

**Who are Carers?**

**“Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid” – Carers (UK) definition**

**Introduction**

This pack gives basic information about support and services for Carers in Surrey. A more comprehensive pack can be found at [www.carersnet.org.uk](http://www.carersnet.org.uk). If you are unable to access the internet and would like one, please call the Surrey County Council Contact Centre on 03456 009 009.

Health, Social Care or Housing may be able to provide services to the person you look after or be able provide services for you. To work out what services would be helpful in your situation, we need to discuss:

- help the person who is cared for needs
- help the carer gives
- services that we could provide.

**Carers can be involved in several ways**

- If you provide regular and substantial care for someone, you can have a carers assessment to discuss the help you need. This can happen even if the person cared for refuses help.
- You should also be able to contribute to the discussion about the needs of the person you look after. The carer's views must be recorded within the service user's assessment.

**What a Carers Needs Assessment is for**

The Carers Equal Opportunities Act 2004 places a duty on social services authorities to inform Carers on their right to 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 Assessments are undertaken by Surrey County Council but can look at the support available from a range of organisations. The assessments should be a face to face discussion between carer and the person carrying out the assessment. A Carer may 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?*

All carers are individuals and Council are interested to hear your own ideas about services that would help you and the person you look after.

## **Services that can help Carers**

There may be a number of services which could help you. Some are arranged by the County Council following a Carers assessment and some are provided by voluntary organisations. This may range from a short break which may be a few hours a week to a 2 or 3 week break to information about carers support groups so you may meet other carers in a similar situation as yourself. Help with household tasks. Help with caring tasks during the day / night. Benefits advice, activities for the person who is cared for, back care advice.

Examples of services that can help:

- Short breaks – ranging for a few hours to meet a friend to residential or Nursing home placements to allow 2 or 3 weeks break
- Direct Payments for a service to support the carer
- Emotional support from other carers or people who understand provided through a Carers Support Scheme
- Help with household tasks
- Help with caring tasks during the day/night
- Benefits advice
- Activities for the person who is cared for
- Back Care advice

## **Surrey County Council**

For information about Surrey County Council's services or to request a carers assessment, call the Council's "Contact Centre" on 03456 009 009. or go to [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

## **In Case of Emergency**

There are many carers in Surrey who support people to live in their own homes. Carers often worry about what if, at short notice, they are unable to care. The County Council can register details of people who would not be able to manage on their own if their carer became suddenly incapacitated. Should an emergency then happen, The County Council will then be better able to respond. Where ever possible help in an emergency will be given in the persons own home.

A Carers Emergency Card Is also available The card is carried in the carer's bag or wallet and gives emergency contact numbers. In the event of an accident, this would help alert police officers, ambulance or other emergency response staff to the fact that there is also someone else in need of help.

If you would like to register your details and those of the person you care for and ask for a Carers Emergency Card please phone the Council's Contact Centre on 03456 009 009

## **Carers Support Workers**

Across Surrey there are a number of independent Carers Support Workers whose aim is to help Carers in the local area. They provide Information, Advocacy, emotional support, training, support groups, social events, regular newsletters and help with obtaining services

Contact: Carers Support

Elmbridge	01932 235770	Epsom and Ewell	01372 722269
Guildford	01483 458123	Mole Valley	01306 640020
Redhill, Reigate, Tandridge	01883 745057	Runnymede	01932 564446
Spelthorne	01784 446234 or 01784 444233	Waverley	01252 718166
Surrey Heath	01276 27390	Woking	01483 727277

**FACT** There are an estimated 6 million carers across the UK and an estimated 100,000 Carers in Surrey

### **Mental Health Carers Support Workers**

Elmbridge, Spelthorne, Runnymede, Woking 01483 724244  
Guildford, Waverley 01483 451010  
Redhill, Reigate, Tandridge 01737 277757

### **Action for Carers (Surrey)**

This is a lobbying organisation and campaigns to ensure Carers get their rights and services. They work closely with statutory as well as voluntary agencies across the county. For further information call 01483 302748 or go to [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

### **Surrey Young Carers**

The organisation support children and young people under 18 who help care for someone with a disability or long term illness. Surrey Young Carers provide one to one support, Young Carers groups, work within schools and work across Surrey with both statutory and voluntary organisations. For further information contact 01737 248111 or 01483 568269 or go to [www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)

### **Back Care Advisers**

The advisers provide information, advice and training to carers on all aspects of moving and handling. For further details contact: Adviser for Reigate Redhill and Tandridge 01737 226586 Guildford and Waverley 01483 533645 Spelthorne, Woking, Surrey Heath and Runnymede and West Elmbridge 01932 577993 or 01932 577992 Banstead, Epsom and Ewell Mole Valley and east Elmbridge 01372 729947 or go to [www.carersnet.org.uk](http://www.carersnet.org.uk)

### **Action for Carers and Employment**

The organisation provides support to Carers who either are juggling employment with care or wish to go back into some form of paid employment or voluntary work. They also provide information and help for those carers who wish to participate within further education. For further information contact 01483 565874 or go to [www.carersnet.org.uk](http://www.carersnet.org.uk)

### **Disabled Facilities Grants**

Sometimes when someone has a special need there may be major adaptations that are needed for your home. This may be a ramp to get in or out of your home or major adaptations for your bathroom or something else. You may qualify for a grant towards providing adaptations. For further information contact your local borough council. Or for general information go to [www.direct.gov.uk](http://www.direct.gov.uk)

### **Carer Break Vouchers**

To possibly qualify for the vouchers you must have had a Carers Needs Assessment. The vouchers are for use with a wide range of registered care providers and a list of these providers are sent to a carer who is in receipt of the vouchers. There is also an extensive list with comprehensive information about providers on [www.carersnet.org.uk](http://www.carersnet.org.uk)

### **Carer Direct Payments**

Direct Payments to Carers 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 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 assessed as being needed through a Carers Needs Assessment. The Direct Payment is to address your needs as a carer which may be recreational or short term break needs. A Carers Direct payment is not for services for the person you are caring for.

### **Partnership and Parents**

Is a Service of Surrey County Council and aims to ensure that parents are able to play an informed part in any decisions about the educational provision made to meet their son or daughter's special educational needs. For further information call (01737) 737300 or go to [www.pwpsurrey.org](http://www.pwpsurrey.org)

### **Blue Badge Scheme**

The scheme helps people who are registered blind or people with certain disabilities to park closer to shops or services. The badge applies whether they are a driver or a passenger in the vehicle. You may qualify for a blue badge if a person is registered blind or a permanent and substantial disability that make waking impossible or very difficult. There are also a number other criteria that may make the person eligible for a blue badge. For further information call 03456 009 009 or go to [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

### **Crossroads and similar schemes**

Crossroads gives practical help to carers looking after relatives or friends in their own homes by providing a flexible relief care service for the carers. Its aims are: to relieve stress on carers and their families to avoid admission to hospital or residential care of the person being cared for at home to strive to maintain a high standard of care.

- Elmbridge - Tel: 01372 469942
- Mid Surrey - 01372 365080
- Guildford and Waverley- Tel: 01252 313323
- Reigate, Banstead Horley and Tandridge - Tel: 01883 714641
- Spelthorne - Tel: 01784 446294
- Woking & Surrey Heath - Tel: 01483 766336
- Runnymede Care Assistant Scheme - Tel: 01932 571616

### **Contact A Family**

Contact a Family is a UK charity providing advice information and support to the parents of all disabled children. For further information contact call the Contact a Family helpline on 0808 808 3555 or go to [www.cafamily.org.uk](http://www.cafamily.org.uk)

### **Carersnet**

Carersnet is the Surrey website for Carers. The website provides a wide range of information to Carers across Surrey and is constantly updated with news, events and information. The website can be found at [www.carersnet.org.uk](http://www.carersnet.org.uk)

### **Carers UK**

Is one of the national organisations for Carers across the UK. They are instrumental in helping Government in developing policy and providing carers across the UK with information for further information call 020 7922 8000 or Carersline 0808 808 7777 or go to [www.carersuk.org](http://www.carersuk.org)

### **Princess Royal Trust for Carers**

The Princess Royal Trust for Carers is the largest provider of comprehensive carers support services in the UK. Through its unique network of 122 independently managed Carers' Centres and interactive websites [www.carers.org](http://www.carers.org)