  
• you have already been legally appointed to receive and deal with their benefits. That is, you are a benefit appointee, a deputy or hold a Power of Attorney for Property and Finance (this does not include Power of Attorney for Health and Welfare)  
• the person you are claiming for is either too ill or disabled to claim for themselves or lacks the mental capacity to manage their own affairs. You wish to be appointed to deal with their benefits, or  
• you are completing this form in their absence and/or without their knowledge.

**13] Are you signing the form for someone else?**  
 No **Go to question 14**  
 Yes  
Ensure you sign consent **question 18** and the declaration **question 62**.  
Why are you signing the form for them? Please select one of the following:  
 I am claiming for them under the special rules for terminally ill people. You may wish to tell the person you have claimed for that you have made a claim to this benefit on their behalf. This is because we will send letters about Attendance Allowance to them. There is no mention of terminal illness or the special rules in our notifications  
 I am an appointee, appointed by the Department for Work and Pensions

I hold Power of Attorney for Property and Finance  
Do you have an online account?  
 No  
Please send us your full registered Property and Finance documents (original or certified copy). This could cause delays if these documents are not sent. We will send these back to you.  
 Yes  
We will contact you about this to request the access code  
 I am a Deputy  
 I am a Tutor (under Scottish law)  
 I am a curator bonis or judicial factor (under Scottish law)  
 I am a Corporate Acting Body or Corporate Appointee

**Please tell us the name of your organisation**  
For example, an organisation appointed to act on behalf of the person the benefit is for, such as a local authority or firm of solicitors.  
  
Unless we have already seen this authority we will need to see it before we can process the claim. Please send us your power of attorney or the relevant documents with this claim. You can send the original or a certified copy.

If a claim is being made under the special rules it is not necessary to complete questions 20 to 44. However, it is important to ensure the consent question 18 and the declaration question 62 are both signed by whoever is appropriate.

## Q13



**Signing the form for someone else**

If for any reason, someone other than the person who is claiming the benefit is signing the form then their details must be here. This may be because the person claiming is too ill or

disabled, or it is a claim under special rules, or where you are appointee or hold Power of Attorney. If this is the case and you are the person signing on their behalf, pop your personal details here and you will be the one that signs the form where it requires, and the one that will manage their claim. You may find the following link useful if you require further information about becoming an appointee:

<https://www.gov.uk/become-appointee-for-someone-claiming-benefits>

## Q14



### Health Conditions

This question is asking you to list all your health conditions. Start with the one that affects you the most first and work your way down. It doesn't have to be in any specific order so don't worry if you miss one out – just add it on to the end. You may not have a diagnosis for your health condition for whatever reason. If you are being investigated for a condition and don't yet have a diagnosis, still add it on and if there is something that is suspected then pop this on as 'suspected....and under investigation'. It may be you have no idea what it may be, just write the symptoms as a summary, e.g. bad back, restricted movement in all fingers on left hand etc. In terms of the start date, if you are not sure just pop on the year – don't worry!

It also asks about any medication that you take and any therapy you have. You might not have been prescribed such medication, but you have been recommended to take it by health professional. For example, you may be taking paracetamol for pain relief but buy this yourself – still add this on. Add on any treatment such as dialysis, or counselling etc. that you are undergoing or due to start – again this may be privately arranged by you. You should, where you can try to add on the medication that is relevant for each condition to show what you take for each health problems. If you have a prescription list, you can pop a copy along with the form and simply put 'see attached' if this helps.

## Q15



### Health Professionals

This is asking about health professionals involved in your care. This can include psychiatrists, counsellors, G.P., specialist nurses, consultants, physiotherapists, and so on. We would advise to put the person (health professional) that is most appropriate here as there is only space for one on this page – any more you can add them on to question 61. You may have numerous healthcare professionals involved in your care/treatment but put the one that knows you best and how you are affected by your health conditions here. If you have multiple health conditions, then put the healthcare professional associated with the health condition that affects you the most first. In many cases, your GP may be the best person but there is a question asking specifically about your GP coming up, so you don't need to put them here.

## Q16



### Someone who helps you

This question is asking if anyone helps you such as a family member or friend who is caring for you, a paid Carer, support worker etc.

## Q17



GP
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Put down your GP here – if you don't know the GP 's name just put the surgery and again do not worry about what date last seen – if you are not sure just put 'about...months ago', or the month last seen if you know it.

## Q18

This is asking about consent to contact anyone mentioned on the form and you must tick one of the options and sign and date. It might be you signing as the person claiming, or if someone else is signing on your behalf and their details are at question 13 then they will sign this here.

## Q19

This question is asking if you have any reports to send along with the form. You might be wondering if you should contact a doctor and ask them to write a report for you. Often such reports can be chargeable and may not 'add' anything or support your claim in terms of what your needs are. Any evidence you send is to support your claim and so appointment letters and reports that do not give detail around your condition, and how it affects you may not be beneficial to your claim. What would be beneficial is to send any reports that detail your health condition and how it affects you, or a report that shows the severity or impact of your health condition. It is no problem sending a photocopy of such reports/documents.

## Q20-24

Here are a few questions that hopefully are straightforward. Any problems though just give us a ring or pop online.



## Q25



### Aids and adaptations

Here list any aids or adaptations that you use to help you around your home. This might be grab rails, Zimmer frames, bath seats, shower stools, adapted cutlery, etc. You may have purchased it yourself but if you need to use it pop it down here. If it is prescribed by a health professional tick the box. Make sure you put any difficulties you have with using the aid or adaptation. For example, you might need a walking stick, but it hurts your hands, or you struggle to grip due to arthritis.

## Q26

Pop on the date you started to need help here – it can just be an approximate date so don't worry if you are not sure – it might even be the year in which you started to need the help.

## Useful tips!

### Be Honest!

The next questions are asking about how your health condition affects your ability to manage some everyday tasks. It is important to be honest! Many people will think it is ok to talk as if it is your worst day. Whilst this is important, it is important to show how your condition varies. For example, someone may have rheumatoid arthritis. On a good day they may be able to manage all these tasks without help or difficulty. On a bad day they may not be able to do them at all – if this is the case explain how many days can be a bad day/how many flare ups etc.

It may be that your condition affects you every single day but can vary in terms of the help you need each day. Explain this so start off with how it can be on a bad day and then detail the help needed/difficulties when it is a good (or better) day. For example, you may have osteoarthritis. On a bad day you might not be able to walk outdoors at all and may need to use a wheelchair. On a better day you may be able to walk but only a short distance and would need physical support from another person.

### Help needed!

Another reason to be honest is that often people's first response can be 'I manage' or 'I am ok with that'. You might be managing because you have to and have no one to help you. In carrying out an activity it may be unreasonable what you have to do – for example, it may take you a long time to get dressed because you have to stop and rest for a long time due to symptoms of your health condition, i.e. breathlessness or pain. It may be that you are managing to have a shower but are prone to falls and have fallen a few times when trying to get a shower, so it is not safe, and you need help to steady yourself. Be as honest and descriptive as you can. It is important to paint a true picture of the difficulties you face and the help you **need** – even if you do not get the help.

### Explain why!

Always explain the difficulties in detail and explain **why** you have the difficulties. An example for someone with restricted movement in their back may need help to wash their lower body as they are unable to bend to reach due to stiffness and pain. Their back may lock and so it is not safe, so they need help with this activity.

It is not enough to say you cannot do something – tell them why you can't – remember, paint the true picture!

### Examples

Give examples where you can and where relevant.

### Timings

On some of the questions, you will see it might ask about how often you have difficulty and need help – think about this carefully and if the time spent is significant then make sure you include this. People often underestimate the amount of times/length of time it takes for them to do something so if you are not sure put an approximate. If it can vary put this so for example '1-2 hours', and if applicable the number of times per day and you can go on to explain later. If you really are not sure, time some of the activities over a few days.

# Describe and explain

Consider can you do it **safely**? Can you do it to an **acceptable standard**? Can you do it **repeatedly**? Can you do it in a **reasonable time**? If you answered no to any of the above questions, then go on to describe the difficulties you face and explain why you face them.

Below we have given a brief outline of each activity to prompt you to think about it and what difficulties you may have and then there will be examples\* around physical and mental health (where appropriate).

\*Please note these are examples only and are to act as a guide only – it is important you detail YOUR health conditions and how they affect you.

## Q27



### Getting in and out of bed

This question is asking you to think about getting out of bed in a morning and getting into bed at night. You might want to think about difficulties firstly with knowing when it is time to go to bed and time to get up. Someone who has lost concept of time may not know this and may need prompting and encouragement to go to bed and to say in bed and when it is time to get up. Think about lying in bed and opening your eyes – how do you feel? Can you just 'get up'? Do you have to roll over onto your side and take your time? Do you have to pull yourself over? Does this hurt? Does it take a long time? How do you get up to a sitting position and then how does this make you feel? How about your legs when you first stand up? Are you steady/at risk of falls? Do you need support? Can you lift the duvet? Can you get your legs up onto the bed when getting in and can you lower yourself onto the bed? Remember, describe, and explain. Detail what difficulties you have and why you have them. If you do not have enough room in the box on this question, continue at question 44.

**Examples:**

**Physical:** I need help to get in and out of bed. When I wake in a morning, I feel exhausted, and I am so stiff and my body aches. I have widespread arthritis and I am 86 years old. My movements are very restricted, and I am in constant pain. When I wake in a morning, I feel very stiff due to having been lay down and I am unable to simply get up. It takes me a long time as I have to try to grab hold of the side of the bed and pull myself over onto my side. This hurts me and I shout out due to the pain in my back, neck, and my hand (due to arthritis). I have to stop and rest and lay on my side for a bit. I feel very weak and out of breath as this takes it out of me. I have to try to slowly shuffle my feet/legs towards the side of the bed and then try to push up with both hands to get me to a sitting position. This hurts my back and my hands when I apply pressure. Often my left wrist will give way and I have to try to use my forearms as much as possible, but this is not easy as I am stiff, and my movements are therefore restricted. I am also 86 years old, and my age is a contributing factor. I have had arthritis for a number of years, and it is getting progressively worse. I need help as when I sit up, I feel light headed and dizzy and I do not feel able to stand up. I have to use a bedside table and push myself up but often cannot manage this and fall back onto the bed causing the pain to increase, and for it to get even harder. I often sit for a while trying to muster up the energy to get me up (even with physical support). I am hunched over, and my legs feel very shaky so need physical support as I am at risk of falling and have had a few falls and stumbles over the past year.

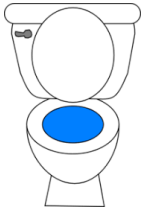
**Mental impairment:** I need help as I have dementia and have lost concept of time. I do not know what day it is or what time it is. I need to be prompted and encouraged to go to bed at night and to get up in a morning as I am unable to follow any routine because of having lost concept of time. I would not know when it would be reasonable and will go and get in bed thinking it is night-time at all hours of the day and the same in terms of waking up. I get up in the early hours of the morning thinking it is time to get up so need help from another person.



### Important Note

You might see the examples relate often separately when describing physical and mental difficulties a person has. You may have health problems that are due to both physical and mental so cover both and describe ALL the difficulties you face with each activity.

## Q28



### Toileting

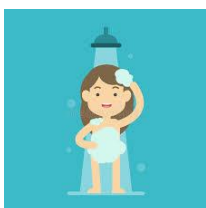
Think about getting on and off the toilet and the difficulties you have. Think about wiping yourself and reaching around. Are you able to apply enough pressure to wipe properly? Do you make it to the toilet on time? If not, is this because of your health problems? Do you need to be prompted to go to the toilet? If you do not have enough room in the box on this question, continue at question 44.

#### Examples:

**Physical:** I need help to get on and off the toilet. I need help as I have arthritis in both knees and in my right hip. I am unable to control my movements to simply sit down and have to hold onto a grab rail at the side of the toilet to help steady me and lower me down, but I often drop onto the toilet as I am too weak, and it is too painful, so I need help. When trying to get off my knees hurt and are weak and can give way from under me causing me to fall or stumble. I try to use the grab rail, but I lack the strength and it is painful in my knees and my right hip. My joints are weak and so I need help from another person as I will often try to get up and just fall back down.

**Mental Impairment:** I need help as I am in the end stages of dementia. I have become incontinent and am unable to control bladder or bowels. I do not recognise when I need to go to the toilet and that I have had an accident of the bowel or bladder. When I have accidents, I will sit there and my husband will have to identify I have had such an accident and will then have to help clean me up and change my clothes.

## Q29



### Washing and Bathing

Firstly, think about having a bath. You may not have a bath at home as you have had a walk-in shower or a wet room. Still explain the help you would need with a bath or why you might be unable to use a bath. Then go on to detail any help needed with a shower or a wash. Think about running a bath, turning on the shower, regulating the temperature of the water and

checking to ensure it is ok to get in. Detail any aids you have and difficulties you face using them. Remember to think about doing it and is it reasonable? – you might get in the shower and be unable to bend to wash your feet or lower legs. You might not be able to wash your hair properly. Are you steady. Do you wash every part of your body to the point where it is ‘clean’? Do you need to be prompted to get a bath or shower? If you do not have enough room in the box on this question, continue at question 44.

### Examples:

**Physical:** I am unable to use a bath at all. I am unable to get myself out of a bath, and the last time I got a bath around 2 years ago I got stuck. I lack the physical strength due to having COPD and arthritis (widespread). I am weak and get breathless upon minimal exertion. When I try to get myself up out of the bath, I experience chest pain and I lack the strength to get myself out. I now have a walk-in shower but still need help. I have a shower stool, but it is not safe for me to bend to wash my feet and lower legs. When I try to bend my back hurts due to arthritis and I struggle to breathe due to having COPD. The steam from the shower exacerbates my condition causing me to feel even more breathless when not even exerting myself. I avoid having a shower as it is too difficult for me. Even trying to wash my upper body causes me to become breathless and it is painful due to restricted movement. I cannot raise my arms up to wash my hair so need help from another person.

**Mental Impairment:** I have Alzheimer’s and have lost concept of hygiene and do not understand the importance of washing. My wife has to encourage me to have a shower, but I walk into the bathroom and cannot figure out what to do. My wife will turn on the shower for me and tell me to step over the side whilst she steadies me. When I am in the shower I just stand there and don’t wash. I then try to get out, so my wife has to wash me. She takes care of all aspects of my personal hygiene as I would not think to do it and would not be able to manage this myself. If I did not get this help, I simply would not wash and would neglect myself.

## Q30



### Dressing and undressing

Think about the process of both dressing and undressing - how long it takes and whether how you dress/undress is reasonable. Are there days when you cannot manage getting dressed because of your health condition? Do you need help with socks, shoes fastenings, getting clothes over your head or putting your arms through? Does it take you a long time as you have to stop and rest frequently due to pain or breathlessness? If you do not have enough room in the box on this question, continue at question 44.

### Examples:

**Physical:** I need help to get dressed daily. I cannot bend to reach my lower legs and feet due to severe osteoarthritis in both hips. I also have osteoarthritis in both knees. My movements with these joints are severely restricted and so I am not able to bring my feet up to my body to reach them either so need help with dressing and undressing my lower body and this is every day. I need someone to put on and take off shoes, socks, pants, and underwear and get them over my feet and up past my knees. I am sat down and then I need someone to help me up off the bed and I hold on to something to steady myself whilst they pull them up over my bottom.

**Mental Impairment:** I need clothes to be picked out for me due to having dementia. I will wear clothes back to front, inside out, buttoned up incorrectly, etc. I am unable to identify appropriate clothing in terms of occasion or weather and will wear clothes that do not match or may wear a thick coat in the middle of a heatwave. I will wear the same clothes over and over without recognising they are dirty as I have lost all concept of hygiene. I need to be prompted to change my clothes and need all clothes to be picked out for me.

## Q31



### Moving around indoors

With this question there are a number of activities to consider. Try to think of answering the questions hypothetically in another home and what difficulties you would face – not just in your home. Think about moving from one room to another and the difficulties you face. It might be that you have poor mobility and have to use an aid. You might be prone to stumbles and falls. It might be painful or cause breathlessness. Describe your walking so how is your posture, your gait, how slow are you? Do you shuffle? Do you get dizzy? If you use a wheelchair, do you struggle to get in or out? Think about getting in and out of a chair (any chair) and think about using stairs. You might have a stair lift – what difficulties do you face with this and how would you manage stairs without it? You might say you couldn't use them at all and if this is the case then write it down. If you do not have enough room in the box on this question, continue at question 44.

### Examples:

**Physical:** I need help to get up from a chair. I have severe restricted movement due to arthritis in both knees, both hips, in my hands, back and neck. I cannot get up from most chairs. I am unable to get up from a chair which is low or a chair without arms. I have to hold on with both arms of the chair and slowly shuffle to the edge of the chair. I have to try to push myself up with both arms, but this causes pain in my neck, hands, back. My knees can give way on me. They are weak and painful and when I start to stand up the pain increases, and

this can often stop me in my tracks. I lack the physical strength and energy to get myself up and often fall back onto the chair, so I need help from another person.

**Physical:** I need help to move around indoors. My mobility is very poor which is age related and due to suspected arthritis. I walk with a shuffle, and I am hunched over and I walk extremely slowly. I need to use walls and furniture to get around as I am very unsteady on my feet so need help. I stumble daily and have had a few falls recently so need physical support to walk around my home.

## Q32

### Falls & stumbles

We know it might be difficult to detail the exact number of stumbles/falls but try to where you can, particularly falls. You might stumble frequently or daily so put what you can in terms of frequency. If you would struggle to get up detail this. Explain why you fall and give examples – i.e., I have dizzy spells which cause me to become unsteady on my feet or my knees give way causing me to stumble and lose my balance.

## Q33



### Eating and drinking

This is looking at once you have a meal and a drink in front of you. Think about cutting it up and picking up utensils. Think about then conveying it to your mouth and any difficulties you may have – do you spill it over your clothes, drop things on the floor? Do you need to be prompted to eat or drink? If you use feeding equipment, do you need help to use it? Think about the desire to eat – do you need to be prompted due to depression or an eating disorder? Do you need to be supervised to ensure you eat or drink – what are the consequences you have experienced of not eating- poor teeth? dehydration? malnutrition? weight loss? etc. If you do not have enough room in the box on this question, continue at question 44.

#### Examples:

**Physical:** I am unable to grip utensils as I have Dupuytren's contracture. 3 fingers on my right hand and 2 on my left hand are completely contracted and I am unable to straighten them so I cannot grip a knife and fork. I therefore need someone to cut up food for me. I



struggle to even pick food up with my hands and often drop things, so I need help to convey food to my mouth to eat.

**Mental Health:** I need to be constantly prompted to eat as I have chronic depression. I lack the motivation to even want to eat. I feel very low and have little regard for myself and this means I neglect myself. I have no desire to want to eat and so need continual prompting with this activity, because of having depression. I have lost weight of around 2 stone over the last few months because I have not been eating enough.

## Q34



### Medication / Treatment

Have a think about how you manage your medication. Can you remember what to take and when to take it? Do you understand what you are taking and what it is for? Can you read and follow the instructions? Can you manage to get pills out of packets, or manage injections? Do you need help with therapy such as dialysis, massage treatment? Think about help you need to set up any medical equipment. Remember the help needed should be because of your disability/health condition. It might be you need a TENS machine for pain but cannot set it up or figure out how to work it due to learning difficulties. Also remember to include any difficulties in monitoring your health condition. It may be you are unable to or you may neglect yourself due to a health condition and so cannot recognise signs or understand the consequences of not taking medication or monitoring your health condition. If you do not have enough room in the box on this question, continue at question 44.

#### Examples:

**Physical:** I am unable to physically get the pills out of their packaging and cannot administer them to my mouth due to poor manual dexterity. This is because I have multiple sclerosis and I have weakness in both hands and experience uncontrollable muscle contractions causing me to drop things. I have poor coordination so cannot manage to pick them up and then I am unable to administer them so need help from another person.

**Mental Impairment:** I need my medication to be monitored as I have dementia. I have memory loss and confusion and would not know what to take and when to take it. I cannot recall what I have taken so would be at risk of not taking my medication and this can lead to the symptoms of my dementia worsening. I could also be at risk of taking too many as I am unable to monitor this myself due to memory loss and confusion and this could be dangerous.

## Q35



### Communication

Do you need help to communicate? This might be because of deafness, and you need an interpreter conversant in British Sign Language. It may be you have difficulties with your speech to the point people find it difficult to understand you. Do you have difficulties understanding other people because of cognitive impairment? Do you struggle to remember things and are unable to follow conversations? Do you get confused? Can you manage a telephone and write down messages and relay these to someone else? Can you write a letter or fill out a form? Can you read letters/bills, understand them, and respond to them? If you do not have enough room in the box on this question, continue at question 44.

#### Examples:

**Physical:** I need help as I am profoundly deaf and need a BSL interpreter to enable me to communicate verbally. I am unable to lip-read or hear what people are saying.

**Mental Impairment:** I have vascular dementia. I get confused easily and have short term memory loss. I do not even know what day it is. I forget things that have been said to me moments earlier due to short term memory loss and so repeat myself frequently. I cannot follow a conversation as I forget what people have said and I become easily confused.

## Q36

Make sure you put how many days a week you have difficulties with what you have described in the form here.

## Q37



### Hobbies/interests

You only need to put on hobbies or interests here if you need help to do them. For example, to watch the television, you may be unable to turn it on or use the remote control. To go swimming, you may need physical help to get dressed and undressed or help to get in and out the pool.

### Q38



### Supervision

This is where you might want to think about the reasons you would not want to be alone. It might be you would become confused, agitated, distressed. You might wander. You might hurt yourself, whether this be on purpose or because you are unaware of common dangers/are vulnerable. You might be at risk of falls/dizzy spells/seizures and need supervision. Often people struggle to think of examples as it may be that you would never be left alone so try to imagine this. Imagine the person that cares for you goes away on holiday – what would be the concerns for you and your safety? If you do not have enough room in the box on this question, continue at question 44.

#### Example:

I have Alzheimer's and need constant supervision from another person. It is never safe for me to be on my own. If left alone I would not be able to manage any kind of routine and I would neglect myself. I would not eat regularly and if I did, I would not check the food was safe to eat. I would not care for myself, and I would be confused and agitated. The doors are locked, and the keys are hidden from me so I do not leave the house (particularly in the middle of the night) as I wander and cannot find my own way home. I talk about living in my childhood home and talk about people as if they are still alive. I tell my wife people have been in the house when this is not the case.

Go on to the next question to tell them if this is every day or if not how many days a week do you require supervision. You might not get the supervision but if you need it then make sure you take this into account.

### Q39

Make sure you put how many days a week you have difficulties with what you have described in the form here.

## Q40-43



### Night time

Think about when the household has closed down so when it is time for bed. Do you sleep through no problems? If not, why do you wake? Is it because of pain or discomfort? Do you need help to change position or fix the bed clothes? Do you need help to get up out of bed and get to and from the toilet? Do you have accidents in bed and then need help with changing the bed, cleaning you up or changing night clothes because of your health condition? If you need help to get out of bed or to move around and have mentioned this in the specific questions then refer to this or copy and paste the information again if you have to do this within the night, i.e., to go to the toilet. Try to ensure you think about timings here as usually you would need to need help for at least 20 minutes throughout the night to look at qualifying based on night-time needs.

#### Example:

I need help through the night as I wake numerous times due to discomfort and pain. I am very weak and have poor grip as I have widespread arthritis and struggle to turn over and change position. I am very frail and when I try to turn over, I have to try to pull myself over but cannot manage to adjust the bed covers so get trapped and cannot manage this myself so need help from another person. I usually go to the toilet twice a night and need help to get in and out of bed and to mobilise around the home as described within other sections of this form.

The form will then go on to ask about how many nights you need this help and goes on to ask about supervision through the night which mirrors question 38 just focusing on how you are through the night-time and then how often you require such supervision.

#### Example:

I get up and wander around in the middle of the night due to confusion. I will wake at unsociable hours and start getting dressed and will talk about going shopping not realising it is still night-time. I need to be prompted to go back to bed and settle as I get very confused.

## Q44

This is where you can add on anything you feel is important that you haven't already covered. You may find you have already entered information onto this question as an extension to what you have written earlier on in the form. If you need more space, use additional sheets of paper, and mark your name and national insurance number clearly at the top of each sheet.

## Q45-61

The form goes on to ask a few more questions including where you would want it to be paid and then you would have to read the declaration at part 62 and if happy with this sign it and send it off in the freepost envelope supplied. On part 61, there is space for you to add additional information. This might be other specialists/doctors you are involved with as an example.



We hope you have found this guide useful and that it has helped you to think about how you would manage these activities yourself (or for someone you care for if you are completing the form for them).

Remember, put as much detail in as possible in regard to the difficulties you face and explain why you have them. If you have any more questions or need further advice, please call us on 01744 675615 or why not pop online and chat to us at [www.sthelenscarers.info](http://www.sthelenscarers.info)

Check out our opening times and online chat times on our website.