

The Carers Information Pack

The information pack has been developed to provide basic information to Carers and those who work with Carers in the South West Surrey area. The pack is designed to be a easy to read guide for information and services in the area. The pack is continually updated with the latest editions being available on the Surrey County Council website www.surreycc.gov.uk and the Carersnet website www.carersnet.org.uk

Who is a Carer? Carers look after family, partners or friends in need of help because they are ill, frail or have a disability.

You are not alone!

- every year over 2 million people become carers
- carers saves the state around £87 billion pounds a year
- 1 in 8 adults are Carers. There are 6 million Carers across the UK
- Over 3 million people juggle work with caring
- 1.25 million people provides over 50 hours of care a week
- There are approximately 100,000 carers who live and care within Surrey



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Section 1 Carers Support Workers

Across Surrey there are a number of Carers Support Workers whose prime aim is to help Carers in the local area. The support workers provide a number of services such as advocacy, general support, information, Carers Groups, help with obtaining services, informative courses for Carers such as dealing with stress, assertiveness etc. Perhaps one of the most important roles is to listen to you and spend time with you in order to try to help you meet difficult situations. They are also good sources of information about local services that may be able to help you care.

Contacts:

Carers Support Guildford, Howards buildings 69 – 71 Burpham Lane, Burpham, Guildford, Surrey, GU4 7NB. Telephone 01483 458123 email carersguildford@tiscali.co.uk
website www.carersnet.org.uk/guilds/home

Carers Support Waverley, Brightwells, Gostrey Centre, Brightwells Road, Farnham, Surrey, GU9 7SB. Telephone 01252 718166 email carerssupport@workers.fsnet.co.uk
website www.carersnet.org.uk/wave/home.html

Surrey Heath Carers Support, The Ian Goodchild Centre, Knoll Road, Camberley, Surrey GU15 3SY Telephone 01276 27390 email surreyheathcarers@tiscali.co.uk
website www.surreyheathcarers.org.uk

Mental Health Carer Support Worker, c/o National Schizophrenia Fellowship, 28/29 Commercial Road Guildford, Surrey, GU1 4SU, Telephone: 01483 451010 email ae@guildford.nsf.org.uk

GP Carers Recognition Worker (for Carers who are having problems registering the fact that they are a Carer with their GP. Contact Pennie Pearce 07951 873732 email pennie.a2o@virgin.net. Available Tuesday, Wednesday and Thursday

Section 2 Back Care Advisers For Carers

The Back Care Advisers work across the area to offer advice and support on moving and handling issues. The advisors will visit you in your home and discuss moving and handling issues as well as work with you to find solutions or perhaps loan equipment for you to assist you.

Contact: Back Care Adviser for Guildford and Waverley Telephone 01483 533645
Back Care Adviser for Surrey Heath Telephone 01932 568910

Section 3 Young Carers

Surrey Young Carers support children and young people under 18 years of age who help to care for mainly parents, brothers or sisters who have a disability or long term illness. This includes mental health problems such as depression, self harm, drugs and alcohol problems. When children and young people are caring their caring may restrict how and what they do. This may include not being able to go out with friends or go to after schools clubs, difficulty with doing home work or concentrating at school. Surrey Young Carers give opportunities to children and teenagers to socialise and get support from other young people who experience similar situations and provide one to one support.

Surrey Young Carers, Astolat, Coniers Way, New Inn Lane, Burpham, Guildford, Surrey GU4 7HL.

Telephone 01483 568269 email syc@actionforcarers.org.uk

website www.surrey-youngcarers.org.uk

Section 4 Carers and Employment

The County Council Social Care Services take account of Carers needs in relation to training and work when undertaking a Carers Assessment

Action for Carers and Employment is a voluntary agency in the county which provide Carers with support while trying to juggle work or training and care or provide information and advice for those Carers who wish to go back into work or training / learning. The support workers will either provide group support or one to one support.

The Work and Families Act 2006 The Act gives Carers the right to request flexible working. This could be anything from altering your arrival and leaving times, to having access to a phone, or getting emergency paid leave. It might make your life a lot easier to work long days on Monday and Tuesday, and then do a half day on Friday. You should put your request in writing to your employer. They may suggest an alternative arrangement - this should work as a dialogue so you can work out something that suits both of you. Your employer still has the right to say no to such requests, but they must demonstrate clearly why they are refusing your request. There is a fact sheet about the Work and Families Act which can be obtained from the County Council Contact Centre by calling 08456 009 009

Contact: Action for Carers and Employment, Astolat, Coniers Way, New Inn Lane, Burpham, Guildford, Surrey GU4 7HL Telephone 01483 565874 email ace@actionforcarers.org.uk website www.carersnet.org.uk/ace/ace

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Section 5 Action for Carers (Surrey)

Action for Carers:(Surrey) main aim is to raise awareness of Carers needs and concerns throughout the county, and to work in partnership with statutory services such as health care and social care teams to promote how best the organisations can serve carers within Surrey. Action for Carers is a lobbying organisation and have campaigned to ensure that Carers get their rights and services.

Contact: County Carers Co-ordinator, Action for Carers (Surrey), Astolat, Coniers Way, New Inn Lane, Burpham, Guildford, Surrey GU4 7HL. Telephone 01483 302748
website www.actionforcarers.org.uk

Section 6 Social Care

Surrey County Council provide a number of services in which help you care for someone. This may include organising practical help, advice, support and information. You will first of all need to call the Surrey County Council Contact Centre. You will speak to an Advisory Officer who will ask you a few questions about the person you care for and yourself. When answering the Advisory Officers questions it is important you take time to explain the situation accurately and in as much detail as possible.

This will give the Officer a clear picture of your situation and the possible help that may be provided. If the Advisory Officer accesses that there is a appropriate service that can be provided, a member of the local social care team will contact you to arrange a visit.. The person who comes to visit you will talk to you about the type of care you and the person you care for feels is needed. They need to build up as comprehensive picture as possible. It is probably wise to set aside a whole morning or a whole afternoon when you have the assessment. It is important that the person you care for wishes are made known. This could include which type of services which is preferred and what type of care would not be wanted. It is also vitally important that your needs are discussed as The Carer. It may be the fact that you work or you have other commitments inside as well as outside of the home, this may have a direct bearing on the services that may be provided to the person you care for and to you as the carer. The aim of the assessment is to agree both your needs as a carer and the needs for the person you care for, also to give you information about possible services and if there will be a financial cost. Ultimately after these discussions take place a service may then be arranged. For further information contact 03456 009 009 and see section 7

Section 7 Your guide for a Carers Needs Assessment

A Carers Needs Assessment is your opportunity to talk about your own needs and things that could make caring easier for you. Carers Needs Assessments are undertaken by Surrey County Council and looks at the support available from a range of organisations. The assessments are usually a face to face discussion between Carer and the person carrying out the assessment. A Carer can ask for the assessment to be carried out in private away from the person being cared for.

Some things Carers need to think about

- *Do you get enough sleep?*
- *Is your health affected in other ways?*
- *Are you able to get out and about?*
- *Do you get any time for yourself?*
- *Are your other relationships affected?*
- *Do you want information about benefits?*
- *Are you worried you may have to give up work? Or would you like to think about returning to paid employment*
- *Are you interested in Training or Adult Education for yourself?*
- *Is the person you care for getting enough help?*

Section 8 Benefits

The benefits system can often seem like a maze which is why millions of pounds go unclaimed every year. Surrey County Council has produced a short and simple guide to Carer Benefits – “What Can I Claim if I am a Carer?” which is available via the Surrey County Council Contact Centre which can be reached on 08456 009 009 or on line through the Surrey County Council website at www.surreycc.gov.uk or Carersnet at www.carersnet.org.uk

There are also benefit checks for people over the age of 60. You may ask for a benefits check by calling 01483 519472 or you can download a leaflet from the Surrey County Council website and click on ‘apply for it’ on the front page

Section 9 Blue Badge Scheme

Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle. You qualify for a blue badge if the person being cared for is:

- you are registered blind
- you have a permanent and substantial disability that makes walking impossible or very difficult
- you receive a war disablement pension
- you receive the higher rate of the mobility component of the disability living allowance
- you receive a grant towards your own vehicle
- you use a vehicle supplied by a government department

- you are a driver and you drive an adapted car, you have a severe disability in both arms and you are unable to operate, or have considerable difficulty operating a parking meter.

Telephone 03456 009 009

Section 10 Adaptations for your home

If either you or the person you care for has a disability you may qualify for a grant towards providing adaptations. The grant is available to provide the disabled person with better access around the dwelling and to allow the person to get to the outside areas outside of the property. It also may enable the disabled person with improved access to other facilities within the house such as an adapted bathroom, toilet or kitchen area. The local council has discretion to give grants for these and many other adaptations to make the home more suitable. For further information **Contact: 03456 009 009**

Section 11 Short Term Breaks

All of us need a break from time to time. This is especially the case if you are caring for someone a few hours a day or full time. There are a number of agencies that may be able to help you take a break. If you have had a Carers Needs Assessment you may be eligible for Carer Break Vouchers or a Carer Direct Payment. The Carer Break Vouchers are for use for registered care providers, which could be residential or nursing homes, day centres, home care or voluntary organisations. **Contact: 03456 009 009**

Section 12 Carers Direct Payments

Carer Direct Payments are a cash payment given to people by Social Care instead of services arranged by the Local Authority. The aim is to give you more choice and control and flexibility over your life. The Direct Payment is to address your needs as a carer which may be recreational, a holiday, help with the cost of training or purchase of equipment. . A Carers Direct payment is not for services for the person you are caring for. The money is not extra income. It is not an extra benefit and it will not be taken into account as income for other benefits. Carers can use Direct Payments for Carers to buy in carers services that have been agreed through a Carers Needs Assessment For further information

Contact: 03456 009 009

Section 13 Crossroads and similar schemes

Crossroads gives practical help to carers by looking after relatives or friends in their own home by providing flexible relief care services for Carers. For further information call

Guildford and Waverley Crossroads 01252 313323
Surrey Heath Crossroads 01483 766336

Section 14 Bus travel around Surrey

Senior Citizens Bus Permits – over 60s bus passes are valid throughout England on bus services departing between 9.30am and 11pm Monday to Friday and anytime at weekends and public holidays. There may be local variations to these times - enquire at the time of boarding or at the local borough or district Council offices.

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| Surrey Heath | 01276 707656 |
| Guildford | 01483 444824 |
| Waverley | 01483 523333 |

Bus permits for people with disabilities – A disabled persons' bus pass will be valid throughout England on bus services departing between 9.30am and 11pm Monday to Friday and anytime at weekends and public holidays. There may be local variations to the National Scheme - enquire at the time of boarding or at the local borough or district Council offices for further information

Companion permit - If a permit is endorsed '+C' and 'Surrey Scheme' a companion may travel free of charge on bus services anywhere within Surrey or commencing in Surrey and crossing into another district. Your companion may have to pay for the return journey on such services - ask at the time of boarding. Surrey companion permits are not generally valid outside of Surrey - ask at the time of boarding.

A letter from social care is needed to qualify for a companion permit. Please contact your local social care team.

Dial a ride – This is a specialist door-to-door transport service which caters for people who are unable to use normal bus services because of mobility problems. You have to register to use this service. For further information contact:

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|--------------------------|----------------|
| Surrey Heath dial a ride | – 01276 707655 |
| Guildford dial a ride | – 01483 458052 |
| Waverley Hoppa | – 01428 681701 |

Taxi Voucher Schemes

A Taxi Voucher scheme operates in some boroughs within Surrey. Under the scheme anyone who qualifies receives free taxi vouchers to a certain value. The scheme aims to help those who are disadvantaged through rural isolation, ill health, age or disability or who is a Carer. Unfortunately there is no such schemes in the Spelthorne or Runnymede areas. For information on the Woking Scheme contact:

Surrey Heath Borough Council telephone 01276 707100

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Section 15 Motability

Motability is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, powered wheelchairs, scooters simply by using their government funded mobility allowance. For further information contact

Telephone 0845 456 4566
Minicom 0845 675 0009
website www.motability.co.uk

Section 16 National Organisations with a prime aim of focusing on Carers

Princess Royal Trust for Carers – The trust provides Carers Support Services, information, advice and support to Carers across the UK

Princess Royal Trust for Carers, Unit 14, Bourne Court, Southend Road, Woodford Green, Essex IG8 8HD. Telephone 0844 800 4361

Carers UK - Provides advice and support to Carers across the UK as well as working closely with Government to effect policy development and change

Carers UK, 32-36 Loman Street, Southwark, London SE1 0EE. Telephone 020 7922 8000
Carersline operating Wednesday and Thursday Telephone 0808 808 7777

Contact A Family – Provides information, advice and support to the parents of disabled children.

Contact A Family 209 – 211 City Road, London EC1V 1JN Telephone 020 7608 8700

Section 17 On-Line Carers Information

There are now a number of on line Carer information websites which provide both local and national information. These include:

www.carersuk.org – The Carers UK website with national information

www.carers.org - The Princess Royal Trust for Carers website for national information

www.surreycc.gov.uk - This is Surrey County Councils website which includes Carers information as part of the website general information for the residents of Surrey

www.carersnet.org.uk - This is the Action for Carers Surrey partnership website for Carers in Surrey

www.cafamily.org.uk - This is The Contact a Family website for Parent Carers

www.direct.gov.uk - This is The Government website which gives general information including information of the benefits you may be entitled too

Section 18 Carers and Council Tax

If you are caring for someone you may be entitled to a reduction in Council Tax. There are a number of criteria which you or the person you care for must meet to be eligible for this reduction. It may also be the case that if you leave your property to live with the person you are caring for you may be exempt from paying Council Tax. For further information contact your local borough council.

Surrey Heath Borough Council telephone 01276 707100
Guildford Borough Council telephone 01483 505050
Waverley Borough Council telephone 01483 523333

Section 19 Managing financial affairs

It may be necessary at some point in the future that you will have to manage the person you care for financial affairs because they are no longer able to do so. This may include managing their money and property. For further information contact:

The Public Guardianship Office – Telephone 0845 330 2900
website www.guardianship.gov.uk

Section 20 Shopmobility

Shopmobility provides a selection of manual and powered wheelchairs and scooters for all ages who have a problem walking around town centres. You do not have to be register disabled to use this service. For further information contact:

Shopmobility Guildford and Waverley 01483 453993
Shopmobility Surrey Heath 01276 707657

Section 21 Having a Voice

Within Surrey a Carers Strategy and Carers Charter have been developed. This is the way the statutory sector such as the county and borough councils, health services and voluntary sector can best plan and develop services to meet the needs and the expectations of the estimated 100,000 Carers who care and live in Surrey. It is important that Carers have a major voice and say in how services are developed and provided within the county. There are a number of ways Carers can get involved in help shape services and you are encouraged to participate in a flexible manner as and when you can, given that caring can be a full time commitment. If you would like to participate and wish to find out more information contact:

Action for Carers (Surrey), Astolat, Coniers Way, New Inn Lane, Burpham, Guildford, Surrey GU4 7HL. Telephone 01483 302748

Section 22 Other Information

Other information sheets are available from the Surrey County Council Contact Centre or from Carersnet (www.carersnet.org.uk)

These include information sheet on

- Parent Carers
- Carers and Work
- Carers Benefit Guide

- Carers and Hospital Discharge
- Carers and hospital Discharge



The inclusion of any organisation is purely for information and therefore we cannot advise on the suitability of the services offered. Much care has been taken to ensure the details contained within this publication are accurate. We cannot accept any liability whatsoever for any errors, inaccuracies or omissions, or for any matter concerning or arising out of this publication.

To inform us of any inaccuracies in this publication please contact 01483 519146