

Carers information pack

Do you look after someone?



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Advice and support for carers



Nottinghamshire County Council funds Carers Federation to give advice and support to carers across Nottinghamshire.

When you contact this service a carer support worker will identify the support most appropriate to your situation. If you are seeking information, they will try to provide this for you or point you in the direction of an organisation that is able to provide more specific help – for example when the person you care for has a condition such as Alzheimer's or has had a stroke.

Carers Federation offer a number things to help carers, these include:

- individual one to one support
- telephone helpline support
- access to mentoring (particularly for younger adult carers who are managing the demands of work/education as well as caring)
- group support
- help with benefits and form filling to ensure you receive entitlements
- referral to Adult Social Care for a carer's assessment
- information about your rights and a trained advocate to support you if you are struggling to get the system to hear you.



To contact Carers Federation

call: **01159 629 310**

fax: **01159 629 338**

email: **info@carersfederation.co.uk**

post: **Carers Federation Head Office
Christopher Cargill House
21-23 Pelham Road
Nottingham
NG5 1AP**

Carers' Assessment



If you care for someone you have a right to ask for a carer's assessment. The assessment will look at the impact that caring has on you and the support that you may need.

Caring may have an affect on you, for example your health, work, social life, finance, education, family and personal life. It is important that you know what help is available to help you balance your caring life with a life of your own.

The assessment is about you, not the person you care for. You can have a carer assessment whether or not the person you care for has had a community care assessment.

Why should I have a carer's assessment?

There are a number of benefits to having a carers assessment, these include:

- access to a personal budget – funding for you to have time away from your caring role
- access to short breaks – enabling you and the person you care for to have a short break
- access to advice and information about services including the emergency card and other services and schemes funded by Nottinghamshire County Council to support carers
- access to advice from trained staff who can signpost you on to local and national services that exist to help and support you.



How do I get a carer's assessment?

To ask for a carer's assessment:

telephone: 0300 500 80 80

email: enquiries@nottsc.gov.uk

You or someone else, such as a social care or healthcare worker (for example doctor, mental health professional, social worker, care coordinator) can do this for you.

When you contact us you will need to give some basic information about you and the person that you care for, such as name, address and date of birth.

You can choose to have an assessment on your own or with the person that you care for, it can be done at your home or in any other suitable place.

You are welcome to have a friend or relative with you to help you explain your needs.

Will I need to pay for services?

There is no charge for support provided as a result of a carer's assessment.

Carers can contact the Carers Support Service

call: **0300 500 80 80**

email: enquiries@nottsc.gov.uk

web: nottinghamshire.gov.uk/carers

Carers Emergency Card



The Carers Emergency Card is a free small card that identifies you as a carer in an emergency situation. It will alert anyone finding the card to the fact that you are a carer and that someone you care for may require assistance. In the event of an emergency you will have peace of mind that there is a 24-hour system in place to ensure that the person you care for is looked after.

We will issue you with a card that you can carry with you at all times. There is a telephone number on the card that will connect the caller to the Customer Service Centre or the out of hours Emergency Duty Team – this gives 24 hour cover for 7 days a week.

When you sign up for the card you'll be asked to nominate people who could be contacted in an emergency to help make arrangements for the person that you care for. You can also provide other information, for example medical details and advice regarding access to the home. We record this information and treat it with the utmost confidence.

Carers Emergency Card



If something happens to you and someone rings the number, our staff will respond immediately by trying to contact the people that you have nominated.

If our staff are able to locate your emergency contact(s) they will discuss arrangements regarding the person you care for. If necessary, adult social care staff will be involved in helping to arrange suitable support.

If none of the nominated people can be contacted, adult social care staff will ensure care is provided for the person you care for.

To ask for an emergency card please contact our Carers Support Service on 0300 500 80 80 or email enquiries@nottsc.gov.uk

Carers can contact the Carers Support Service on
call: **0300 500 80 80**
email: **enquiries@nottsc.gov.uk**
web: **nottinghamshire.gov.uk/carers**

Help in a crisis



The Crisis Prevention Scheme enables the person you care for to be looked after in their home if you have an unforeseen or emergency situation. The service is available to all adult carers (over 18) where the 'cared for' person lives in Nottinghamshire (except Nottingham city residents).

Some examples of crisis situations where the scheme could provide support include:

- your admission into hospital
- you need to attend an unplanned doctors appointment
- you need to attend an unplanned medical appointment
- you have a family emergency, including another family member becoming seriously ill and requires help or attention
- there is significant risk to your employment on a particular occasion
- the funeral of a friend or close relative.

This is not a complete list but gives guidance on the sort of situations where the Crisis Prevention Scheme could help.

The Crisis Prevention Scheme is available across all districts and is provided by Home Based Care providers funded by Nottinghamshire County Council. Here is a list of your local scheme providers:

**Ashfield**

Care UK Homecare

0333 999 7628**Mansfield**

Care UK Homecare

0333 999 7628**Bassetlaw**

Comfort Call

01909 768196**Newark**

Comfort Call

01636 858675**Broxtowe**

Direct Health

0115 896 4005**Gedling**

Agincare UK

0115 8470015**Rushcliffe**

Agincare UK

0115 847 0015

When calling your local scheme provider please ask for the Crisis Prevention Service.

Carers can contact the Carers Support Service on call: **0300 500 80 80**

email: **enquiries@nottsc.gov.uk**

web: **nottinghamshire.gov.uk/carers**

Carers Personal Budget



A Carers Personal Budget is a payment of up to £200 to help carers look after their own health and wellbeing. To see if you are eligible for a personal budget you will need to have a carer's assessment to look at what your needs are.

A Carers Personal Budget can be used for lots of things, for example:

- funding towards the cost of holidays, weekends away, days out, spa days
- transport for a break away or visiting family
- funding for a hobby e.g. fishing, golf, cooking, exercise equipment
- college courses
- driving lessons
- home improvements, gardening, domestic help
- equipment to help caring, for example a washing machine, dishwasher
- funding to support a return to work.

How much you could get

We will take your individual circumstances into account when we work out how much your Carers Personal Budget will be.

We will look at what you want to achieve with the money, such as getting fit or having an active social life. We give priority to carers where there is a significant risk of the caring role breaking down.

Not everyone gets the same amount, and it won't necessarily cover everything you want. We need to make sure that the decisions we make about personal budgets are consistent, fair and based on need.

Carers Personal Budget



The Carers Personal Budget is limited to one per year. The payment is non-taxable and will not be taken into account for benefit purposes.

Carers can contact the Carers Support Service on

call: **0300 500 80 80**

email: **enquiries@nottsc.gov.uk**

web: **nottinghamshire.gov.uk/carers**

Short Breaks for carers



The NHS in Nottinghamshire funds breaks for carers. To receive a break you first need to have a carer's assessment from Nottinghamshire County Council and have been assessed as meeting the criteria for a break (for more information about this call the Carer Support Service on 0300 500 80 80).

The person that you care for does not need to be assessed for an 'NHS carer break'. The breaks usually take the form of 'one-off' residential or home-based services.

As the funding is provided by NHS Nottinghamshire, the carer and the person cared for must be resident in Nottinghamshire County (except Nottingham City). The carer and the person cared for must also be registered with a Nottinghamshire County GP (except Nottingham City).

For more information on the Nottinghamshire Short Breaks Policy, please contact 0300 500 80 80 for a copy of the policy.



factsheet 6

Short Breaks for carers



Carers can contact the Carers Support Service on

call: **0300 500 80 80**

email: **enquiries@nottscc.gov.uk**

web: **nottinghamshire.gov.uk/carers**



What is Shared Lives?

'Shared Lives' is a scheme where carers are trained to look after older people, people with physical disabilities, learning disabilities or mental health needs. It aims to help people to experience ordinary life with real relationships. Shared Lives is a regulated service.

Can I use Shared Lives?

Shared Lives is for people who:

- need support to live in the community
- are over 18
- are eligible for social care services.

This includes people who have a learning disability, a mental health issue, a physical disability, other disabilities or impairments which cause them to be at risk.

Can I get support from Shared Lives?

The support depends very much on your needs. It can include things such as having someone to help with skills such as cooking or managing money, having support to be part of the community, having a friendly voice on the end of the phone.



How does Shared Lives work?

Shared Lives can be delivered in several different ways:

- **Living in a carer's home** and getting support with everyday life. This can be for a short period of time or it may be for months or years.
- **Day time support** – where you have regular support sessions in the carer's home and out in the community.
- **Outreach support** – where you live in your own home and the carer provides help where needed so you can live independently.
- **Homeshare** – where a carer moves in with you.

For more information about the Shared Lives Scheme

call: **0300 500 80 80**

email: **enquiries@nottsc.gov.uk**

web: **nottinghamshire.gov.uk/carers/sharedlives**



Are you between 5 and 24 years old and looking after someone?

It can feel good to help. It may mean that you:

- help with tasks such as washing, or shopping, dressing or taking medicines
- provide emotional and/or practical support
- help to manage the behaviour of someone
- provide support by 'keeping an eye' on someone.

If you are looking after your mum, dad, grandparent, brother or sister, that person may need help because of their illness or disability. The person you look after can have a community care assessment for their needs.

Help and Support for You

As a young person caring for someone you may be entitled to support. If you would like to talk about the care that you are providing, please contact the Early Help Unit and ask for a Young Carers Assessment.

Following your own assessment **you** may be offered more help:

- assistance towards going on a school trip or holiday
- assistance towards school/college activities
- leisure activities; spending time with friends.
- help towards hobbies and interests
- equipment to help with your education e.g. books, computer
- help towards employment opportunities.



If you are caring for someone and need help get in touch and talk to us. We'll look at what support you need and what we can offer. Even if we can't help directly we may know other organisations that can help.

Young Carers or people supporting a young carer can contact the Early Help Unit for more help and advice.

call: **01623 433500**

email: **early.help@nottsc.gov.uk**

web: **nottinghamshire.gov.uk/youngcarers**

post: **Early Help Unit
Meadow House
Littleworth
Mansfield
Nottinghamshire
NG18 2TB**

Other resources for Young Carers include:

www.youngcarers.net

[www.nhs.uk/carersdirect/young/Pages/
Youngcarershome.aspx](http://www.nhs.uk/carersdirect/young/Pages/Youngcarershome.aspx)

www.youngcarer.com



Information about organisations and groups you might find useful.

What is an Information Prescription?

An information prescription is a one-stop-shop for information. It brings together lots of different sources of information into one place. It helps you to easily find advice, contact details and support you need.

Who are information prescriptions for?

Information prescriptions are for people with long-term health and social care needs.

What's inside an information prescription?

The following sections are included

- your condition
- counselling and advice services
- home and local services
- voluntary, support and community groups
- leisure, sport and work
- benefits, legal and financial services
- general health and wellbeing
- carers information.

Each section contains contact details for groups that understand and support your condition as well as links to websites and leaflets that provide information.



Local – it gives details of local groups and networks that can help and support you

Personal – the information is tailored for your condition, age and where you live

How can I get an information prescription?

There are three ways to get an information prescription:

1. From your health or social care professional – for example your GP or a social worker
2. From the website www.nottsinfoscript.co.uk
3. By calling the Carer Support Service on 0300 500 80 80 and asking for assistance in completing an Information Prescription.

Carers can contact the Carers Support Service on

call: **0300 500 80 80**

email: **enquiries@nottscc.gov.uk**

web: **nottinghamshire.gov.uk/carers**



What does extra care offer?

Extra Care Housing is an extension of traditional supported housing and allows older adults (aged 65 years and over) to live as independently as possible, with the reassurance of onsite care support when they need it.

Living in an 'Extra Care community' means:

- having your own front door
- your own tenancy
- access to on-site care staff 24 hours a day.

Each scheme is different and what is available varies from site to site. However, each scheme will have:

- **Housing** - a range of modern and affordable one or two bedroom homes available to buy, rent or part own which are purpose-built or adapted for your care and support needs
- **Personal care support** - staff are available 24 hours a day to offer you support
- **Communal areas** - these are flexible spaces onsite for tenants to use. The activities run within communal spaces will vary at each scheme as they will be determined by the people who live there.
- **Neighbourhood facilities** - extra care schemes are based within local communities so the usual range of neighbourhood facilities are close by such as post offices, shops, and GP surgeries and public transport.

In addition to the above, some extra care sites have dementia units which provide specialist care in a community setting.



What are the advantages of extra care?

- independence - live your life how you want to live it
- control - come and go as you please and have full control over your finances
- choice - rent, buy or part own your home
- privacy - live in your own home with your own front door
- support - help always on hand for those everyday tasks you might find difficult
- flexibility - support tailored to suit you that changes as your needs change
- stability - you don't have to move if your needs increase
- sense of community - socialise with other residents.

What support can I get?

Staff can offer support with your personal care, including: help with washing, dressing and getting to and from the toilet, reminders to take medication, preparing snacks and heating up meals, shopping, laundry, some domestic tasks.

What extra care doesn't cover?

Although care staff are on site 24 hours a day, you must be able to manage on your own for parts of the day. On site staff are not nurses and cannot change dressings or catheters or give medication (unless it is already in a dispenser).

Where are there extra care schemes in Nottinghamshire?

We currently have **7 extra care schemes in Nottinghamshire**. These are located in Southwell, Worksop, Harworth, Cotgrave (2), Edwalton and Newark.

Please call the Customer Service Centre on 0300 500 80 80 to speak to an advisor about Extra Care Housing.

Using technology to stay safe at home



There is a range of equipment (also known as assistive technology) that can help to keep the person you care for independent in their own home and provide you with peace of mind. Nottinghamshire County Council provides three assistive technology services:

- **Telecare** – Sensors are linked through phone lines and a special telecare box to a 24 hour monitoring centre. If the sensors detect a danger, they will automatically call the monitoring centre.
- **Standalone Assistive Technology** – provides a similar range of sensors to telecare, but instead of the alerts going to a 24 hour monitoring centre, the sensors alert a portable pager unit which can be carried by a carer living in the same home.
- **Just Checking** – a kit of special sensors which can help with assessments of how well a person with dementia is managing daily living activities at home.

How can assistive technology help?

Telecare and Standalone Assistive Technology equipment can help to alert a carer, or the 24 hour monitoring centre to a number of risks:

Falls - a small device worn on clothes or wrists can automatically detect a fall and alert either a carer in the home or the 24 hour telecare monitoring centre.

Wandering – a door sensor can tell if the cared for person leaves home at an inappropriate time, such as in the middle of the night when they might put themselves at risk. An alert can be sent to you or to the 24 hour telecare monitoring centre.

Managing Your Medication – if memory problems mean the cared for person forgets to take their tablets, an automatic medication dispenser may help.

Epilepsy – a bed based sensor can alert a carer, or the 24 hour telecare monitoring centre if the cared for person has a seizure at night.

Using technology to stay safe at home



Smoke Detection and **Extreme Temperatures** – if the person you care for has severe memory problems that mean they forget how to respond if there was a fire, sensors can tell if the temperature in the home falls or rises to a level which could affect their health.

How much does it cost?

Telecare – The equipment will be supplied and fitted free of charge. However, there is a fixed charge of £2 per week for the 24 hour telecare monitoring service plus call costs to the provider. For more details about charges call 0300 500 80 80.

Standalone Assistive Technology – the equipment is supplied and installed free of charge and there are no ongoing charges.

How do I know if I am eligible?

If the person you care for struggles with daily tasks and needs long term support, your social care assessment worker will explain if telecare can help. You can request an assessment for long term support by calling us on **0300 500 80 80**.

Just Checking – Dementia Assessment Kit

This system uses sensors placed in each of the rooms of the home and on final exit doors to help show how well the cared for person are manages daily living activities. The system does not use cameras. **‘Just Checking’** is initially installed for 2 - 4 weeks to help health and social care professionals to better understand what support the cared for person will need. There is no charge during this trial period.

For more information about Assistive Technology and how it could help you

call: **0300 500 80 80**

email: **enquiries@nottsc.gov.uk**

People may become the target of abuse because they are an older person or have a learning disability, physical disability, sensory impairment or mental health needs.

Abuse or mistreatment could be physical, sexual, psychological, financial, discriminatory or it could come as a result of neglect.

If you know that an adult who has care and support needs is being abused or if you're concerned that they may be, phone Nottinghamshire County Council on **0300 500 80 80**.

In an **emergency** you should **dial 999**.

Working together




*Bassetlaw
Clinical Commissioning Group*


*Mansfield and Ashfield
Clinical Commissioning Group*


*Newark and Sherwood
Clinical Commissioning Group*


*Nottingham North and East
Clinical Commissioning Group*


*Nottingham West
Clinical Commissioning Group*


*Rushcliffe
Clinical Commissioning Group*

Register as a carer with your GP



There are lots of benefits to letting the GP practice you are registered with know you are a carer. These include:

- access to a named ‘carer champion’
- practice staff will be aware of your caring role (reducing the need for you to explain your role each time you contact the practice)
- signposting you to useful information and support
- providing appointments at convenient times
- providing health checks & flu vaccinations for you
- asking the person you look after for permission to share information with you and noting this on medical records
- involving you in planning the care of the person you look after
- the practice may invite you to join their patient participation group to enable you to have your say about services
- being kept up to date about events via SMS messaging on your phone.

Contact your local GP practice and ask to register as a carer.

Read more about why it’s a good idea to register as a carer at:

www.nhs.uk/CarersDirect/carerslives/gettinghelp/Pages/Gettingthemostfromyourfamilydoctor.aspx

For contact details see overleaf.

Useful contacts

Benefits advice

0845 6060265
or 0345 60 84 321
www.directgov.uk

Identify yourself as a carer

Contact Carer Support Service

Nottinghamshire County Council
0300 500 80 80
www.nottinghamshire.gov.uk

**Carer Support Service
Information Prescriptions**
Nottinghamshire County Council
0300 500 80 80
www.nottsinfoscript.co.uk

Health information

NHS Carers Direct
0300 123 1053
www.nhs.uk

Emotional support

**Self-Care Courses
Caring with Confidence**
0115 9629314

Self Help Nottingham
0115 9111661
www.selfhelp.org.uk

Other support networks

Occupational Therapist
Referral through
Nottinghamshire County Council
0300 500 80 80

Equipment to help carers look after someone

**Information and assessments
for equipment**
Disability Living Centre
0115 9855780
www.dlcnotts.co.uk

More useful numbers and web addresses for carers from your local Clinical Commissioning Group for Bassetlaw

North Nottinghamshire Advice Network
tel: 0844 856 3411
www.adviceguide.org.uk

Home Alarm Service - Lifeline Service
tel: 01909 533735
customer.services@a1housing.co.uk

Health Information
www.bassetlaw-health.co.uk

Bassetlaw CVS
tel: 01909 476118

Bassetlaw Action Centre
tel: 01777 709650

Bassetlaw Carer Support Worker
tel: 07793 268 235

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Disability Living Centre
0115 9855780
www.dlcnotts.co.uk

More useful numbers and web addresses for carers from your local Clinical Commissioning Group for North and East

Gedling CVS
tel: 0115 987 1981
admin@gedlingcvss.org.uk

Carers in Hucknall
tel: 0115 953 0746
carersinhucknall@yahoo.co.uk

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0115 9855780
www.dlcnotts.co.uk

More useful numbers and web addresses for carers from your local Clinical Commissioning Group for Mansfield and Ashfield

North Nottinghamshire Advice Network
tel: 08448 563 411

Ashfield Voluntary Action
tel: 01623 555551

Mansfield CVS
tel: 01623 651177

Mansfield District Council
tel: 01623 463463

Register as a carer with your GP



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- signposting you to useful information and support
- providing appointments at convenient times
- providing health checks & flu vaccinations for you
- asking the person you look after for permission to share information with you and noting this on medical records
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0115 9855780
www.dlcnotts.co.uk

More useful numbers and web addresses for carers from your local Clinical Commissioning Group for Rushcliffe

NHS Rushcliffe Carers Health and Information Network (CHAIN)
tel: 0115 9699060
admin@rushcliffecvs.org.uk

Home Alarm Service
Rushcliffe Borough Council
tel: 0115 9813227

Rushcliffe CVS
tel: 0115 9699060
admin@rushcliffecvs.org.uk

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Nottinghamshire County Council
0300 500 80 80
www.nottinghamshire.gov.uk

**Carer Support Service
Information Prescriptions**
Nottinghamshire County Council
0300 500 80 80
www.nottsinfoscript.co.uk

Health information

NHS Carers Direct
0300 123 1053
www.nhs.uk

Emotional support

**Self-Care Courses
Caring with Confidence**
0115 9629314

Self Help Nottingham
0115 9111661
www.selfhelp.org.uk

Other support networks

Occupational Therapist
Referral through
Nottinghamshire County Council
0300 500 80 80

Equipment to help carers look after someone

**Information and assessments
for equipment**
Disability Living Centre
0115 9855780
www.dlcnotts.co.uk

More useful numbers and web addresses for carers from your local Clinical Commissioning Group for Nottingham West

Register as a carer with your GP



There are lots of benefits to letting the GP practice you are registered with know you are a carer. These include:

- access to a named ‘carer champion’
- practice staff will be aware of your caring role (reducing the need for you to explain your role each time you contact the practice)
- signposting you to useful information and support
- providing appointments at convenient times
- providing health checks & flu vaccinations for you
- asking the person you look after for permission to share information with you and noting this on medical records
- involving you in planning the care of the person you look after
- the practice may invite you to join their patient participation group to enable you to have your say about services
- being kept up to date about events via SMS messaging on your phone.

Contact your local GP practice and ask to register as a carer.

Read more about why it’s a good idea to register as a carer at:

www.nhs.uk/CarersDirect/carerslives/gettinghelp/Pages/Gettingthemostfromyourfamilydoctor.aspx

For contact details see overleaf.

Useful contacts

Benefits advice

0845 6060265
or 0345 60 84 321
www.directgov.uk

Identify yourself as a carer

Contact Carer Support Service

Nottinghamshire County Council
0300 500 80 80
www.nottinghamshire.gov.uk

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More useful numbers and web addresses for carers from your local Clinical Commissioning Group for Newark and Sherwood