

# CARERS

Handbook 2015



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If you need help communicating in English, please contact:  
Ethnic Access Link **Tel: 01905 25121**

For more information on translation or alternative formats, please see the back page.

**111 is the NHS non-emergency number. You can use 111 when you need medical help fast but it's not a 999 emergency.**

## **USEFUL NUMBERS**

<b>DOCTOR</b>	
<b>NURSE</b>	
<b>LOCAL HOSPITAL</b>	
<b>A &amp; E</b>	
<b>SOCIAL WORKER</b>	
<b>ADULT SERVICES AND HEALTH</b>	<b>0845 607 2000</b>
<b>ADULT SERVICES AND HEALTH OUT OF HOURS</b>	<b>01905 768020</b>
<b>NHS NON- EMERGENCY</b>	<b>111</b>
<b>CARERS HELPLINE</b>	<b>0300 012 4272</b>
<b>WORCESTERSHIRE ASSOCIATION OF CARERS</b>	<b>01905 751340</b>

This handbook is for adult carers, whether you care for an adult or child. It gives you basic practical information about the different sorts of help available and also looks at some of the decisions you might have to make as a carer.

A young carer is a child under 18 whose life is affected by a member of their family needing extra help at home because of disability or long term illness. For help, call Worcestershire Young Carers: 01905730780 this number may change so you can also email: [youngcarers@yssc.org.uk](mailto:youngcarers@yssc.org.uk)

<b><u>Chapter</u></b>	<b><u>Page</u></b>
<b>Am I really a carer?</b>	<b>2</b>
<b>Health Services</b>	<b>7</b>
<b>Adult Services and Health</b>	<b>12</b>
<b>Money Matters</b>	<b>16</b>
<b>Helping you Care at Home</b>	<b>24</b>
<b>Equipment</b>	<b>29</b>
<b>Getting a Break</b>	<b>33</b>
<b>Getting About</b>	<b>35</b>
<b>Social Activities</b>	<b>38</b>
<b>Making Yourself Heard</b>	<b>40</b>
<b>Alternatives to Caring at Home</b>	<b>44</b>
<b>Staying Safe</b>	<b>47</b>
<b>Emergency Situations</b>	<b>49</b>
<b>Near End of Life and Life After Caring</b>	<b>51</b>
<b>Useful Contacts</b>	<b>55</b>

Contact details of organisations in the handbook can be found in the 'Useful Contacts' chapter.

# 1. AM I REALLY A CARER?

**You may be a husband or wife looking after a partner, a son or daughter looking after a parent, a parent looking after a child - someone who has an illness, an addiction, disability or is frail from age. You may be a friend or neighbour looking after someone nearby, but...**

## **YOU ARE ALSO A CARER**

### **Recognise yourself**

One first important step is to recognise that you are a carer; that you have extra responsibilities, but that at the same time you have your own needs.

Asking for support does not mean you can't cope. It might in fact help you cope even better and with less stress. Help at the right time can make a big difference and can be an important way for you as a carer to help the person for whom you care.

### **Looking after yourself**

It is so important, both for you and the person you care for, that you look after your own health and keep as well as possible.

### **Caring is stressful - and the stress of caring can add extra pressures.**

#### **There may be anxieties about:**

- Having enough money.
- Dealing with frequent disturbances at night.
- Dealing with incontinence, wandering or aggression.
- Dealing with feelings of guilt, resentment and anger.
- Family relationships.

All these pressures can seem exhausting and everything can seem out of proportion and you may feel angry or depressed. Your physical and mental health may begin to break down leading to:

- Headaches.
- Stomach/back pain.
- Stress and anxiety.

**However, by looking after yourself, you may be able to prevent minor health problems becoming major illnesses.**

## **RELIEVING THE PRESSURES**

### **Give yourself a break**

Everyone needs time for themselves - to sort out those little jobs, to go shopping, meet friends, enjoy a hobby or just to put your feet up without feeling guilty. Saying you can't be there all the time, all day, every day, is not saying you don't care.

Getting relief care is not always easy, but do try (see sections on Adult and Community Services, Helping You Care at Home, Getting a Break, Social Activities and Alternatives to Caring at Home, for more ideas).

### **Letting Someone Else Take Over**

It can be difficult for both you the carer and the person you look after to 'hand over' to someone else.

Following that first, sometimes difficult, time you may come to realise that the person you care for also benefits from being able to let go. New people to talk to, or new things to do, can be a pleasure. If you can relax when the person you care for either goes to a day centre, or away for respite, this can often make things easier for you both in the long term.

### **Replacement Care**

Replacement care may enable you to look after your own health and wellbeing alongside caring responsibilities, and to take a break from caring. For example, this may enable you to attend health appointments, or go shopping and pursue other recreational activities. It might be that regular replacement care overnight is needed so that you can catch up on sleep. In other circumstances, longer periods of replacement care may be needed, for example to enable you to have a longer break from caring responsibilities or to balance caring with education or paid employment.

### **Dealing with conflict**

Saying "no" to someone you care for is never easy. It is probably best to try to avoid conflict and arguing, even when you know you are in the right. If

possible go out of the room or into the garden for a while, giving you both a little space to calm down and think things through.

With some conditions, like Dementia, the person you look after may become difficult and argumentative. Being criticised or accused of different things may make you question whether you are doing things for the best. Do ask for professional advice or contact some of the specialist organisations mentioned in this handbook. It helps to be reassured that it is not you, but the condition that is the problem.

## **Managing changes**

Caring often brings many changes. This may involve leaving a job or changing your home situation. Having less time may mean you lose touch with friends or hobbies and sources of support. Take some time for yourself each day to congratulate yourself on your successes and to forgive yourself for the mistakes.

If you have been caring for a while it may be the changes in the person you care for that are difficult to deal with. You may feel as if you are grieving for the loss of the person you loved and knew. This may seem strange, but is perfectly normal. It can be hard to bear but there are services which can help.

## **A chance to relax**

Simple relaxation exercises can help you cope with the daily build-up of stress. There are also free courses to help with understanding and coping with stress, which are advertised in Caring News.

### **Simple Relaxation Technique**

- Close your eyes and breathe very slowly and deeply.
- Empty your mind by counting to 5 as you breathe in and 5 as you breathe out.
- Concentrate on your breathing and try to relax as you breathe out.

## **A sense of humour**

The best medicine is often a laugh and many carers say that a sense of humour has enabled them to manage through difficult times. Carer groups give an opportunity to share things with others who know how you feel.

Worcestershire Association of Carers supports a number of peer support groups around the county and can provide details of other carer groups existing within the county. Members are carers or ex-carers who welcome your support and friendship. Worcestershire Association of Carers also runs free information sessions such as Caring With Confidence and Legal and Financial Courses. These opportunities allow carers to share their experiences and meet people who understand your situation. Contact Worcestershire Association of Carers on 0300 012 4272 for more information.

### **Joining with others**

Having one or two understanding friends who you can talk to can be of great benefit especially at a time when professionals are not available. Sometimes this can make all the difference between being able to cope with a situation or not. Worcestershire Association of Carers offers Talktime, a free volunteer run service which offers a friendly chat to carers who find themselves isolated or alone due to their caring role.

**Worcestershire Association of Carers** is an independent organisation that:

- works to support carers by providing information, advice and support, including a carers helpline – 0300 012 4272
- publishes a free newsletter – Caring News
- provides a Carers Emergency Card
- supports carers to engage and consult with the statutory services
- has GP Carer Support Advisers working in GP surgeries.

We work closely with the Worcestershire Carers' Unit who operate through the Council's Adult Services and Health.

Carers Trust also offers information and support to carers and runs an online chat room.

Carers UK works at a national level, providing a carers' advice line, website and a wide range of information. For a small annual subscription members can receive the 'Caring' magazine and can join local branches.

## **Access to information**

You can request information in other languages, or an interpreter to explain information to you. Other formats of information can also be requested such as audio recording, large print or Braille if you cannot read standard print. Easy Read is also available.

You are able to access general (not personal) information held by public authorities including central and local governments, the police, health and education services. This can be requested in writing asking for specific information from the public authority. Public authorities are now required to have a publication list about information that is routinely available.

Under the Freedom of Information Act, carers, individuals and others can request information.

The Data Protection Act entitles you to access personal data in the following ways, should you wish to do so:

- Ask if personal information is held about you.
- Request a copy of that information in writing.
- Ask for incorrect personal information to be corrected.
- Discover how this information is shared with others and to whom it is given.



## 2. HEALTH SERVICES

### **GP Surgery**

Your own doctor (GP) will often be the first person you see about any health problems that you or the person you care for may have. It is also the doctor and the surgery that can put you in touch with many other Health Service professionals for treatment or advice.

Make sure your doctor knows you are a carer, as well as a patient.  
Discuss your needs with him/her.

### **Surgeries have:-**

#### **•The Yellow Card Scheme**

Doctors' surgeries now have Yellow Cards so that you can identify yourself as a carer of a person who is unable to manage without your help. This can be noted on your medical records so that you can access information, advice or additional support from surgery staff. You can also use the card to request support from the GP Carer Support Adviser team.

#### **• GP Carer Support Advisers**

GP Carers Support Advisers provide direct support to carers either at the surgery or during home visits. They also provide information to carers and signpost or refer them to other sources of support. Ask your GP or any member of surgery staff to be referred to an adviser.

• **Practice Nurses** who you can see about minor worries or for specific treatments. They also deal with immunisations and flu jabs.

• **Community Nurses** who make home visits for nursing treatment and advice on practical aspects of caring such as pressure sores, dressings, giving injections, etc.

### **Continence Advisers**

Part of the Primary Care Trust, they can offer free and confidential advice on most bladder problems.

### **Pharmacist**

The local pharmacist can often help with advice on the treatment of minor illnesses and problems, avoiding having to go to the doctor.

Most pharmacists will also deliver your prescriptions. If you have several different pills, a dispensing container covering a week or more can be useful. Talk to your pharmacist.

## **Health Visitors**

They generally work with older people and families with young children and can be contacted through your GP.

## **Physiotherapists**

Physiotherapists focus on treatment and advice around restoring mobility and relieving pain.

## **Occupational Therapists**

Occupational Therapists can give advice on how to cope with practical problems such as getting to the toilet, bathing, dressing etc., and on equipment that can help in the home.

## **Speech and Language Therapists**

Speech and Language Therapists help people who have speech, language or problems swallowing.

## **Opticians**

- Some opticians may be willing to make a home visit if it is difficult to take the person you care for to them, but they may charge for this service.
- The Outside Clinic will provide a home visiting service for free eyesight testing for those with mobility problems. Spectacles can also be purchased and fitted through this service.

## **Chiropodists and Podiatrists**

- Chiropodists or podiatrists can be accessed via your GP surgery. They provide foot and nail care for people, including those with diabetes, and they may be willing to make home visits.
- Age UK offer a foot care and podiatry service for a small charge.

## **Community Dental Service**

A dentist or GP can refer patients to this service. They can also help with information about dentists who could make home visits. A number of larger

towns have a Dental Access Centre where people not registered with a dentist can receive emergency treatment.

## **Social Workers**

Some GP practices have Social Workers who can formally assess your needs and plan support for you and the person you care for.

## **Counsellors**

- You may be able to access counselling services through your GP Surgery, including the Improving Access to Psychological Therapies (IAPT) team and specialist counsellors.
- Private counselling is also available, but you will be charged for this. For registered therapists see: [www.itsgoodtotalk.org.uk](http://www.itsgoodtotalk.org.uk)

## **Mental Health Professionals**

- Mental Health Professionals are accessed by a referral from a GP or hospital. Services are generally based at specialist centres.
- Community Psychiatric Nurses can visit at home for support and advice. Mental Health professional teams also include Social Workers.

## **At the Hospital**

- If the person you care for has to spend some time in hospital, you should introduce yourself to the Named Nurse, who will have charge of their care. If the Named Nurse is not there, you can contact one of the other nurses on duty.
- There will be a Care Plan, which you can see. You should tell ward staff that you look after the person, to ensure you are involved in plans for their going home, known as a 'discharge plan'. The hospital starts planning for discharge when someone is first admitted into hospital so it is important to tell ward staff if you have any concerns or issues about discharge as soon as possible. Before leaving hospital you should see the Named Nurse about the discharge arrangements.
- You have the right to be consulted and there should not be an automatic assumption that you can, or wish to, start or continue caring. Think well about the sort of help you might need to manage at home and be realistic about what you and your family can do. Remember, if you say you can manage, the staff will let you! Ensure that any necessary equipment for an expanded caring responsibility is delivered before the person you care for

comes home. If you are the patient, make sure the hospital knows you are a carer and assesses whether you are fit enough to take up your caring duties when you return home. If you are not, alternative arrangements need to be in place before you leave. Be realistic about what you can manage. Also check that professionals take account of your caring responsibilities when making appointments.

### **Concessionary Parking at the Hospital**

If you are visiting an immediate relative who is a long stay patient, you may be eligible for a reduced-fee parking pass. Please speak to the nurse in charge of the ward for more information and an application form. If you are a patient receiving regular treatment, please see the clinic manager for details of concessions.

### **Continuing Care from Hospital**

Continuing Care is care provided over an extended period of time to a person aged 18 or over to meet physical or mental health needs which have arisen as the result of disability, accident or illness. If you need continuing care, your care needs will be complex, substantial and on-going, caused by a disability or chronic illness or following hospital treatment. Continuing care is also commonly known as long-term care.

Continuing care is provided by:

- Healthcare services from the NHS, and/or social and community services from your local authority.
- Continuing care services may be provided in various places, for example in hospital, in a care home or care home with nursing, in a hospice or in your own home.

### **Intermediate Care**

This level of care has been developed with an emphasis on more care being provided in the community to help on discharge from hospital or to prevent an admission to hospital. A range of professionals will be involved in this process to re-establish domestic skills. The most appropriate care is then provided within the community and close to home. This support will be free for up to six weeks and will be funded by the National Health Service. During this six-week period the 'cared for' person should be reviewed by a health or social care worker to identify if care is still needed and to make plans for the future provision of care.

## **NHS 111**

NHS 111 is a service to make it easier to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not an emergency.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobiles.

## **Macmillan Nurses**

Macmillan Nurses will support individuals and their family carers in relation to the impact that cancer has on their lives and ways to cope with this.

## **Admiral Nurses**

Admiral Nurses are trained nurses specialising in dementia care. They work with carers of people who have received a diagnosis of dementia, to provide information and support.

## **Age UK Hereford & Worcestershire Home from Hospital Scheme**

This scheme provides volunteers who can give short-term support (up to six weeks) to help people return to their daily routines. They can provide support with shopping, collecting prescriptions, support to attend healthcare appointments, emotional support and signposting to other services.

The service is for people aged over 55 who are unable to cope independently in the short term or who do not have other home support from family or friends.

### 3. ADULT SERVICES AND HEALTH

Adult Services and Health is part of Worcestershire County Council and aims to make sure that people with a disability, health problems or who are elderly and frail are being supported in the community. The aim is to help people of all ages to live as independently as possible and to manage at home for as long as they can safely do so. Within this it is also important to support carers with information and services.

As a carer there are a number of different professionals you could meet and these are some of the services they may provide:

- Home Care.
- Special equipment for people with a disability.
- Day Care.
- Community Meals.
- Residential or nursing home care for short periods, as well as permanently.
- Support services for carers.
- Emergency services after office hours.

#### **How to contact them**

You can contact Adult Services and Health to make a referral for support in a number of ways by:

**Phone** - 0845 607 2000 (open from 8.30am – 8.30pm every day of the year)

**E-mail** - [socialcare@worcestershire.gov.uk](mailto:socialcare@worcestershire.gov.uk)

**Post** – Social Care, PO Box 585, Worcester WR4 4AD

**Fax** - 01905 768056

**Minicom** - 01905 768052

**Visit** - your local Worcestershire Hub Centre.

**Online** – [www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)

For health issues dial 111 and for emergencies please call 999.

The Worcestershire Carers' Unit has a team of development workers offering specialist support for carers and advice and guidance to social and health care professionals.

## **Assessment**

- Before you can receive services from Adult Services and Health there is a process of assessment. Any carer who appears to have needs for support should be offered an assessment by social services. As a carer you will be entitled to an assessment regardless of the amount or type of care you provide. The Carer's Assessment is separate from that of the person you care for and will consider in detail the impact of caring on your own health and well-being. To obtain an assessment call Worcestershire Association of Carers on 0300 012 4272.
- When a Social Worker carries out an Adult Care Assessment on the person you care for, it should also include an identification and recognition of your needs and wishes as a carer. If the person you care for is eligible for a service from Adult Services and Health but is not receiving a service or assessment for any reason you, as a carer, are still entitled to a separate Carer's Assessment and to receive support services.

## **Carer's Support Plan**

At the end of the assessment you should be sent a written copy of what is agreed. This is called a Carer's Support Plan and is a summary of your support needs and the services that you could be provided with if you are an eligible carer. The range of support available to meet some of those carer needs may include universal services and direct support to the cared for person. All carers with eligible social care needs are entitled to have any further unmet needs provided through the provision of a new Carer Personal Budget which is aimed at promoting the Carers sense of well-being where needs have been identified and helping them to continue in their caring role by achieving the outcomes that are important to them.

## **Criteria for Services**

Like everyone else, Adult Services and Health have limited resources. They aim to treat people fairly and to focus on measuring the needs of individuals to decide the level of support that can be offered. If a social worker is already involved, talk to them about your eligibility to assessment and/or services.

## **Charging for Services**

- For the cared-for person there is likely to be a charge for the services provided. The amount to pay will depend on income, benefits and savings.
- This will be worked out following a Financial Assessment, which the Social Worker or Finance Assessor will carry out.
- Any charges by the Local Authority should be made clear to you and reflect your overall circumstances, before any services are provided.
- If in any doubt ..... ask!
- If someone is eligible for Attendance Allowance or Personal Independent Payment it may help in paying for some services such as Home Care or Community Meals.
- Do not let worries over whether you can pay stop you getting in touch with Adult Services and Health.
- Instead, discuss your problems with a Social Worker. You will not be charged for any assessment.

**If you are not happy with what Adult Services and Health are offering, or any part of the service, contact them to talk through concerns. They have a complaints procedure you can follow through. Worcestershire Association of Carers, DIAL, Age UK or the Citizens Advice Bureau can help and support you with any complaint (see “When Things Go Wrong”).**

## **Direct Payments**

- Direct Payments are a sum of money paid directly to the person in need of care services from Worcestershire County Council so that they or, if necessary, their carer can arrange their own care when they need it.
- They offer people more flexibility and independence to manage their own support needs which means they can choose who provides their care, when the person comes to assist them and what care they provide.
- Direct Payments can be used for personal care and assistance to help you live in your own home, support to access community, social and leisure activities, short breaks and respite care, transport, support for carers and items of agreed equipment.
- To set up Direct Payments a separate bank account is needed plus records and receipts to show how the money was spent.
- The recipient can then make their own care arrangements.
- Support with Direct Payments can be provided by Penderels Trust who can help you through the process of setting up a Direct Payment and managing it afterwards.



- There are guides to Direct Payments produced by Worcestershire County Council and also by the Department of Health that may also be useful to you.

## **Buying Help Privately**

Even if at the time you do not meet the eligibility criteria or your income and savings are too high, Worcestershire Association of Carers or Adult Services and Health can provide you with information on local agencies to help you purchase services privately.

## **Your Life you Choice**

Your Life, Your Choice for Worcestershire is full of adult social care information and advice about how people can stay well and independent - and plan for their long-term future. The website helps people find out about support available in the community, and about all kinds of care services for older people and adults with disabilities.

**<https://ylc.worcestershire.gov.uk>**

## **The Care Act 2014**

The Care Act 2014 came into effect 1 April 2015. For the first time carers have the same rights to assessment and support as the people they care for and will ensure consistency in accessing support across the country.

For more information on the Care Act look online at [www.carersuk.org](http://www.carersuk.org) and Worcestershire's new website: <http://ylc.worcestershire.gov.uk>.

Guidance about the Care Act 2014 and how it may affect you can be found at: [www.independentage.org/factsheets/the-care-act](http://www.independentage.org/factsheets/the-care-act)

## **Working Carers**

You may be caring and working at the same time which can be a challenge. Talking to your employer and colleagues about your situation can be a useful first step. As an employee you have some statutory rights but your employer may also offer additional support. For more information: <http://www.acas.org.uk/flexibleworking>

## 4. MONEY MATTERS

Caring for someone at home often causes money problems, especially when the caring continues for a long time. The government provides a variety of benefits, allowances and credits both for you and the person you care for so don't be reluctant to claim them. Some commonly available benefits are as follows:

### ***Welfare Reform***

***There were many changes to the benefit system in 2013 and beyond. For more information please visit: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)***

#### **• Disability Living Allowance (DLA)**

A non means tested benefit for people who are under 16 who need help with personal care and/or mobility. Entitlement to DLA may also entitle you to other benefits such as Income Support, Housing Benefit and Council Tax support. There are three levels of the Care Components in DLA and two levels of mobility component depending on assessed levels of disability. PIP has replaced the Disability Living Allowance from April 2013 for people between 16 and 65 years old. If you were 65 or over on the 06.04.2014 and receiving DLA then your claim should not be affected by PIP.

#### **• Personal Independence Payment (PIP)**

Personal Independence Payment is tax-free financial assistance for people aged between 16 and 64 who have a disability or long-term ill-health that has an adverse impact on their daily lives. You could receive between £21 and £134.40 a week, which you are entitled to whether you are in employment or not. You will need to be assessed.

For more information and enquiries call 0345 712 3456 (Textphone: 0345 722 4433) or visit: <https://www.gov.uk/pip>

### • **Attendance Allowance (AA)**

A non means tested benefit for those over 65 who are ill or disabled and need help with their personal care which is paid at either low rate or high rate. The low rate is payable to people who have daytime or night-time care needs. The higher rate is payable to people who have daytime **and** night-time care needs. There is no mobility component. It's assessed on the help you need rather than the help you receive.

For more information and enquiries call 0845 712 3456 (Textphone: 0845 722 4433) or visit [www.gov.uk/attendance-allowance/overview](http://www.gov.uk/attendance-allowance/overview).

### • **Carer's Allowance**

Is an allowance for anyone in a caring role who is 16 years or older. They must spend 35 hours or more per week caring for a person receiving Attendance Allowance or the middle/higher care component of the Disability Living Allowance. There is an earnings limit on the benefit. Warning: If the cared-for person lives on his/her own and is claiming an earning replacement benefit the amount of benefit may be affected (reduced) by a claim for Carer's Allowance.

For more information and enquiries call 0845 608 4321 (Textphone: 0845 604 5312) or visit [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

### • **Carer Premium**

Is for a carer who is receiving, or is entitled to receive, Carer's Allowance, who is receiving Income Support, Pension Credit, Housing Benefit or Council Tax Benefit. It is an extra amount in your calculation for means tested benefits because you are recognised as a carer.

### • **Housing Benefit & Council Tax Benefit**

These are income related benefits administered by the Local Authority. Anyone on Income Support, Jobseekers Allowance Contribution Based Employment and Support Allowance, Guaranteed part of Pension Credit or a low income, with savings of less than the capital limit may claim these benefits. They pay all or part of your rent and all or part of your Council Tax. Home owners may apply for Council Tax Benefit only.

### • **Council Tax Reductions**

If there is a disabled person living in your household and the house is adapted for his/her needs it may be possible to have the amount of Council Tax reduced. Seek advice from your local council.

### • **Council Tax Exemptions**

People who live alone are entitled to 25% off their Council Tax bill. If the second adult living in a two-person household is a carer, then he/she may be disregarded and the 25% discount can be applied. If the second person in a two-person household is severely mentally impaired, then he/she may be exempt and the 25% discount can be applied. There are many ways these exemptions can be applied so please seek help. Seek advice from your local council.

### • **Tax Credits and Child Tax Credit**

These are means tested benefits for people on low incomes to supplement earnings up to minimum levels. Working Tax Credit also applies if you work 30 hours but have a low income and no children. These tax credits will eventually be replaced by Universal Credit (see Universal Credit below).

For more information and enquiries call 0345 300 3900 (Textphone: 0345 300 3909) or visit: <https://www.gov.uk/claim-tax-credits>

### • **Pension Credit**

This benefit can be available to people living independently and to some individuals in care who are receiving Local Authority funding. The benefit is dependent on current pension income (state and/or private) and savings.

For more information and enquiries call 0800 99 1234 (Textphone: 0800 169 0133) or visit [www.gov.uk/pension-credit/overview](http://www.gov.uk/pension-credit/overview)

### • **Home Responsibilities Protection**

Home Responsibilities Protection (HRP) was not a benefit but a scheme which between 6 April 1978 and 5 April 2010 helped protect your State Pension. For more information go to [www.direct.gov.uk](http://www.direct.gov.uk) to find out about how to make a claim for previous tax years and the new credits for parents and carers.

- **Carer's Credit**

Carer's Credit has been introduced from 6 April 2010. It is a National Insurance credit which helps carers build up qualifying years for the basic State Pension and additional State Pension. To qualify for Carer's Credit you must care for one or more disabled people for a total of 20 hours or more per week. Each person you care for must receive: Disability Living Allowance care component at the middle or highest rate or Attendance Allowance, Constant Attendance Allowance or Personal Independence Payment for daily living. Where a person being cared for does not receive an appropriate qualifying benefit, Carer's Credit can still be awarded if you supply a Care Certificate. This will need to be signed by a health or social care professional (HSCP).

For more information visit [www.gov.uk/carers-credit](http://www.gov.uk/carers-credit)

- **Incapacity Benefit**

Incapacity Benefit has been replaced with Employment and Support Allowance (ESA). You may be reassessed if you're already claiming Incapacity Benefit, to decide if you're capable of work or eligible for ESA.

- **Employment and Support Allowance (ESA)**

Employment and Support Allowance is a contribution-based benefit available to people incapable of working due to physical or mental illness. If you have made sufficient National Insurance Contributions you can claim contribution-based ESA, which is not means tested. If you haven't paid enough contributions, you will be assessed for income-related ESA, the amount of which will depend on your income and savings. ESA involves a new medical assessment called the Work Capability Assessment. This assesses what you can do, rather than what you cannot, and identifies the health related support you might need

For more information and enquiries call 0800 055 6688 (Textphone: 0800 023 4888) or visit [www.gov.uk/employment-support-allowance/overview](http://www.gov.uk/employment-support-allowance/overview)

- **Universal Credit**

Universal Credit is a new benefit that will eventually replace many existing means-tested benefits and tax credits (listed below):

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Budgeting loans - an advance payment of UC will replace these.

For more information visit <https://www.gov.uk/universal-credit>

## **Changes in Circumstances**

- If you or the person you care for's circumstances change you should notify the agencies that are administering your benefits and payments.
- Remember to put down as much information as possible when you are claiming a benefit and if you are not satisfied with the outcome, ask for it to be reviewed.

## **Time Limits**

- If you are unhappy with any decision that you receive you will have one month from the date of the letter to appeal the decision. Seek help from your local Citizens Advice Bureau or DIAL.

You may need help in deciding which benefits apply to you and/or the person you care for. The Benefits Agency can advise you (free Benefit Enquiry Help line), as can your local Citizens Advice Bureau, Age UK or DIAL.

## **Taking Responsibility**

- It is particularly important for you, as a carer, and the person you care for, to plan for the future; otherwise you may face financial and legal problems if the person you care for becomes incapable of managing their own affairs.
- As an "agent" you can receive benefits on behalf of the person you care for.

- You could be nominated as their “appointee” if they are mentally not capable. This gives you full responsibility for bank accounts, including repayment of any debts. The Department of Works and Pensions can supply you with additional information.

## **Making decisions about Health, Welfare & Finances**

### **Lasting Powers of Attorney**

Since October 2007, Lasting Powers of Attorney have replaced Enduring Powers of Attorney as a way of appointing decision-makers for the time when a cared for person lacks mental capacity. The Lasting Power of Attorney (LPA) enables a cared for person to appoint someone to make decisions about their finances and property, or health care and welfare, should they ever lack capacity to make decisions for themselves. If you have an existing Enduring Power of Attorney made before October 2007, you can still use this, but only for property and finances.

### **Lasting Powers of Attorney - Property and Affairs**

An attorney can make any decisions the cared for person would make in respect of finances and property. Further information [www.guardianship.gov.uk](http://www.guardianship.gov.uk)

### **Lasting Powers of Attorney - Personal Welfare**

Attorney(s) for personal welfare may make decisions that the cared for person would normally make about their welfare, e.g. where they live and with whom, or accessing the cared for person’s medical records. This type of LPA can only be used where the cared for person lacks capacity to make the decision themselves. Before any decision is made, an attorney must first be satisfied that it is in the cared for person’s best interests.

## **What is a Will?**

A Will appoints executors: lay people or professionals such as solicitors, to be responsible for sorting out the assets and debts that they leave.

The purpose of a Will is for the person making the Will to decide:

- What they would like to happen when they die.

- How they would like their estate to be dealt with.
- Who is to have their estate and with what conditions (if any).

### **What happens if the person dies without a Will?**

If the person you care for dies without making a Will (intestate), specific rules apply which could mean that their assets may pass in a way they would not have wished.

### **Who can make a Will?**

Anyone over 18 can make a Will. A Will can only be written if the person making it has the mental capacity to understand and agree the contents of the Will. If a solicitor is in doubt about someone else's capacity to make a Will, they may ask for medical proof of capacity.

### **Reviewing or altering your Will**

It is vital that the person making the Will reviews it regularly, especially if personal circumstances change. If the changes are fundamental, then it is best to make a brand new Will. If there are small changes, then a document known as a Codicil could be used to explain and substitute the changes. It is treated exactly the same way as making a Will.

### **Discretionary Trust**

A Discretionary Trust involves you nominating Trustees, who have the power to decide how the money is used, bearing in mind the best interests of the named Beneficiaries. All Trustees will need to agree decisions made. You can set up a Discretionary Trust with a solicitor, which would come into effect to protect the person you care for if anything happens to you. You can do this in a Will or separately to a Will but refer to it in your Will.

### **Pensions for Carers**

People who have given up work, or who are on a low income because they are caring for someone, may be able to get additional State Pension when they retire (see Home Responsibilities Protection above).

Certain carers and parents are able to build up additional State Pension through the State Second Pension. Many will build up a State Second Pension automatically, but some carers may need to take action to ensure they qualify when they retire.



- For further information, there is an explanatory booklet “State Pensions your guide” (S2P052).

Anyone over 16 can start a private Stakeholder Pension contributing up to a specific limit. This amount will include a percentage contribution from the state.

Sorting out financial affairs can be complicated and needs careful thought and good professional advice.

**Worcestershire Association of Carers run a series of information sessions about legal and financial issues for carers. Information is available from the Association and on their website: [www.carersworcs.org.uk](http://www.carersworcs.org.uk), or by calling the Carers’ Helpline on 0300 012 4272.**

## 5. HELPING YOU CARE AT HOME

- At some point you may need help from outside organisations if you are going to be able to continue caring at home.
- This can come from Adult Services and Health, voluntary organisations, or from private or independent agencies.
- Homecare services are available to help with practical and personal tasks such as getting up, washing, toileting, organising meals and shopping.
- This can be arranged and advice given through an assessment with Adult Services and Health.
- There is likely to be a cost for services.

### **Reablement Service - “Promoting Independence”**

- This service aims to encourage people’s independence and enable them to manage at home for as long as possible.
- They facilitate hospital discharge, prevent hospital admissions and provide rehabilitation.
- A team of specialist therapists assess and then give practical support and exercises, which will help in regaining skills and confidence.
- The service which can be offered for up to 8 weeks is run through Adult Services and Health, and referrals are made at the time of hospital discharge or by the GP or Social Worker.

## **Intermediate Care**

Intermediate Care's aim is to prevent someone going into hospital, or to help them when they have just left hospital. This will be free for up to six weeks and will be funded by the NHS.

## **British Red Cross**

- There is a Home from Hospital scheme in Worcestershire. Following assessment, Age UK Hereford and Worcestershire will provide volunteers who will support patients returning home from hospital.

## **Meals on Wheels**

- The Women's Royal Voluntary Service (WRVS) provides a hot lunch service delivered to the home for those who cannot provide a meal for themselves due to disability or frailty. **Only available in limited areas.**
- There is a small charge for this service. For a referral you need to contact Adult Services and Health although your GP may do this for you. You will then be assessed for this service.

## **Replacement Care**

- A sitter service using paid carers for people with more complex needs, or for one-off events, can be accessed through Worcestershire Carers' Unit following a Carer's Assessment. Refer to Adult Services and Health.
- Many other voluntary organisations offer services for carers or run carer groups, sometimes specific to illnesses or disabilities. Contact Worcestershire Association of Carers for more information.

## **Independent Domiciliary agencies providing help at home**

- There are a number of agencies that can provide a range of help for you at home.
- Unless the service is arranged through Adult Services and Health, you will have to pay the full cost.
- Charges are usually on an hourly basis. Contact Adult Services and Health or Worcestershire Association of Carers for a list of agencies which are registered with the Care Quality Commission.

## **Carers Emergency Card and GP Registration Card**

If you were taken ill or had an accident while you were away from home, there is always the worry as to how the cared-for person at home will know and then be looked after.

- Worcestershire Association of Carers' free Carers Emergency Card scheme is a 24-hour line that will enable the cared-for at home to be informed and helped by a relative or friend. There is also a card for the cared-for person to carry, if appropriate.
- The GP Carer's Registration Card informs your GP that you are a carer. Cards are available at your surgery or from Worcestershire Association of Carers.

**FirstStop Advice** is an independent, impartial and free service for older people, their families and carers to help them get the help or care they need to live as independently and comfortably as possible.  
<http://www.firststopcareadvice.org.uk>

## **Continence Service**

- If the person you care for has difficulty staying dry (continence problems), your Community/District Nurse can help with advice and can supply continence aids. There are also Continence Clinics, whose specialist advisers can discuss any difficulties.
- The Bladder and Bowel Foundation runs a national helpline, which can put you in contact with a specialist nurse to discuss your problems.
- If you or the person you care for are eligible for income support, and have a lot of heavy or soiled laundry and no washing facilities at home, you may be able to have financial help to buy a washing machine. Contact your local Department of Works and Pensions office to ask about a Community Care Grant from the Social Fund.

## **Falls**

- Falls in the home are often a problem. It is important to find out the cause. Are there hazards in the house? Could there be poor fitting shoes, poor vision or side effects from medication?
- Contact your GP or Community District Nurse if you are concerned, and especially if there is a pattern of repeated falls. There is a Falls Clinic to which people can be referred.
- For help with moving and handling, Age UK offer Moving with Confidence Sessions.

## **Night Care**

- As a carer it is important to have some regular undisturbed sleep. It is sometimes possible to arrange care at night. Contact either Adult Services and Health for emergency situations or your Community/District Nurse for palliative care situations.

## **Mental Health Care**

- Community Psychiatric Nurses (CPN Health Services) and Community Mental Health Workers (CMHW - Adult Services and Health) visit people who have mental health problems in their homes.
- They can be accessed through a GP or Mental Health Consultant.
- CPN's and CMHW's can provide regular practical and emotional support to carers.
- Counselling services can also be accessed. If this support is needed contact your GP or Social Worker.

Under Mental Health Legislation there can be compulsory admission for a person. This means they can be detained against their will. The Mental Health process currently involves:

- An Approved Social Worker who has the competence to deal with people with a mental disorder.
- A Responsible Medical Officer - a doctor who is in charge of treatment, (this is usually a Consultant Psychiatrist).
- An Appropriate Medical Officer (a person who is under the Guardianship of someone other than a Local Authority Social Services department).

## **Care Programme Approach**

This supports people with severe mental health problems who are living in the community, by assessing people's needs, developing a care plan and identifying appropriate health and social care support. This will be reviewed regularly and supports a move from Secondary Care to Community Care. The Worcestershire Mental Health Relative and Carer Support Group provides carers and users of mental health services with the opportunity to have a say on planning, providing and monitoring mental health service provision in Worcestershire.

## **Learning Disability Care**

Services for adults with learning disabilities are provided through an integrated service in Worcestershire, where Adult Services and Health work in partnership with Worcestershire Health and Care NHS Trust.

Information about services provided by the Local Authority can be accessed through the Worcestershire Access Centre or through the Local Authority's website who will have access to specialist teams.

The Learning Disability Partnership Board provides a strategic lead about the services that are provided by the Local Authority. The Partnership Board and its sub groups have family carer representatives on them who are supported to be involved by Worcestershire Association of Carers. The Association also runs a Learning Disability Carers Consultation Group every three months, which is open to all family carers for people with learning disabilities.

Children and Young People with additional needs: Young people, 14-25 year olds with learning disabilities or other additional needs, and their family should be helped to make decisions and given information about what services they will be able to access in adulthood and how they can make choices about their future. This process will start at school in review meetings when 'key' professionals from education, employment services, social care and health should be involved.

## **Help for children and young people**

The Family Information Service offers support for parents and carers in Worcestershire for children aged 0 to 19 years who have a special need and/or disability. They can provide information, advice and support in finding appropriate childcare and leisure activities for children. The Parent Partnership Service provides parents and carers of children with special educational needs with information, advice and guidance to help them make informed decisions relating to their child's education.

## 6. EQUIPMENT

Would it make life easier for you if the person you care for had a wheelchair, a commode, hoist or smaller moving aid? Or perhaps you do not live with the person you look after and an alarm system would be reassuring.

### Short Term Loan

The British Red Cross has equipment for short-term loan or for holiday loan at resorts. For example, wheelchairs, commodes, walking frames and bath seats are available. Contact your local branch (see useful contacts).

### Long-Term Need

- Equipment may be needed for longer, or your home may need alterations, such as a grab rail in the bathroom, bannisters or a stair lift.
- The person you care for will need to be assessed by a Community Occupational Therapist (O.T.), who will visit to see how the disability or illness affects everyday life. Your GP can arrange this.
- The O.T. will also advise and arrange for smaller aids, like a special tap turner.
- The O.T. Mobile Assessment Unit can also make home visits to assess and supply some equipment. You can refer yourself (see useful addresses).
- Physiotherapists assess for and supply walking aids.
- Useful tip - keep the phone number of suppliers of equipment to hand for use in case of repairs in an emergency.

### Medical Loans

Medical loans can be obtained through an O.T. or Community District Nurse. These are for short-term loans for up to 6 months and must be for a medical need. Items could include pressure mattresses, hoists or toileting aids. For longer term loans or for loans other than medical need, equipment is supplied through Eligibility Criteria and their normal Charging Policy will apply (see section on Adult Services and Health).

## **Community Care Alarm Systems**

- If the person you care for lives alone or you are, for example, out at work, a community care alarm system can bring help for the person you care for in an emergency.
- There are 24-hour telephone or pendant schemes.
- Your Social Worker or Worcestershire Association of Carers can give you information. There is an increasing range of Telecare products and monitoring services.

## **Keysafes**

- A small keysafe attached to the outside of the house can ensure safe access when occupants find it difficult to get to the door to let people in.
  - Keys are kept in the safe, which can only be opened by a special code.
- These safes can be bought at DIY stores or through mail order.

## **House Alterations**

- The Local Council, on the recommendation of the O.T. can help with alterations to the house.
- These could include extensions for a downstairs toilet, or to install a shower or stair lift.
- The Disabled Facilities Grant can help towards the costs of the work. It is a means tested grant and the process can take a while. Grants cannot be made if an order has already been placed for work to start.

## **Care and Repair**

If your home is in need of repair, modernisation or adaptation, Worcestershire based Care and Repair offer a stress free, low-risk way to get those essential jobs done. They offer a complete service for home owners and tenants and grants may be available. You will find the telephone number in the back of this handbook.

## **The Disabled Living Foundation**

- The Disabled Living Foundation aims to reduce the disabling effects of all kinds of impairment. It gives practical, up to date and unbiased information and advice on all aspects of disability, especially equipment to reduce the problems of daily living.

- At its Disabled Living Centres, there are permanent displays of a wide range of equipment, backed up by an information and assessment service, but these centres do not sell equipment.

### **South Worcestershire DIAL**

- This is an independent, free, impartial and confidential information, advice and welfare benefit service for disabled people, their families, carers, friends and relevant professionals.

### **North Worcestershire DIAL**

- This is an independent charity which provides a service across the three districts which make up North Worcestershire, Bromsgrove, Redditch and the Wyre Forest. DIAL offers information and advice services to disabled people and others on all aspects of living with a disability.

### **Remap**

This organisation offers a one off design service for an aid, or adaptations to an existing aid, to meet the specific needs of an individual.

### **Reductions in Television Licences for People Aged 75 or over, or Registered Blind**

You will need to contact TV Licensing to apply for a free TV licence if you are aged 75 or over. Alternatively if you are registered blind (at any age) you will be entitled to a reduction of the cost of a TV licence.

### **Telephone, Gas and Electricity Supply Companies**

These companies can also supply information about adaptations to telephones and domestic appliances. Free safety checks of gas appliances are also available to households of pensionable or disabled people. Bills can be sent in large print or Braille. Contact your company for details. Central networks have a register of vulnerable people. This allows them to offer those customers on that register preferential tariffs, support with managing bills and free gas safety checks, plus help with getting power restored as soon as possible when there is a power cut.



## **Reducing Unwanted Telephone Calls**

- The Telephone Preference Service ensures your telephone number is no longer available to organisations who may telephone you with offers and information you do not wish to receive.

## **BT Free Directory Enquiry Service**

- British Telecom's free directory enquiry service is available to blind and partially sighted people. It is also intended for people who are unable to hold, handle or read a telephone directory. Once you are registered with the service you will be provided with a Personal Identification Number (PIN) that you will need to give every time to use this service.

- For further information, telephone 195 from a BT landline or contact BT's Age and Disability Service.

## **BT Priority Fault Repair Scheme**

This is for BT customers whose telephone is vital in emergencies and an essential link. You as a carer may be able to benefit from this free priority repair service.

## **Buying Privately**

Details of companies supplying aids for daily living and mobility equipment are in the Yellow Pages. Do get advice from your O.T. before buying expensive items.

## **Acton Energy**

Encourages energy conservation by providing free and impartial advice to householders and small businesses in Warwickshire, Worcestershire, Coventry, Solihull and the surrounding local areas. For more information contact 01789 472691.

## **Say no to 0870**

This website lists inclusive, geographic rate or free numbers for many well known companies. [www.saynoto0870.com](http://www.saynoto0870.com)

# 7. GETTING A BREAK

- Everyone needs a break! Saying you can't be there, all day and every day is not saying you don't care.
- Having a break (often called respite) may also help you to carry on caring for longer and with less strain.
- Arranging alternative care to give you time to relax or to go away to visit family for a holiday is not always easy.

## Care at Home

- Sitting services provide a watchful eye.
- Relief care schemes provide trained personal care.
- Night Services.

## Care Away from Home

- Day care for adults - lunch clubs, day centres, day hospitals.
- Day care for children and young people with special needs and learning disabilities.
- Respite care for all ages in residential or nursing homes, hostels, short stays with another family.
- Hospices.

## Carers' Direct Payments

A carer's role can be a stressful one and the aim of the Carer's Direct Payment Service is to provide an appropriate 'time out' activity to increase a carer's mental and physical wellbeing. This might take the form of a massage, subscription to a gym membership or a break.

A carer must fulfil a set of criteria in order to be entitled to the payments, and is assessed by the Social Worker.

## Replacement Care

The aim of the service is to enable carers to take regular short breaks that they would otherwise be unable to take. You, the carer, will be provided with a sitter for the person you are looking after to allow you to have time out.

## Holidays

You may like to go on holiday with the person you care for or you or they might like to go alone. There are a number of organisations that can give you helpful information and advice.

- Holidays for All offer leisure activities and accommodation throughout the UK and abroad for people with sensory and physical impairments, their friends and families.
- Tourism for All UK is the UK Voice for Accessible Tourism. They are a national charity dedicated to making tourism welcoming to all. Their website is [www.openbritain.net](http://www.openbritain.net) and offers comprehensive information about places to stay, visit, eat and drink, and activities and events, in the UK.
- Vitalise is a national charity providing short breaks and other services for people with physical disabilities, visually impaired people and carers.
- Local Tourist Information Offices can usually provide information on hotels and b&bs offering disabled access and facilities in their local area.

Holidays can be expensive, but there are some charitable trusts that can help with costs for people on low incomes, including carers.

## 8. GETTING ABOUT

Getting out and about can often be a problem if the person you care for has difficulty moving around. Here are some schemes that can help.

### Blue Badge Scheme

This scheme is for people with disabilities who travel as drivers or passengers. A Blue Badge can be obtained through your local Worcestershire HUB. To qualify for a Blue Badge you will need one or more of the following:

- To be in receipt of the higher rate mobility component of Disability Living Allowance.
- To be in receipt of a War Pensioner's Mobility Supplement.
- To be registered blind.
- To have a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking.
- To have a severe disability in both upper limbs - not be able to turn a steering wheel by hand, even if the vehicle is fitted with a turning knob.
- To have difficulty in operating a parking meter.

## **Breakdown Services**

The AA offers discounted rates for membership to Blue Badge holders. The RAC also offers a specific service for Blue Badge holders called Response.

## **Community Transport Schemes**

- These schemes are provided for people in the community who cannot use public transport for a particular journey or when there is no public transport available. The schemes are for local journeys but transport may be available for hospitals a little further away.
- A fee will be charged for the service.
- Car schemes are run through volunteer drivers using their own cars, whilst Dial a Ride uses minibuses, often adapted for wheelchairs. A basic fee is charged and the journey has to be for local schemes.
- For more information on Community Transport Schemes contact the Worcestershire HUB.

## **Taxis**

Several firms have cars that are specially adapted to accommodate wheelchairs and disabled people. Some taxi companies now accept bookings by fax, text or email; ask your taxi driver.

## **Trains**

- Different types of railcards are available which offer reduced fares. Many stations offer wheelchair access and there is usually space for wheelchair users on trains.
- Rail providers offer a service to escort an older or disabled person to the right platform and make sure they catch the right train. This will also apply for connections.

- Ring the individual train providers, ideally 48 hours in advance, to make your arrangements.
- Discounts may be available for people with disabilities.

## **Shopmobility Schemes**

These schemes offer hire of manual or powered wheelchairs, or powered scooters for use around shopping centres or town centres. In this area, schemes operate in Worcester, Evesham, Hereford and Birmingham Central. Large shopping centres e.g. Merry Hill, Redditch, Cardiff, Gloucester and Cheltenham, also operate similar schemes. Shopmobility in Worcester has a directory of shop-mobility schemes with full details. Large show grounds and centres, e.g. Three Counties, NEC and some tourist attractions, often have a wheelchair loan service. It is always worth asking.

## **St Johns Ambulance**

St Johns Ambulance are able to help with journeys to hospitals, private and convalescent homes or holiday venues. (They cannot cover high dependency patients). Notice is needed. Please contact the Worcester Headquarters.

## **Red Cross**

Assistance with transport and an escort can be provided for people who can't get about easily or use ordinary transport. Medical short-term loan for equipment such as wheelchairs are also available through the Red Cross.

## **Motability**

Enables a disabled person to use the higher rate mobility component of the Disability Living Allowance or War Pensioner's Supplement to lease a car, wheelchair or scooter.

## **RADAR National Key Scheme**

This scheme provides keys to access toilets for disabled people that are fitted with the National Key Scheme Lock, so avoiding vandalism. Contact points vary. Try your local council, local Tourist Information Centres or RADAR.

## **Just Can't Wait Card**

This card can be obtained for people who may need to get to the toilet quickly where there is not a public toilet available. The aim of this is to request staff in a shop or other public place to use a toilet. Not all establishments will offer the use of their toilet and the facility may not have any particular accessibility features but it may be worth a try. Available from the Bladder and Bowel Foundation.

# **9. SOCIAL ACTIVITIES**

Trying to make sure that the person you care for does not get bored and frustrated, because they cannot get out and about, can be a problem. There are social groups and activities available for people with many different disabilities, which can help maintain an interest in life and offer a chance to meet other people. If both of you can lead some independent social life, it gives you both a welcome break, as well as something new and different to talk about.

## **For the Person You Care for**

Many voluntary groups, dedicated to a particular illness or disability, run social meetings. Contact your local library, Worcestershire County Council CareWise website or Worcestershire Association of Carers for details.

**Leisure Based Opportunities** include social, music and sports activities.

- Most leisure centres now have adapted equipment to suit the needs of members with physical disabilities.
- Gateway run leisure clubs throughout Worcestershire for people with learning disabilities.
- Special Olympics Worcestershire provides year round sports training and competitions for all children and adults with learning disabilities.

## **Library at Home Service**

This is available to those who are housebound and have no-one able to go to the library for them. The choice of books is discussed and then items are delivered and exchanged regularly. DVDs, music CDs, large print and audio books are also available. Carers' tickets, kept at the Library, are available if you have a friend who can go for you. Ask your local library for details.

## **Talking Newspapers/Talking Book Service**

Contact Sight Concern for the different area services.

## **Big Print**

Royal National Institute for the Blind (RNIB) produce a large print weekly newspaper, which carries the week's TV and radio listings. You can order a free trial issue.

## **Calibre Audio Library**

Calibre is a national charity providing a postal service of audio books for adults and children with sight problems, dyslexia or other disabilities, who cannot read print. There is a single administration fee to join but no postal charges.

## **Cinema Exhibitor's Association (CEA) Card**

This card entitles the holder (who is in receipt of Disability Living Allowance or Attendance Allowance or is a Registered Blind person) to one free ticket for a person accompanying them to the cinema. It is a national card and valid for 12 months. It currently costs £5.50 and an application form can be found at your local cinema or the CEA Card website.

## **For You**

It is important for you to try to keep up contact with your friends and to continue to enjoy any hobby or interest. If you want to try something new, ask your library for their list of local groups and organisations.

## **Carers' Groups**

Groups meet regularly in different parts of the county. These groups provide an opportunity to meet others in a similar situation. Many of the groups combine social opportunities with talks on relevant subjects. Worcestershire Association of Carers currently runs groups in Droitwich, Evesham, Kidderminster, Malvern, Pershore, Stourport, Tenbury, Upton and Worcester for carers of all client groups. There are also groups for carers in Redditch and Bromsgrove run by Redditch Carers Careline.

## **Lifelong Learning**

Many organisations offer opportunities to learn new skills, often computer based; there are 90 year olds out there surfing the net and keeping in touch through e-mail! The Open University runs a wide range of courses of

varying lengths and standards. Opportunities for Lifelong Learning may be accessed through the Carers Trust, Carers UK Online Centres and your local library or college. Sometimes there are reductions for carers undertaking courses to enhance their learning and skills and some can be undertaken with the use of a computer at home, or at a local centre. Courses may include counselling, homeopathy, creative writing, assertiveness, stress management, childcare, art, City and Guilds, GCSE's or A Levels.

## **10. MAKING YOURSELF HEARD**

Asking for help isn't always easy, especially when we all like to be independent and feel we should be able to cope, but always remember that, as a carer, you are saving the taxpayer thousands of pounds by the care you provide. You have the right to be heard.

Be prepared to try out the help offered, even if at a later date you decide it's not for you. When family and friends ask if they can help, tell them clearly about the best ways they can help. They may not be sure about what they could do.

Discuss with the person you care for what kinds of support you both need. It could be:

- Information, practical, financial or emotional advice.
- Practical help with medication, personal care or transport.
- Equipment.
- Regular breaks.

You won't always get all the help you need, or receive it straight away, but at least if you know what you want you can start asking and feel more in control.

Remember your needs may be different from those of the person you care for. You might like a break, but they may be reluctant. Try to involve someone else in explaining your needs, possibly a relative or friend, a doctor or nurse. You may need to be more assertive, even if you feel guilty about it. Remember, if you are not there to care, the alternative could be a residential or nursing home full-time.



## **The System**

Many carers feel powerless and also undervalued by professionals. They feel that their knowledge and skills are ignored and that they are not seen as part of the caring team. Nevertheless, it is important that you make yourself heard and that you are able to deal with a system that is often not as organised as it should be!

Some people are very approachable; some are not, so you need to build up your confidence. Some of the following ways could help:

- Think of situations where you have been successful: taking something back to a shop, sorting out a school problem. Focus on all the skills and knowledge you do have.
- Talk to other carers who are also dealing with professionals.
- Before meetings or phone calls, write down the main points and practice what you want to say.
- Be specific and concentrate on the main points; don't let yourself be side tracked. Try to avoid being confrontational, but be firm and calm. You don't need to be apologetic about contacting them. That's what they're there for!
- Remember that professionals may also get frustrated by lack of resources and time. They may not realise that you have a need if you don't tell them. If you say you are coping and that all is well, they will probably believe you.
- You might consider attending one of Caring with Confidence's (CWC) interactive group sessions eg. Caring and Communicating.

## **Making a Complaint**

Sometimes things go wrong and you may need to make a complaint. It could be about the level or standard of the service or about the behaviour of an individual. Sometimes, you can sort things out informally by talking to the person concerned.

Certainly it always becomes more difficult to remember the details of what happened as time goes by. It is helpful to make written notes as soon as possible after the event, as a record.

If possible, put your complaint in writing and keep a copy. Make a record of phone calls - who you spoke to, the date, what was said and what was agreed. Health and the Local Authority are required by law to have written complaints procedures, which you can ask for.

Independent agencies and homes, as well as voluntary organisations, will also have complaints policies.

### **Complaints about Doctors, Dentists, Pharmacists or Opticians**

If you wish to make a complaint about a healthcare specialist, you should contact the Complaints Manager at the relevant practice. All practices are required to have a nominated person responsible for dealing with complaints. The Complaints Manager at the practice will advise you of their procedures and will investigate and respond to your concern/complaint in line with NHS procedures. Wherever possible, you should receive a response within 10 days of the practice receiving the concern/complaint, or the practice will advise you of the reason for the delay. Complaints about the Acute Hospitals should go to the Chief Executive, or you can discuss it with the Complaints Officer of the appropriate hospital. Alternatively, you might find it helpful to contact your local Patient Forum, Patient Relations Team (formerly PALS), ICAS or the Overview and Scrutiny Committee at Worcestershire County Council. These can advise you and/or take up the matter on your behalf. The Citizens Advice Bureau, Worcestershire Association of Carers, Onside Advocacy, DIAL and Age UK can also help support you.

### **The Patient Relations Team**

This is a service offered by the National Health Service in Worcestershire. The Patient Relations Team can help you with compliments, comments, concerns and complaints. You will find the telephone number and email in the back of this handbook.

### **Independent Complaints Advocacy Service (ICAS)**

If you are unhappy about the treatment or level of service you have received from the NHS, please ask to speak to the person in charge of the area, department or ward, to try to resolve your complaint. Alternatively, you may wish to use the Independent Complaints Advocacy Service (ICAS). This is an independent service that can help you make a formal complaint. ICAS provides support, help, advice and advocacy from experienced advisors and caseworkers.

You can also write to managers of organisations, your local councillor, MP or the Local Government Ombudsman.

## **Advocacy**

If you feel you need support for you to speak out, to help to defend your rights, or someone else to act on your behalf, you can ask an Advocacy Service to support you. The role of advocates are to:

- Enable you to have your voice heard or made known to others.
- Ensure you are treated fairly.
- Enable you to have access to information and be aware of choices available to you.
- Provide training for you to develop skills to be able to advocate for yourself in the future. Please contact Worcestershire Association of Carers for information about advocacy services available locally to you.

## **Comments and Compliments**

Most services receive complaints. If things have gone well, feedback is also useful to know where they have got it right. Thoughts about how minor improvements could make a big difference are also helpful. Either contact the service to let them know your compliments/suggestions or ask them how to make a formal comment and compliment on the service you have received. The Patient Relations Team can pass on your positive and negative experience of your local NHS so that services can be improved for everyone.

## **Remember:**

- You should not be penalised or branded a troublemaker because you complain.
- All complaints should be treated with the utmost confidentiality by the organisations concerned.
- By making a complaint, you may also be helping others who are having the same problem.

# 11. ALTERNATIVES TO CARING AT HOME

There may come a time when you feel you cannot go on providing the level of care needed at home by the person you are looking after. Your own health may not be good, your personal situation may have changed or the health of the person you look after may have deteriorated so that you can no longer go on. Take time to consider the needs of both of you. If possible talk things over together and fully explore all practical options. Could you move house? Have more help in the home? Extra respite? It can help to talk to someone who isn't directly involved, perhaps outside the family such as a friend, your doctor or social worker or a voluntary agency.

You may eventually have to make the extremely difficult decision that the person you care for would be best looked after in a residential or nursing home. Try not to feel guilty or that you are shirking your responsibility. Sometimes though, it can feel like bereavement.

Give yourself credit for all you have managed. See it more as a change in caring arrangements, in which you can still share a vital part in caring and supporting. In fact once you are no longer being constantly tired and busy with practical tasks, you may find you have more quality time to share together.

## **Types of Homes for older people**

Many older people live in specialist retirement homes. If you would like to find out more information you can contact any of these organisations; FirstStop, Worcestershire County Council, Care Quality Commission (CQC) and Age UK.

## **Sheltered Housing**

This is grouped accommodation in a complex specifically set aside for older or disabled people, with a Careline fitted and possibly a visiting warden. This may be suitable for someone who is still able to look after themselves with limited help as it is self-contained accommodation with community facilities eg. lunch club or social activities. Contact Adult

Services and Health, your local Housing Department or local Housing Associations for details.

**Residential Homes** provide 24-hour care with help for personal care, and should provide social activities. They are not legally required to provide trained nursing help. Increasingly homes are now run by the independent or voluntary sector but all homes are registered by the local authority and inspected regularly.

**Nursing Homes** provide 24-hour nursing care and there has to be a registered nurse on duty at all times. Most are run by the independent sector and again are regularly inspected by the Care Quality Commission (CQC), which is now the standard body for regulating Care Homes.

### **Respite Care**

Respite care for short breaks usually takes place in a residential or nursing home and can either be self-funded, where the person pays the costs themselves, or can be wholly funded or part-funded by Adult Services and Health.

It is important to inform the Department of Work and Pensions about any other benefit entitlements a person may have at this time as they may be affected.

### **Alternatives for younger people**

There are a variety of options available, depending on the nature and level of disability, care needs and preferences of the person receiving care. These include complex care packages which will enable the person to live independently, and schemes where a small number of people with disabilities live in a community home.

### **Financial Implications**

Adult Services and Health can provide information and advice about what is available and how to meet the costs. Following an assessment and a separate financial assessment (see section - Adult Services and Health), they will give you advice on types of accommodation available and whether the person receiving care will have to pay part or all of the costs. If the preferred home costs more than Adult Services and Health usually pay, it is possible to take up a place if you can pay the difference. In some

cases, it might be better to make the financial arrangements independently rather than through the Council. The new Care Act has introduced radical changes to how care is funded which can be complex to grasp. There are however organisations that can provide information such as Care Aware, The Society of Later Life Advisers (SOLLA), Age UK, Scope and MIND. If you are taking regulated financial advice check whether it is independent or restricted and whether the advice is in any way contingent upon the sale of a financial product and whether this would cause you a conflict of interest.

The move to a care home could affect your benefits as a carer. If you are not the cared for's spouse, your rights to stay on in your house may be affected. Do get legal advice if you are uncertain.

## **Choosing a Home**

It takes time to choose the right home. Talk to other people, professionals or voluntary organisations. There are useful leaflets available from Age UK, Carers UK, the Benefits Agency and Social Services. Try to visit several homes. Look around. Ask questions about the accommodation, staffing levels, atmosphere, and social activities and remember to ask to see their most recent Care Quality Commission Report.

## **Your Feelings**

When the person you have been caring for moves into some form of permanent care, you, the carer, will probably experience many complicated and perhaps unexpected feelings. Sadness can be mixed with relief and you could feel guilty about this. Relieved or not, it is an enormous change. You may feel very lonely and find it difficult to fill your day. Give yourself time to adapt. Visit the person you care for as often as you like, but try not to rush over every day because you feel you must. Remember too that it is a big change for the person you care for and they will also need time to adapt.

## 12. STAYING SAFE

Every adult has the right to be safe. This chapter contains valuable advice on what you can do to prevent you or the person you care for from becoming a victim of abuse.

Abuse is the violation of an individual's human or civil rights by another person or people. It can take many different forms, such as:

- Physical abuse: being hit or restrained, misuse of medication
- Sexual abuse: being harassed, teased or being forced to have sex without consent
- Neglect: not getting adequate care, food, medication, heating
- Psychological abuse: bullying, threats, verbal abuse
- Discriminatory abuse: ridicule or threats because of race, gender disability, age, sexual orientation
- Financial abuse: theft, fraud, exploitation, pressure to change a will, misappropriation of property and possessions
- Institutional abuse: mistreatment by an organisation or individual where care is provided.

Abuse can happen anywhere and by anyone, including relatives and friends. We recognise that the vulnerability of you and the person you care for may leave you more open to abuse. This information is intended to help you to protect yourself from becoming a victim of abuse. What you can do to protect you and the person you care for safe from abuse?

- Take good care of yourself by having regular medical and dental appointments.
- Know your legal rights; if in doubt contact your Citizens Advice Bureau.
- Assert your rights to be treated with dignity and respect.
- Trust your instincts
- Always remember your personal details are what it says 'Your Personal details' so don't give them to anyone else. If in doubt ask for ID or phone the police. Keep your door on a chain until they show you ID.
- Make sure you check the references of anyone who you employ in your home.
- Make a Will.

- Keep valuables, cash and financial documents in a safe place. If a support worker is entrusted with money e.g. for shopping/to pay bills
- make sure you get receipts
- Never give personal or financial information to someone you hardly know either in person or over the phone, especially your PIN/Passwords etc.
- Do not add another person's name to your bank or insurance documents without legal advice.
- Do not sign any document until you or someone you trust has read it.
- There are many charity and other scams, do not send money unless to a well-known charity.
- Avoid asking people to withdraw cash for you – instead ask them to assist you with getting to the bank or arrange with your bank to open a separate account that someone else can have access to and sign a record of who will have access. Only keep a limited amount of money in this account.

**If you suspect you or the person you care for are being abused - report it. There is help out there, don't become a victim**

**By Telephone:**

Access Centre - 08457 607 2000 (Worcestershire County Council)

**By Post:**

Social Care Services, PO Box 585 Worcester WR4 4AD

**By Email:**

[socialcare@worcestershire.gov.uk](mailto:socialcare@worcestershire.gov.uk)

**Online:** [www.worcestershire.gov.uk/safeguardingadults](http://www.worcestershire.gov.uk/safeguardingadults)

Support is available for victims of domestic abuse, hate crime, cyber crime, fraud, anti-social behaviour etc. If you've been a victim of any crime or have been affected by a crime committed against someone you know, Victim Support may be able to help. Services are free and available to everyone, whether or not a crime has been reported and regardless of when it happened: [www.victimsupport.org.uk](http://www.victimsupport.org.uk) You can also call their support line on: 08 08 16 89 111.

The Worcestershire Domestic and Sexual Abuse website offers help and guidance for Women, Children and Men who are or have experienced domestic or sexual abuse. You don't have to suffer in silence  
[http://www.worcestershire.gov.uk/info/20068/domestic\\_abuse](http://www.worcestershire.gov.uk/info/20068/domestic_abuse)



# 13. EMERGENCY SITUATIONS

## **What happens if the person you care for is taken ill?**

Through your doctor's surgery and dentist, you can access a 24-hour 'oncall' service every day of the year. This 'on call' service provides advice, or if necessary makes a home visit. It is unlikely that your own GP will visit. The Primary Care Trusts are responsible for this service. Your dentist should have arrangements for advice or, if appropriate, treatment until 10.00pm. There is also a Dental Emergency Information 24-hour line.

If you cannot contact your doctor, but need urgent medical advice, contact your nearest hospital Accident and Emergency Unit at Worcestershire Royal Hospital on 01905 763333, or the Alexandra Hospital, Redditch on 01527 503030. There are Minor Injury Units at:

- Kidderminster Hospital (24 hours) on 01562 823424
- Evesham Community Hospital (8am – 11pm weekdays only) on 01386 502399
- Malvern Community Hospital (9am-9pm every day) on 01684 612619
- Tenbury Community Hospital (24hrs) on 01584 810643
- Bromsgrove Princess of Wales Community Hospital (Mon-Fri 8am - 8pm, Sat and Sun 12pm-8pm) on 01527 488058.

- If you write the numbers for your doctor, dentist and local hospitals on the front inside page NOW, you will have them in an emergency.
- For those living outside towns make a note of your Ordnance Survey 6-figure Grid Reference number. This will help the emergency services locate homes, particularly in rural areas.

If there is a medical emergency and you need immediate help, call an ambulance. Even if the ambulance crew only need to give First Aid, or to get someone up after a fall, you will not be charged.

## **Emergency SMS Service**

This service is available to anyone who cannot use a voice telephone to call for help in emergency situations. If you want details of how to use this service please contact Deaf Direct or your local police station.

## **Adult Services and Health**

Adult Services and Health have an out-of-office hours Emergency Duty Team. They can provide emergency community care assessments, night sitters and in situations where a carer is incapacitated, can offer residential care. They can offer emergency Mental Health Assessments (following a GP referral) and can carry out child or adult abuse investigations.

The Samaritans offer a free confidential service. They are available 24 hours a day, every day and no concern is too small or too great to talk through. If you are concerned about someone else, you can still talk to them.

Don't forget about the Community Care Alarm schemes, the Carers Emergency Card and the Carer GP Registration Card. These are available from either your GP surgery or from the Worcestershire Association of Carers.

## **ICE**

Enter an emergency contact telephone number on your mobile phone contacts list under ICE (In Case of Emergency).

# 14. NEAR END OF LIFE AND LIFE AFTER CARING

## Near End of Life

Caring for someone with a life limiting illness can be a journey that lasts a few weeks, months or for many years. You may need to consider a range of options in order to fulfil your loved ones wishes and to ensure both you and the person you look after receive the best care possible at the end of their life. Worcestershire Association of Carers has a number of support services designed to support carers who are looking after someone with a life-limiting condition.

- We can offer support, information and advice to help carers cope before, during and after the death of a loved one. Referrals can be made by any health care professional or carers can self-refer in to our service.
- There are a number of Caring with Confidence Near End of Life programmes taking place around the county. These programmes consist of five group-based sessions, each focusing on a different aspect of looking after someone with a Life Limiting condition.

Please call the Carers Helpline (0300 012 4272) to discuss any concerns or worries that you may have and we will endeavour to provide you with any advice and support you may need looking after someone with a life-limiting condition.

## After someone dies

It is always a shock when someone close to you dies, even when they have been ill for a long time or have been in a residential or nursing home. As well as having to cope with all sorts of emotions, you will also have to sort out practical arrangements. If possible, try to get a relative or a friend to be with you and help you. A GP Carer Support Adviser is also available to support you at this sad time. There are 3 things you must do in the first few days after someone dies:

1. You will be given a Medical Certificate from a GP or hospital doctor showing the Cause of Death and a form explaining how to register the death. You will need this to register the death.
2. Register the death within 5 days in normal circumstances. You will then get the documents you need to arrange the funeral.
3. Arrange the funeral – you can use a funeral director or arrange it yourself.

You may have already discussed the kind of funeral wanted. If not take time and talk to the leader of your community faith, funeral director, family and friends. For a non-religious ceremony you can contact the Humanist Society. Information sheets can be obtained about “What to do when someone dies?” You can get these from organisations such as the DWP, Carers’ UK, Age UK, the Citizens’ Advice Bureau, CRUSE, South Worcestershire Bereavement and many funeral directors.

## **After the Funeral**

Adjusting to not being a carer takes time. You will experience many different emotions; loss and bereavement affect people in different ways. Some may feel angry and resentful; others may feel guilty, depressed or quite empty. You may perhaps find it difficult to show your feelings. There is no right or wrong way, no specific length of time. You will need to find your own way and time to come to terms with your feelings and it will be an up and down journey.

You may find it helpful to talk to people who have been in similar circumstances or those who have supported you as a carer. Sometimes, it is helpful to talk to a bereavement counsellor. The following organisations offer bereavement support: CRUSE South and North Worcestershire Bereavement Service or a hospice that may have supported your loved ones.

## **Life after Caring – Developing a New Life**

Building a new life may take time. You will probably feel tired for a long while, as your body tries to catch up with the pressures you had as carer. If you are worried, chat to your GP or practice nurse. Some people will want to start or go back to work. There are many schemes to help people brush

up on skills or acquire new ones. Contact your local Job Centre or local Education Colleges. Alternatively, voluntary work can lead to new interests and friends; contact your local Volunteer Bureau.

Ask Worcestershire Association of Carers about its 'End of Life Programme.' After six months post bereavement this programme of interactive group sessions helps ex-carers to make progress in life after caring, and to enable them to move forward.

Over the years, carers often lose contact with their friends and it is difficult to start again. You may have to make the first move. Joining a club or group can be a way in. Think back to any interests or hobbies you had, or perhaps dreamed about doing! You can contact your library for a list of local groups or search on [www.google.co.uk](http://www.google.co.uk)

**Give yourself time and choose what is right for you.**

# Useful Contacts:

<b>AA</b> (Automobile Association)	0800 887 766 customer.services@theaa.com	www.theaa.com
<b>Abbeyfield Society</b>	01727 857 536 <a href="http://www.abbeyfield.com">www.abbeyfield.com</a>	enquires@abbeyfield.com
<b>ACAS</b>	<a href="http://www.acas.org.uk">www.acas.org.uk</a>	
<b>Accident and Emergency : Worcestershire Royal Hospital</b>	01905 763 333	
<b>Acorns Children's Hospice</b>	01905 767676	www.acorns.org.uk
<b>Action for Blind People</b>	0303 123 9999 <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>	helpline@rnib.org.uk
<b>ADHD Information</b>	0808 808 3555 helpline@cafamilly.org.uk <a href="http://www.cafamilly.org.uk">www.cafamilly.org.uk</a>	
<b>Alexandra Hospital, Redditch</b>	01527 503030	
<b>Admiral Nurses</b> (Dementia UK)	0845 257 9406 <a href="http://www.dementiauk.org">www.dementiauk.org</a>	info@dementiauk.org
<b>Adult and Community Services</b>	0845 607 2000 futurelives@worcestershire.gov.uk <a href="http://www.worcestershire.gov.uk">www.worcestershire.gov.uk</a>	
<b>Advocacy Service</b>	01905 27525 advocacy.org.uk <a href="http://www.onside-advocacy.org.uk">www.onside-advocacy.org.uk</a>	info@onside-
<b>Age UK :</b>		
<b>Bromsgrove &amp; District</b>	01527 871840 enquiries@ageukbromsgrove.org.uk <a href="http://www.ageuk.org.uk/bromsgrove">www.ageuk.org.uk/bromsgrove</a>	
<b>Droitwich &amp; District</b>	01905 772126 info@ageukds.org.uk <a href="http://www.ageuk.org.uk/droitwichspa">www.ageuk.org.uk/droitwichspa</a>	
<b>Evesham</b>	01386 422700 evesham@ageukhw.org.uk <a href="http://www.ageuk.org.uk/herfordshireandworcestershire/contact-us/local-directory/evesham-office/">www.ageuk.org.uk/herfordshireandworcestershire/contact-us/local-directory/evesham-office/</a>	
<b>Hereford &amp; Worcestershire</b>	0800 008 6077 office@ageukhw.org.uk <a href="http://www.ageuk.org.uk/herfordshireandworcestershire">www.ageuk.org.uk/herfordshireandworcestershire</a>	
<b>Kidderminster &amp; Wyre Forest</b>	01562 827788  info@ageukwyreforest.org.uk <a href="http://www.ageuk.org.uk/wyreforest">www.ageuk.org.uk/wyreforest</a>	

<b>Malvern</b>	01684 560666 office@ageukmalvern.org.uk www.ageuk.org.uk/malvernanddistrict
<b>Redditch</b>	01527 584653 info@ageukredditch.org.uk www.ageuk.org.uk/redditch
<b>National</b>	0800 169 6565 www.ageuk.org.uk
<b>Anchor Retirement Housing</b>	0808 271 3632 contact@anchor.org.uk www.anchor.org.uk
<b>Alzheimer's Society : National</b>	www.alzheimers.org.uk 0300 222 1122
<b>Malvern Worcester</b>	01684 891455 01905 22195 worcestershire@alzheimers.org.uk
<b>Talking Point</b>	www.alzheimers.org.uk/talkingpoint
<b>Assist Birmingham Centre</b>	0121 464 4942 assistbirminghamcentre@birmingham.gov.uk
<b>Autism West Midlands</b>	0121 450 7582 or 0303 03 00 111 hello@autismwestmidlands.org.uk www.autismwestmidlands.org.uk
<b>Benefits Agency</b>	0800 882200 www.direct.gov.uk
<b>Benefits Enquiry Helpline</b>	0345 604 3719 www.dwp.gov.uk
<b>Bladder and Bowel Foundation</b>	0845 345 0165 info@bladderandbowelfoundation.org www.bladderandbowelfoundation.org
<b>British Association for Counselling and Psychotherapy</b>	01455 883300 www.bacp.co.uk bacp@bacp.co.uk
<b>British Heart Foundation</b>	0300 330 3322 supporterservices@bhf.org.uk www.bhf.org.uk
<b>British Humanist Society</b>	020 7324 3060 info@humanism.org.uk www.humanism.org.uk
<b>British Lung Foundation: Helpline</b>	03000 030 555 enquiries@blf.org.uk www.blf.org.uk

<b>British Red Cross :</b>	
<b>National</b>	0844 871 11 11 information@redcross.org.uk www.redcross.org.uk
<b>Worcester</b>	01905 450 400 infoshw@redcross.org.uk
<b>Support at Home Scheme</b>	01432 373020 supportworcs@redcross.org.uk
<b>Medical Equipment Loans</b>	01905 450400
<b>British Telecom</b>	0800 800 150 www.bt.com
<b>Calibre Audio Cassette Library</b>	01296 432339 www.calibre.org.uk enquiries@calibre.org.uk
<b>Card Network</b>	023 9224 8545 info@ceacard.co.uk www.ceacard.co.uk
<b>Care Aware Helpline</b>	0161 707 1107 enquiries@careaware.co.uk www.careaware.co.uk
<b>Care &amp; Repair</b>	01684 579 456 crw@fortisliving.com www.careandrepairworcestershire.co.uk
<b>Carer's UK</b> (Carers Helpline)	0808 808 7777 advice@carersuk.org www.carersuk.org
<b>Carer's Allowance Enquires</b>	0345 608 4321 cau.customer-services@dwpgsi.gov.uk www.gov.uk/carers-allowance-unit
<b>Carer's Careline - Redditch</b>	01527 66177 or 0300 012 4272 info@carerscareline.co.uk www.carerscareline.co.uk
<b>Carers Trust</b>	0844 800 4361 info@carers.org www.carers.org
<b>Citizens' Advice Bureau:</b>	
<b>Bromsgrove</b>	08444 111 303 enquires@bromsgrovecab.cabnet.org.uk www.citizensadvice.org.uk
<b>Droitwich</b>	08444 111 303 enquiries@sworcsab.org.uk www.citizensadvice.org.uk
<b>Evesham</b>	08444 111 303 enquiries@sworcsab.org.uk www.citizensadvice.org.uk
<b>Malvern</b>	08444 111 303 bureau@malvernhillscab.org.uk www.citizensadvice.org.uk



<b>Redditch</b>	08444 111 303 manager@redditchcab.gov.uk www.citizensadvice.org.uk
<b>Tenbury Wells</b>	08444 111 303 tenbury@malvern-hills-cab.org.uk www.citizensadvice.org.uk
<b>Worcester</b>	08444 111 303 enquiries@cabwhabac.org.uk http://www.cabwhabac.org.uk/
<b>Commission for Social Care Inspection (CSCI)</b>	03000 616161 enquiries@cqc.org.uk www.cqc.org.uk
<b>Community Equipment Services - Wychbold</b>	01527 869 295 CommunityEquipmentService@Worcestershire.gov.uk www.hacw.nhs.uk/our-services/equipment-service
<b>Contact a Family</b>	0808 808 3555 helpline@cafamilly.org.uk www.cafamilly.org.uk
<b>Countrywide Mobility Service Ltd</b>	01905 29950 info@countrywide-mobility.co.uk www.countrywide-mobility.co.uk
<b>Crossroads Worcestershire</b>	01905 729293 care@crossroads-worcestershire.org.uk www.homecareworcestershire.org.uk
<b>Cruse Bereavement Care – National</b>	0844 477 9400 helpline@cruse.org.uk
<b>Worcestershire</b>	www.cruse.org.uk 01905 22223 worcestershires@cruse.org.uk
<b>Deaf Direct</b>	01905 746301 info@deafdirect.org.uk www.deafdirect.org.uk
<b>Emergency Dental Care - NHS 111</b>	111
<b>Department of Health</b>	020 7210 4850 www.gov.uk/government/organisations/department-of-health
<b>Department of Work and Pensions</b>	www.gov.uk/government/organisations/department-for-work-pensions
- <b>Carers' Allowance</b>	0345 608 4321
- <b>Attendance Allowance</b>	0345 605 6055
- <b>Personal Independence Payment</b>	0345 850 3322
- <b>Pension Credit</b>	0800 99 1234
<b>DIAL</b> (Disability Information and Advice Line)	0808 800 3333 helpline@scope.org.uk www.scope.org.uk/support/disabled-people/dial/about
<b>Diabetes UK Careline</b>	0345 123 2399 info@diabetes.org.uk www.diabetes.org.uk

<b>Disability Answers</b>	01905 619219
<b>The Disabled Living Foundation</b>	0300 999 0004 info@dlf.org.uk www.dlf.org.uk
<b>Dystonia Society Helpline</b>	0845 458 6322 info@dystonia.org.uk www.dystonia.org.uk
<b>Emergency Duty Team</b>	01905 768020
<b>Employers For Care</b>	www.employersforcarers.org
<b>Epilepsy National Society Helpline</b>	01494 601400 www.epilepsysociety.org.uk
<b>Ethnic Access Link</b>	01905 25121
<b>Family Information Services</b>	01905 822 666 familyinfo@worcestershires.gov.uk www.worcestershires.gov.uk/info/20067/family_support
<b>Financial Advice – Care Aware Helpline</b>	0161 7071101 enquiries@careaware.co.uk www.careaware.co.uk
<b>First Great Western – Assisted Travel</b>	0800 197 1329 www.firstgreatwestern.co.uk/your-journey/assisted-travel
<b>First Stop</b>	<a href="http://www.firststopcareadvice.org.uk">http://www.firststopcareadvice.org.uk</a>
<b>Gateway Clubs</b> (Leisure clubs for people with a learning disability)	01905 740500 www.mencap.org.uk information@mencap.org.uk
<b>Headway:</b>	
<b>National</b>	0808 800 2244 helpline@headway.org.uk www.headway.org.uk
<b>Worcestershire</b>	01905 729729 TFinnegan@hwtl.org.uk headwayworcestershires.org.uk
<b>Hearing and Mobility</b>	0800 0334 060 customerservices@hearingandmobility.co.uk www.hearingandmobility.co.uk
<b>Holidays for All</b>	0845 124 9971 www.holidaysforall.org
<b>Hospitals :</b>	
<b>Kidderminster</b>	01562 823424
<b>Bromsgrove Princess of Wales</b>	01527 488000
<b>Evesham Community Hospital</b>	01386 502449

<b>Tenbury Community Hospital</b>	01584 810643
<b>Worcester Royal Hospital</b>	01905 763333
<b>Alexandra Hospital Redditch</b>	01527 503030
<b>Malvern Community Hospital</b>	01684 612600
<b>Pershore Community Hospital</b>	01386 502071
<b>Job Centre Plus</b>	0845 604 3719 <a href="http://www.gov.uk/contact-jobcentre-plus">www.gov.uk/contact-jobcentre-plus</a>
<b>KEMP Hospice</b>	01562 756000 <a href="http://www.kemphospice.org.uk">www.kemphospice.org.uk</a> <a href="mailto:services@kemphospice.org.uk">services@kemphospice.org.uk</a>
<b>Kiloran Trust</b>	020 7602 7404 <a href="http://www.kilorantrust.org.uk">www.kilorantrust.org.uk</a>
<b>Lasting Powers of Attorney</b>	0300 456 0300 <a href="http://www.gov.uk/power-of-attorney/overview">www.gov.uk/power-of-attorney/overview</a>
<b>Learning Disability Helpline</b>	0808 8081111 <a href="mailto:information@ Mencap.org.uk">information@ Mencap.org.uk</a> <a href="http://www.mencap.org.uk">www.mencap.org.uk</a>
<b>Library Service at Home</b>	01905 763763 <a href="http://www.worcestershire.gov.uk/libraries">www.worcestershire.gov.uk/libraries</a>
<b>Lifestyles Worcestershire</b>	01905 756067 <a href="mailto:info@worcestershires-lifestyles.co.uk">info@worcestershires-lifestyles.co.uk</a> <a href="http://www.worcestershire-lifestyles.org.uk">www.worcestershire-lifestyles.org.uk</a>
<b>Livability</b>	020 7452 2000 <a href="mailto:info@livability.org.uk">info@livability.org.uk</a> <a href="http://www.livability.org.uk">www.livability.org.uk</a>
<b>Gingerbread</b> (lone parent charity)	0808 802 0925 <a href="http://www.gingerbread.org.uk">www.gingerbread.org.uk</a>
<b>Macmillan Cancer Support</b>	0808 808 00 00 <a href="mailto:contactus@macmillan.org.uk">contactus@macmillan.org.uk</a> <a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a>
<b>Mencap</b>	0800 808 1111 <a href="mailto:information@ Mencap.org.uk">information@ Mencap.org.uk</a> <a href="http://www.mencap.org.uk">www.mencap.org.uk</a>
<b>MIND :</b>	
<b>Dudley</b>	01384 442938 <a href="mailto:enquiries@dudleymind.org.uk">enquiries@dudleymind.org.uk</a> <a href="http://www.dudleymind.org.uk">www.dudleymind.org.uk</a>
<b>Herefordshire</b>	01432 271643 <a href="mailto:info@herefordshire-mind.org.uk">info@herefordshire-mind.org.uk</a> <a href="http://www.herefordshire-mind.org.uk">www.herefordshire-mind.org.uk</a>

<b>National</b>	0300 123 3393 <a href="http://www.mind.org.uk">www.mind.org.uk</a>
<b>Motability Helpline</b>	0300 456 4566 <a href="http://www.motability.co.uk">www.motability.co.uk</a>
<b>Multiple Sclerosis Trust</b>	0800 032 3839 <a href="mailto:info@mstrust.org.uk">info@mstrust.org.uk</a> <a href="http://www.mstrust.org.uk">www.mstrust.org.uk</a>
<b>National Autistic Society Helpline</b>	0808 800 4104 <a href="http://www.autism.org.uk">www.autism.org.uk</a>
<b>National Family Carer Network</b>	07747 460 727 <a href="mailto:info@familycarers.org.uk">info@familycarers.org.uk</a> <a href="http://www.familycarers.org.uk">www.familycarers.org.uk</a>
<b>National Federation of Shopmobility</b>	01933 229644 <a href="mailto:shopmobility@bhta.com">shopmobility@bhta.com</a> <a href="http://www.shopmobilityuk.org">www.shopmobilityuk.org</a>
<b>National Rail</b>	03457 484950 <a href="mailto:customer.relations@nationalrail.org.uk">customer.relations@nationalrail.org.uk</a> <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>
<b>New lifeline (North East Worcs)</b>	Telecare Service 01527 534 060
<b>NHS Choices</b>	111 <a href="http://www.nhs.uk/Pages/HomePage.aspx">http://www.nhs.uk/Pages/HomePage.aspx</a>
<b>OakHouseFoods</b> (Home Farm Foods)	0845 6432009 <a href="http://www.oakhousefoods.co.uk">www.oakhousefoods.co.uk</a>
<b>Mobile Assessment Unit</b>	01527 869148
<b>Onside Advocacy</b>	01905 27525 <a href="mailto:info@onside-advocacy.org.uk">info@onside-advocacy.org.uk</a> <a href="http://www.onside-advocacy.org.uk">www.onside-advocacy.org.uk</a>
<b>Outside Clinic</b> (Community Opticians)	0800 854477 <a href="mailto:info@outsideclinic.com">info@outsideclinic.com</a> <a href="http://www.outsideclinic.com">www.outsideclinic.com</a>
<b>Patient Relations</b> Worcestershire	01905 681517 <a href="mailto:pals@hacw.nhs.uk">pals@hacw.nhs.uk</a>
<b>Parent Partner Services</b>	01905 610858 <a href="mailto:ppservice@worcestershire.gov.uk">ppservice@worcestershire.gov.uk</a> <a href="mailto:hello@parkinsons.org.uk">hello@parkinsons.org.uk</a> <a href="http://www.parkinsons.org.uk">www.parkinsons.org.uk</a>
<b>Penderels Trust</b>	01299 253225 <a href="mailto:worcester@penderelstrust.org.uk">worcester@penderelstrust.org.uk</a> <a href="http://www.penderelstrust.org.uk">www.penderelstrust.org.uk</a>
<b>Pension Service</b>	0345 606265
<b>Powher</b> (Advocacy Service)	0300 4562370 <a href="http://www.powher.net">www.powher.net</a>

<b>Pressure Point</b> (Support for someone else's drug misuse)	0800 6529664
<b>Primrose Hospice</b>	01527 871051 <a href="http://www.primrosehospice.org">www.primrosehospice.org</a> <a href="mailto:info@primrosehospice.org">info@primrosehospice.org</a>
<b>RAC</b> (Royal Automobile Club)	01922 437000 <a href="http://www.rac.co.uk">www.rac.co.uk</a>
<b>Red Cross - National</b>	0207 5622050 <a href="mailto:information@redcross.org.uk">information@redcross.org.uk</a> <a href="http://www.redcross.org.uk">www.redcross.org.uk</a>
<b>Worcestershire</b>	01905 450400
<b>Relatives and Residents Association</b>	0207 3598148 <a href="http://www.relres.org">www.relres.org</a> <a href="mailto:info@relres.org">info@relres.org</a>
<b>Rethink</b>	0300 5000 927 <a href="http://www.rethink.org">www.rethink.org</a> <a href="mailto:info@rethink.org">info@rethink.org</a>
<b>RNIB</b> - West Midlands	0303 123 9999 <a href="http://www.rnib.org.uk">www.rnib.org.uk</a>
<b>Royal British Legion</b> - National	0808 802 8080 <a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a>
<b>SANE</b>	0300 304 7000 <a href="mailto:info@sane.org.uk">info@sane.org.uk</a> <a href="http://www.sane.org.uk">www.sane.org.uk</a>
<b>Sight Concern</b>	01905 723245 <a href="mailto:info@sightconcern.co.uk">info@sightconcern.co.uk</a> <a href="http://www.sightconcern.co.uk">www.sightconcern.co.uk</a>
<b>St John Ambulance</b>	08700 104950 <a href="http://www.sja.org.uk">www.sja.org.uk</a>
<b>St Richard's Hospice</b>	01905 763963 <a href="mailto:enquiries@strichards.org.uk">enquiries@strichards.org.uk</a> <a href="http://www.strichards.org.uk">www.strichards.org.uk</a>
<b>Samaritans</b> - Local	01905 21121 <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> <a href="http://www.samaritans.org/branches/worcester-samaritans">www.samaritans.org/branches/worcester-samaritans</a>
<b>Social Care</b>	01905 763763 <a href="http://www.worcestershire.gov.uk">www.worcestershire.gov.uk</a> <a href="mailto:worcestershirehub@worcestershire.gov.uk">worcestershirehub@worcestershire.gov.uk</a>
<b>SCOPE</b>	0808 8003333 <a href="mailto:response@scope.org.uk">response@scope.org.uk</a> <a href="http://www.scope.org.uk">www.scope.org.uk</a>
<b>Shopmobility</b>	01905 610523

<b>Space</b> (Info, advice & support for young Worcester people about alcohol & drugs)	0800 1696064 www.wychavon.gov.uk/substance-abuse
<b>Stroke Association</b>	0303 3033100 info@stroke.org.uk www.stroke.org.uk
<b>Worcestershire Telecare</b>	0345 1301469 info@worcstelecare.org www.worcstelecare.org
<b>Telephone Preference Scheme</b>	0845 0700707 tps@dma.org.uk www.tpsonline.org.uk
<b>The Cinema Exhibitors' Association Limited</b>	023 9224 8545 info@ceacard.co.uk
<b>Tourism For All</b>	0845 1249971 info@tourismforall.org.uk www.tourismforall.org.uk
<b>Together UK</b>	0207 7807300 contact-us@together-uk.org www.together-uk.org
<b>University of the Third Age</b>	020 8466 6139 www.u3a.org.uk
<b>Veterans UK</b>	0800 1692277 Veterans-uk@mod.uk www.gov.uk/government/organisations/veterans-uk
<b>Vitalise</b>	0303 303 0145 www.vitalise.org.uk bookings@vitalise.org.uk
<b>Volunteer Bureau :</b>	
<b>Evesham</b>	01386 40165 manager@volunteers.org.uk www.eveshamvolunteers.org.uk
<b>Malvern</b>	01684 892381 info@communityaction.org.uk www.communityaction.org.uk
<b>Pershore</b>	01386 554299 admin@pershorevolunteers.org

	www.pershorevolunteers.org
<b>Worcester</b>	01905 24741 enquiries@worcestervolunteercentre.org.uk www.worcestervolunteercentre.org.uk
<b>Wyre Forrest</b>	01562 751412 cvs@communityactionwf.org.uk www.communityactionwf.org.uk
<b>Waasp</b> (for parent with adult sons or daughters with Asperger's syndrome)	01386 750389 enquiries@waasp.org  www.waasp.org
<b>Wiltshire Farm Foods</b> - National	0800 773773 www.wiltshirefarmfoods.com
<b>Winter Fuel Payment Helpline</b>	0845 9151515 www.nhs.uk/Livewell/winterhealth
<b>Worcestershire Association of Carers</b>  - <b>Carers Helpline</b>	01905 751340  mail@carersworcs.org.uk www.carersworcs.org.uk 0300 012 4272
<b>Worcestershire County Council:</b>	
<b>Worcestershire Hub</b>	01905 765765
<b>Social Care</b>	0845 6072000 www.worcestershire.gov.uk
<b>Worcestershire Carer's Unit Enquiry Line</b>	0800 3892896
<b>Worcester Aids Foundation</b>	01905 767000 info@worcesteraidsfoundation.org.uk www.worcesteraidsfoundation.org.uk
<b>Worcester Sports Development</b>	01905 721164 sportdevelopment@worcester.gov.uk www.worcester.gov.uk/sportsdevelopment
<b>Worcester Welfare Rights Centre</b>	01905 612774
<b>Worcestershire Access Centre &amp; HUBS:</b>	
<b>Bewdley</b>	01562 732928
<b>Bromsgrove</b>	01527 881288
<b>Droitwich</b>	01386 565000
<b>Evesham</b>	01386 443322
<b>Malvern</b>	01684 862151
<b>Pershore</b>	01386 565000
<b>Redditch</b>	01527 534123
<b>Social Care</b>	0845 6072000
<b>Stourport</b>	01562 732928

<b>Hub</b>	<b>Worcester</b>	01905 722233
	<b>Worcestershire</b>	01905 765765
	(for general enquires)	
	<b>Wyre Forest</b>	01562 732928
	<b>Upton</b>	01684 862151
<b>Worcester Wheels</b>		01905 724274
(Community Transport)		<a href="http://www.worcestervolunteercentre.org.uk">www.worcestervolunteercentre.org.uk</a>
<b>Worcestershire Young Carers</b>		01905730788 (this may change –please email if unsure). <a href="http://www.yss.org.uk/young-carers">www.yss.org.uk/young-carers</a> <a href="mailto:youngcarers@yss.org.uk">youngcarers@yss.org.uk</a>
<b>Wyre Forest Community Housing</b>		0800 1695454 0300 003 2299 <a href="mailto:care@communityhg.com">care@communityhg.com</a> <a href="http://www.communityhg.com">www.communityhg.com</a>



**This document can be made available in other languages and alternative formats (large print, audio tape and computer disk) on request from *Worcestershire Association of Carers* on 01905 751340 or by emailing: [mail@carersworcs.org.uk](mailto:mail@carersworcs.org.uk)**

'If you need help understanding this document in your own language, please contact Ethnic Access Link. Tel: 01905 25121' (*English*)

‘যদি এই দলিলটি আপনার নিজের ভাষায় বুঝতে আপনার সাহায্যের প্রয়োজন হয়, অনুগ্রহ করে Ethnic Access Link (এথনিক অ্যাক্সেস)-কে 01905 25121 টেলিফোন নম্বরে যোগাযোগ করুন’ (*Bengali*)

如果你需要這個文件的中文信息，請聯絡 Ethnic Access Link，電話是01905 25121 (*Cantonese*)

'Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu we własnym języku, zadzwoń do Ethnic Access Link. Tel: 01905 25121' (*Polish*)

'Se necessitar de ajuda para perceber o conteúdo deste documento na sua língua, contacte a associação Ethnic Access Link pelo telefone: 01905 25121' (*Portuguese*)

'Si necesita ayuda para entender este documento en su idioma, puede ponerse en contacto con Ethnic Access Link en el teléfono 01905 25121' (*Spanish*)

Bu dokümanõ kendi dilinizde anlamak için yardım isterseniz Ethnic Access Link ile temasa geçiniz Tel: 01905 25121' (*Turkish*)

‘اگر آپ کو اس دستاویز کو آپ کی اپنی زبان میں سمجھنے میں مدد کی ضرورت ہے، تو براہ کرم Ethnic Access Link (ایتھنک ایکسس لنک) سے رابطہ کریں۔ ٹیلی فون: 01905 25121' (*Urdu*)

### Notes:

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### Notes:

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# Carers Helpline:

# 0300 012 4272

## **Worcestershire Association of Carers**

Polysec House

Blackpole Trading Estate West

Hindlip Lane

Worcester WR3 8TJ

**t:** 01905 751340

**e:** [mail@carersworcs.org.uk](mailto:mail@carersworcs.org.uk)

**[www.carersworcs.org.uk](http://www.carersworcs.org.uk)**

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