

Looking after someone?

Looking After Someone

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. More localised information of services within the borough you live or look after someone in can be found at www.carersnet.org.uk.

The NHS, social care or housing services may be able to 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 are entitled to a carers assessment to discuss the help you need
- 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 individual’s assessment who is receiving services.

What a Carers Needs Assessment is for

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 the 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 the Council is 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:

- Short breaks – ranging for a few hours to meet a friend to residential or Nursing home placements to allow two or three 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 dedicated Adult Social Care telephone number at the Council's Contact Centre on 0300 200 1005 or go to 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. Wherever possible help in an emergency will be given in the person's own home.

A Carers Emergency Card is also available. The card, which includes emergency contact numbers should be carried in the carer's bag or wallet. In the event of an accident, this would help alert police officers, the ambulance service 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 dedicated Adult Social Care telephone number at the Council's Contact Centre on 0300 200 1005.

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.

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.

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.

These Carer Support Workers can also put you in touch with services provided by other voluntary organisations, many of which are part funded by Surrey County Council, and some examples follow.

Carers Support Contacts

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

Mental Health Carers Support Workers

Elmbridge, Spelthorne, Runnymede, Woking	01483 724244
Guildford, Waverley	01483 451020
Redhill, Reigate, Horley and 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.

Help with Education or Work

Action for Carers and Employment 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.

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 and Redhill and Horley; 01737 226586, Tandridge; 01737 224935, Guildford and Waverley; 01483 533645, Woking, Spelthorne, Surrey Heath, Runnymede and West Elmbridge; 01932 577992 or 01932 577993 Banstead, Epsom and Ewell, Mole Valley and East Elmbridge; 01372 729947 or go to 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.

Surrey Young Carers

This organisation supports 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 01483 568269 or go to www.surrey-youngcarers.org.uk.

Registering with Your GP

You can register your details with your doctor's practice so that your notes are tagged to indicate that you are a carer. It will help your GP if he or she is aware of your caring responsibilities and the potential impact of your caring responsibilities on your own health. The doctor's receptionist can then also take account of your needs as a carer when trying to arrange appointment times that fit in with your caring responsibilities.

Blue Badge Scheme

The scheme helps people who are registered blind or people with a permanent or substantial disability that makes walking impossible or very difficult, to park closer to shops or services. The badge applies whether they are a driver or a passenger in the vehicle. There are also a number of 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.

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. The scheme aims to relieve stress on carers and their families, to avoid admission to hospital or residential care of the person being cared for at home and to strive to maintain a high standard of care.

Elmbridge	01372 469942
Mid Surrey	01372 363300
Guildford and Waverley	01252 313323
East Surrey Branch	01883 714641
Spelthorne	01784 446294
Woking & Surrey Heath	01483 766336
Runnymede Care Assistant Scheme	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 call the Contact a Family helpline on 0808 808 3555 or go to www.cafamily.org.uk.

Carersnet

Carersnet is the Surrey website for carers, providing a wide range of valuable information, news and events details and is constantly updated. The website can be found at www.carersnet.org.uk.

Carers Direct

The Carers Direct free telephone advice line, 0808 802 02 02, is open seven days a week and provides a comprehensive advice service for carers wanting information and advice about benefits, how to get care and support, breaks, housing, equipment etc. It complements an online information service available on www.nhs.uk/carersdirect.

Carers UK

This 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 Carersline on 0808 808 7777 or go to 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 website www.carers.org.

For more general information please call Surrey County Council's Contact Centre's dedicated phone line for Adult Social Care enquiries on 0300 200 1005 or visit

www.carersnet.org.uk.