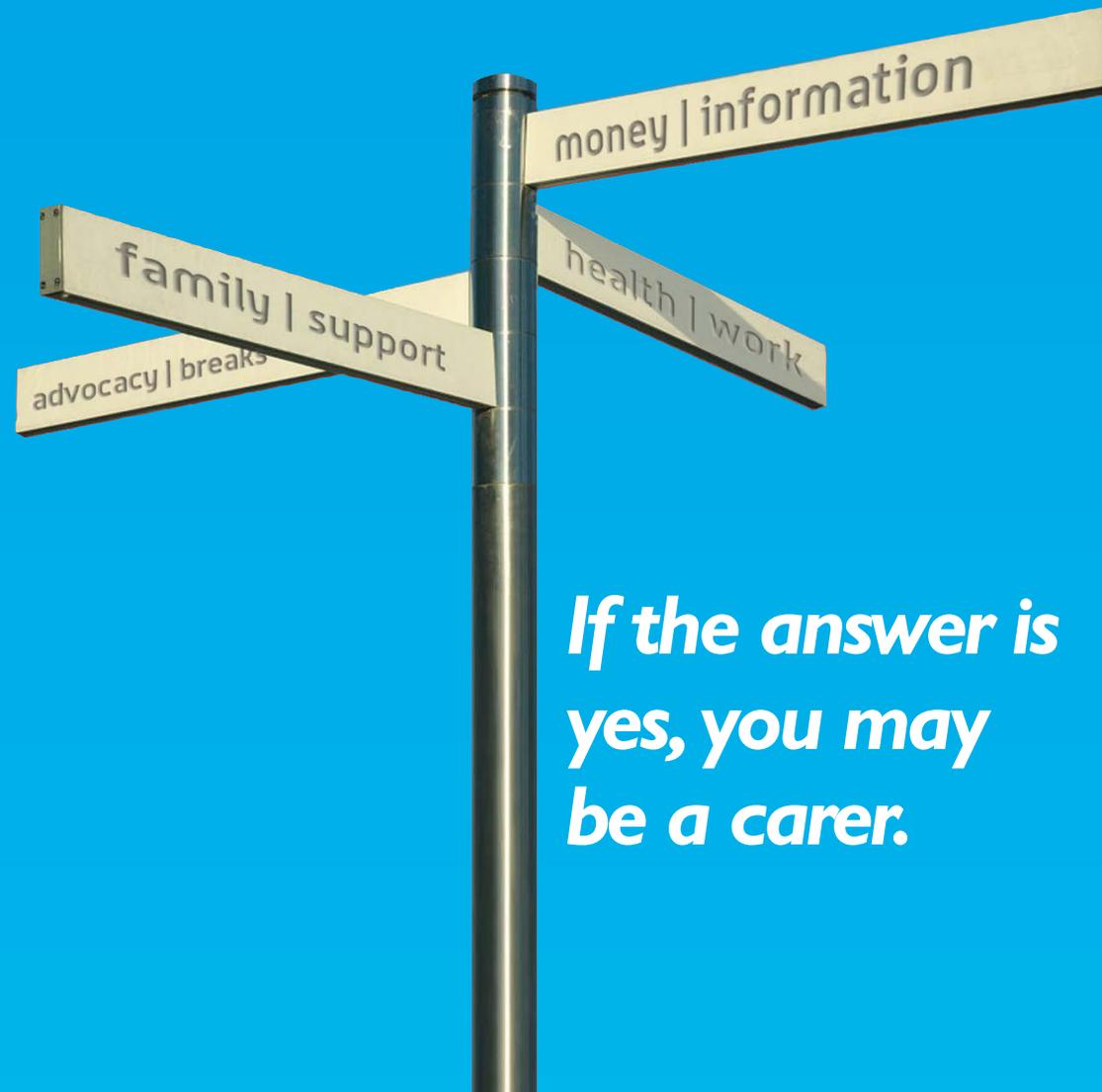


Do you look after a **relative,**
friend, or **neighbour**
who is unable to manage
on their own?



*If the answer is
yes, you may
be a carer.*

Are you a carer?

A carer is someone who looks after someone on an unpaid basis who cannot manage on their own.

This might be because they have a physical or mental illness, a disability, are getting older, have a long term illness or are dependent on drugs or alcohol.

A carer can be any age and you are also a carer if you look after a disabled child. The person you look after does not have to be living in the same house as you. The help you give them could be help with bathing or eating, making sure they are safe, help with cooking, cleaning, shopping or emotional support.

If English is not your first language, please telephone adult social care single point of contact on 0116 454 1004 for assistance.

If you want more information about help and support for carers who live in the city or care for someone who lives in the city, this booklet can help you.

Carers Assessments

If you care for someone for 10 hours a week or more, or if caring has a big impact on your life, then you are entitled to a carers assessment.

Even if the person you look after does not want a community care assessment or help, you still have a right to a carers assessment.

How can a Carers Assessment help me?

A carers assessment is not a test; it looks at how caring affects your life.

The carers assessment looks at whether you are willing and able to care, your health and well-being and whether you want to work, have training, or want some time to do something that you enjoy.

For a carers assessment contact your social worker or adult social care on **0116 454 1004**. They can also provide you with a carers assessment checklist, which can help you prepare for your carers assessment.

Young Carers

You can also get help and advice if you are a young person under 18 who looks after a family member because they have a disability, long term illness, mental illness or problems with drugs and alcohol.

If you or someone you know is a young carer, please call Social Care and Health on **0116 454 1004**.

Flexible working for Carers

If you are a carer who is also in a paid job, you have the right to request flexible working arrangements.

You can ask for things like flexible start and finish times, or compressed hours – where you work longer on some days to have more free time on others.

This right comes from the Work and Families Act 2006. Your employer can only refuse your request if there is a strong business reason for the refusal.

Carers Personal Budget

Following a carers assessment, you may be eligible for a carers personal budget.

Eligible carers will receive a one-off payment by cheque depending on their needs.

You can get more information about carers budgets from your social worker, or by calling adult social care on 0116 454 1004.

Advice About Benefits

If you think that you may be entitled to benefits, make sure you don't lose out – call Welfare Rights for advice on benefits: **0116 454 5570** (Monday, Tuesday, and Thursday between 1pm and 4pm).

Alternatively, you can email welfarerights@leicester.gov.uk for general information on Welfare Benefits.

Does your GP know you are a carer?

As soon as you start caring or if you already are caring for someone, let your GP know. It can be recorded on your medical notes. If they know you are a carer this will help them to offer you the advice and support you need.

Some carers may also qualify for an annual flu vaccination / jab. Your GP may be able to help you as a carer with information and advice such as:

- Medical conditions of and treatments for the person you care for
- Services you can get from the NHS e.g. continence services
- Other places where you can get help and advice
- Home visits to you or the person you care for if you can't get to the surgery
- Arranging appointments for both you and the person you care for at the same time.
- Arranging for repeat prescriptions to be delivered to your local pharmacy

Hospital discharge checklist for carers

Here is a list of things that should happen if someone you are caring for is being discharged from hospital:

- If the person you care for needs on-going support on discharge, you should be asked if you are willing and able to care for them, how much help you can give and how often.
- You and the patient should be given both spoken and written information about future treatment and care, including relevant contact details
- You should be told who the key person is to talk to about discharge plans
- If the patient does not want you to be involved or have information about their care, you will be told where you can go for carer support.
- Information should be made available to you about how you can complain if you are unhappy about the services you or the person you care for receives.
- An assessment for NHS continuing care should be carried out when necessary and you should be kept informed about this.
- You and the patient should be consulted about whether or not to involve social services.

Local voluntary organisations that support carers

Adhar: Asian mental health support project for adults with mental ill health and their carers

Tel: 0116 220 0070

E-mail:

admin.box@adharproject.org

Age UK: Services for older people and advice and information for their carers.

Tel: 0116 2992233

Web:

<http://www.ageuk.org.uk/leics/>

Akwaaba Ayeh: Mental health advocacy service for people who are from predominantly African Caribbean & South Asian communities with mental ill health and their carers.

Tel: 0116 247 1525

E-mail:

Akwaaba@Akwaabaayeh.com

Alzheimers Society: Support includes Side by Side project - befriending scheme for people with dementia, and face to face support and memory cafes.

Tel: 0116 231 1115 / 231 1111

E-mail:

Leicestershireandrutland@alzheimers.org.uk

Ansaar: The Asian Carers Support Project for Asian family carers of adults with learning disabilities. Also includes the Be Inspired Community Project for adults with learning disabilities.

Tel: 0116 262 1000

E-mail:

officemanager_ansaar@yahoo.co.uk

Web:

<http://www.ansaar.org/>

The Carers Centre: Support services and advocacy for carers. Individual and group advocacy, advice and information, training, consultation with and on behalf of carers, a listening ear to carers and some group sessions.

Tel: 0116 2510999

E-mail:

enquiries@claspthecarerscentre.org.uk

Web:

www.claspthecarerscentre.org.uk

Care Free (Young Carers): Practical and emotional support services to young people who are carers.

Tel: 0116 286 7182

Crossroads Care East

Midlands: Leicester Mental Health Carers Project offers 1:1 emotional and practical support; information and advice about mental health, including dementia, also monthly carers groups, activities and information evenings at The Bradgate Mental Health Unit.

Tel: 077 99 85 85 87

E-mail:

leicestermentalhealthproject@emcrossroads.co.uk

Web:

www.emcrossroads.co.uk/our-services/mental-health-carers/

Genesis Project: A carer and service user led group for people with mental ill health who want to be involved in influencing local service planning and development.

Tel: 0116 255 6286

E-mail:

genesis@lampdirect.org.uk

Guru Tegh Bahadur: Carers Link Project for Sikh and other Carers. Also day service for older Asian people, predominantly Sikh.

Tel: 0116 274 1683

E-mail:

g.t.b.daycentre@hotmail.co.uk

Labelled Young Carers: Peer group support for young carers.

E-mail:

labelledyoungcarers@hotmail.co.uk

Leicester Action for Mental Health (LAMP): Mental Health advocacy service and support for carers.

Tel: 0116 255 6286

E-mail:

lamp@lampdirect.org.uk

Rethink: Support services information, advice, support, carer education programmes, carer support groups and multicultural drop in service for family carers aged 18 to 65 who care for someone experiencing mental ill health who live in the city.

Tel: 01530 276525

Savera: Asian mental wellbeing service, including a carers group.

Tel: 0116 261 2837

E-mail:

savera125@hotmail.co.uk

Soldiers Sailors Airmen and Families Association (SSAFA):

Help with applying for financial assistance from relevant armed forces and other charities and provide information on rights and entitlements.

Tel: 0116 261 6590/ 261 6591

E-mail:

Leicestershire@ssafa.org.uk

West Indian Senior Citizens Project (WISCP):

Provides a wide range of services for older frail people from the Black Caribbean community and their carers.

Tel: 0116 251 2224

E-mail:

Accounts@WISCP.org.uk

Other Useful Contacts

Carers UK: A national organisation for carers.

Tel: 0808 808 7777

Web:

www.carersuk.org

Challenging Behaviour Foundation

Helpline Tel: 0845 602 7885

E-mail:

support@theCBF.org.uk

Citizens Advice Bureau

Tel: 0844 417 1025

Mobiles only: **0300 330 1025**

Web:

www.leicscab.org.uk

Macmillan Cancer Support:

Aims to improve the lives of people affected by cancer.

Tel: 0116 258 6189

Web:

<http://www.leicestershospitals.nhs.uk>

Mencap: Support for people with a learning disability, their families and carers.

Tel: 0808 808 1111

Web:

<http://www.mencap.org.uk>

National Autism helpline:

Advice and support for people with autism, their families, carers and professionals.

Tel: 0808 800 4104

(Mon – Fri 10am – 4pm)

Web:

www.autism.org.uk

National Dementia Helpline:

Provides information, support and guidance regarding concerns about Alzheimers or dementia.

Tel: 0300 222 1122

Web:

www.alzheimers.org.uk

NHS Direct

Tel: 0845 4647

Please note that this telephone number is being gradually replaced by the NHS 111 service in England. You should call 111 if you need medical help fast, but it's not a 999 emergency. Check the NHS Direct website to see which service is available in your area.

Web:

www.nhsdirect.nhs.uk

Parkinson's UK: Support for people with Parkinson's, their families and carers.

Tel: 0808 8000303

Web:

www.parkinsons.org.uk

Entitled to: Independent, accurate and free online benefits calculator.

Web:

www.entitledto.co.uk

Supported by...



Leicester
City Council

Leicestershire Partnership 
NHS Trust

in consultation with the
Carers Reference Group