

Carers Rights and Entitlements Survey November 2025 Results

A brief overview of carers rights and entitlements

- **Carers Assessment** – Carers have the right to an adult social care carers assessments
- **The Right to be Consulted** – Carers have the right to be involved in hospital discharge planning for the person they care for
- **Carers Allowance** - The main benefit, paying £83.30 a week (2025/26 rates) if caring for someone for at least 35 hours a week and earn £196 or less a week after deductions
- **Carer Element of Universal Credit** - If the Carer or their partner are on a low income or out of work, the Carer may be eligible for Universal Credit. Carers may be able to receive an extra amount (around £201.68 a month for 2025/26) called the "carer element" if you care for a severely disabled person for at least 35 hours a week
- **Carer's Credit** - This is not a direct payment but a National Insurance (NI) credit that helps fill gaps in Carers NI record to ensure qualification for the State Pension and other benefits, even if the Carer is not paying NI contributions due to their caring role.

A brief overview of carers rights and entitlements continued...

- **Carer Premium/Addition** - If the Carer receives Carer's Allowance (or have an underlying entitlement to it), they may be able to get an extra amount (premium or addition) added to other means-tested benefits they receive, such as Housing Benefit, Council Tax Reduction, or Pension Credit
- **Council Tax Reduction** - Carers may be eligible for a discount or exemption on their Council Tax bill depending on their living arrangements and the disability of the person they care for
- **Pension Credit** - Carers over State Pension age and on a low income might be able to top up their income with Pension Credit, which can be increased with a "carer addition".
- **Wirral Carers Grant** - One off annual cash grant from Wirral Council to support the Carer in their caring role, normally between £100-£300
- **Carers Direct Payment** - A sum of money separate from a standard carers grant from a local authority to a Carer to meet their support needs instead of receiving services arranged by the council
- **GP related** – Winter vaccinations, flexible appointments, carers register, regular health checks

We Asked

“Carers Assessment – “Do you know that as someone with caring responsibilities you are entitled to a carers assessment?”

- 78 Carers responded to the survey with 38% of responses from 20% most deprived areas of Wirral
- 56% said they did not know that they were entitled to a carers assessment
- 55% of Carers who responded who provide 50 plus hours of care per week, are aged 65 or over and have a long-term health condition themselves said they did not know that they were entitled to a carers assessment. This cohort of Carers made up 12% of the overall responses to the survey.
- Applying the above statistics and ratios to the 33,499 people in the most recent Census who identified as a Carer would mean that;
 - 18,759 Carers in Wirral may not know that they are entitled to a carers assessment
 - 2,210 Carers in Wirral who are aged 65 or over, are providing 50 hours or more of care per week and have a long-term health condition themselves may not know that they are entitled to a carers assessment

We Asked

“Have you had a carer’s assessment?”

| Answer Choices ↓ | Percentage ↓ | Responses ↓ |
|---|--------------|-------------|
| <input type="radio"/> No - I haven't had a carers assessment because I didn't know about it | 57.14% | 44 |
| <input type="radio"/> Yes, but it was more than 2 years ago | 14.29% | 11 |
| <input type="radio"/> No - I did know about carers assessments but decided not to have one (please use the comment box below to tell us why) | 14.29% | 11 |
| <input type="radio"/> Yes - in the last 12 months | 11.69% | 9 |
| <input type="radio"/> Yes - in the last 2 years | 2.60% | 2 |

We Asked

“If you have had a carer’s assessment, did the outcome of the assessment result in better support for you in your caring role?”

| Answer Choices ↓ | Percentage ↓ | Responses ↓ |
|--|--------------|-------------|
| <input type="radio"/> No - (please use the comment box to tell us why) | 88.31% | 68 |
| <input type="radio"/> Yes (please use the comment box to tell us why) | 11.69% | 9 |

Hospital Discharge - The right to be consulted – We Asked

“Do you know that as a carer, you have the right to be involved in hospital discharge planning for the person you care for under the Health and Care Act 2022?”

| Answer Choices ↓ | Percentage ↓ | Responses ↓ |
|---|--------------|-------------|
|  No I didn't know this | 71.43% | 55 |
|  Yes I know this | 28.57% | 22 |

We Asked

“Have you used the Right to be Consulted in relation to the discharge from hospital of the person that you care for?”

| Answer Choices ↓ | Percentage ↓ | Responses ↓ |
|---|--------------|-------------|
|  No - I haven't used the Right to be Consulted because the person I care for hasn't been in hospital | 40.26% | 31 |
|  No - I haven't used the Right to be consulted because I didn't know about it | 35.06% | 27 |
|  Yes I have used the Right to be Consulted | 10.39% | 8 |
|  No - I did know about the Right to be Consulted but the hospital included me in the discharge process without the need for me to exercising the Right to be Consulted | 10.39% | 8 |
|  No - I did know about the Right to be Consulted but decided not to exercise this right when the person I care for was in hospital (please use the comment box to tell us why) | 3.90% | 3 |

Carers at higher risk of crises
- 77% of Carers who fed back who are aged 65 or over, providing 50 hours or more of care per week and have a long-term health condition **did not know** about the right to be consulted

Hospital Discharge - The right to be consulted – We Asked

“If you have used the Right to be Consulted, did it make any difference to you in your caring role?”

| Answer Choices ↓ | Percentage ↓ | Responses ↓ |
|---|--------------|-------------|
|  Yes - it made a positive difference (please use the comment box to tell us why) | 6.49% | 5 |
|  No - it hasn't made any difference (please use the comment box to tell us why) | 6.49% | 5 |
|  Not applicable as I haven't used it | 87.01% | 67 |

Carers Benefits and Finance We Asked

“Do you know about the following benefit/entitlement?”

- Carers Allowance – 12% didn't know about this, 88% did know
- Carers Element of Universal Credit – 34% didn't know about this, 66% did know
- Carers National Insurance Credit – 48% didn't know about this, 52% did know
- Carers Premium/Addition to other benefits – 51% didn't know about this, 49% did know
- Carers Council Tax Reduction – 45% didn't know about this, 55% did know
- Carers Pension Credit – 34% didn't know about this, 66% did know
- Wirral Carers Grant – 66% didn't know about this, 34% did know
- Carers Direct Payments (separate to carers grant) – 70% didn't know about this, 30% did know

Carers at higher risk of crises - Of the Carers who fed back who are aged 65 or over, providing 50 hours or more of care per week and have a long-term health condition 77% didn't know about carers direct payments, 55% didn't know about the Wirral Carers Grant, 44% did not know about carers related benefit top ups and 33% did not know about carers council tax reductions

Carers Leave Act We Asked

“Do you know that unpaid Carers are entitled to up to one week of unpaid leave per year under the Carer's Leave Act 2023, which became law in April 2024 and applies to employees in England, Scotland, and Wales?”

| Answer Choices ↓ | Percentage ↓ | Responses ↓ |
|---|--------------|-------------|
| <input type="radio"/> No I didn't know this | 66.23% | 51 |
| <input type="radio"/> Yes I know this | 33.77% | 26 |

- 12% of working carers who fed back said that they had used the carers leave act
- 50% of working carers who feedback said they hadn't used the carers leave act because they didn't know about it

Flexible Working We Asked

“ Do you know that unpaid Carers have the right to request flexible working from day one of employment, with the right to make two requests per year in England, Scotland, and Wales, thanks to the Flexible Working Act 2023?

| Answer Choices ↓ | Percentage ↓ | Responses ↓ |
|---|--------------|-------------|
| <input type="radio"/> No I didn't know this | 66.23% | 51 |
| <input type="radio"/> Yes I know this | 33.77% | 26 |

- 20% of working carers who fed back said they had used the right to request flexible working
- 47% of working carers who fed back said they didn't know about the right to request flexible working

Carers/Dependents Emergency Leave

We Asked

“Do you know that separate to the Carers Leave Act one week of leave, employees have a separate right to unpaid time off for dependents to deal with emergencies, such as an accident, illness, or breakdown in care arrangements?”

| Answer Choices ↓ | Percentage ↓ | Responses ↓ |
|---|--------------|-------------|
| <input type="radio"/> No I didn't know this | 69.23% | 54 |
| <input type="radio"/> Yes I know this | 30.77% | 24 |

- 17% of working carers who fed back said that they had accessed Carers/Dependents emergency leave
- 51% of working carers said that they did not know about Carers/Dependents emergency leave