

Do you look after someone who could not manage without your help?

1 in 8 people in the UK are Carers



A carer is someone who provides unpaid, often intensive, support to family or friends who could not manage without that support. This could be caring for a relative, partner, friend or neighbour who is ill, frail, disabled or has mental health or substance misuse problems

ARE YOU LOOKING AFTER YOUR OWN HEALTH?

This leaflet has been produced in partnership with Granville House Medical Centre and n-compass Carers Services

Granville House Medical Centre

If you would like to register with the practice as a carer please complete the form below

Dear Carer

This practice is a "Carer Friendly Practice". That means that we are committed to identifying and supporting carers.

Our practice believes that no carer should be left isolated and without support as they help to care for someone else.

- Do you get enough sleep?
- Is your health affected in other ways?
- Are you able to get out and about?
- Do you have any time for yourself?
- Are your other relationships affected?
- Do you want information about benefits and services?

By registering with us as a carer it can help you access other information that can help you in your role. We will be more aware of your needs and will be able to recognise times when more help is needed.

We are working in partnership with n-compass to offer support to patients who have caring responsibilities for someone who is ill, frail, disabled or has mental health or substance misuse problems. We appreciate the pressures carers are under and would encourage you to allow us to pass your details to n-compass

n-compass Carers Service & Advocacy In Lancashire are projects funded by Lancashire County Council
n-Compass registered charity no. 1128809 registered in England: 6845210



Carer's full name:

Address:

..... Postcode:

Telephone number:

Preferred language:

If you would like us to share your contact details with n-compass please tick the boxes of the services that you would like us to pass your details to

- n-compass Carers Service
- Advocacy In Lancashire
- n-compass Volunteering

Please tear off this page and hand to the receptionist

THANK YOU

To be completed by the referrer

Referrer's Name:

Job title:

Tick to confirm consent has been gained to contact Carer
(Please note we will not contact the Carer unless consent has been gained)

Useful telephone numbers & websites

| Organisations | Contact Number |
|--|--|
| n-compass Carers Service | 0345 688 7113 |
| Lancashire Wellbeing Service | 03450 138 208 |
| Advocacy In Lancashire | 033 000 222 00 |
| Age UK Lancashire | 0300 303 1234 |
| Care & Repair | 01772 204096 |
| Preston County Council | 01772 906900 |
| Citizens Advice Bureau | 01772 682588 |
| Chorley Borough Council | 01257 515151 |
| Blue Badge Applications | 0300 123 6736 |
| Chorley Hospital | 01257 261222 |
| Preston Hospital | 01772 716565 |
| Patient Advice and Liaison Service | 01257 247280/01772 522972 |
| Carers Allowance Unit | 0345 6084321 |
| Patient Transport Service | 01772 325100 |
| Samaritans | 08457 909 090 |
| Attendance Allowance | 03456056055 |
| Welfare Rights | 0854 053 0013 |
| Pension Service | 08007317898 |
| Carers Allowance Helpline | 0845 608 4321 |
| Benefit Enquiry Helpline | 0800 882 200 |
| Social Services Central Number - The Hub | 0300 123 6720 |
| Social Service - Out of hours emergency duty | 0845 6021043 |
| Blue Badge | 03001236736 |
| PIP Helpline | 0345 850 3322 |
| Disability Benefits Helpline | 0845 123 456 |
| Mental Health Helpline Single Point of Contact | 01772 773525 |
| NHS Direct | 0300 123 1034 |
| Pension Service | 0845 60 60 265 |
| NHS-Medical help, non life threatening | 111 |
| | |
| Carers UK | http://www.carersuk.org/home |
| n-compass | www.ncompassnorthwest.co.uk |

We work across the county as part of Carers Lancashire providing support and information to Adult Carers (18+) and specialist support to Carers of Adults (16+) with a Mental Health Condition.

We are available to take your call on 0345 688 7113 Monday to Friday, 8.00am until 6.00pm. We are ready to provide you with information, support and signposting to help you better undertake your caring role. Other support available includes:-

- Specialist 1-2-1 and group support, including access to Carers Support Workers skilled in fields such as Mental Health, Dementia, BME and Health
- Information and support to have a break including a Volunteer Sitting In Service
- Delivery of Carers Assessments, and provision of personal budgets
- Support with Contingency Planning
- A quarterly newsletter detailing groups and activities
- Grants for Carers groups, activities and courses
- Carers Awareness Training for professionals
- CHAT (Carers Help And Talk line)
- Our Carer Involvement Strategy also provides Carers with a voice in shaping and developing services in the communities they live in.

If you require our service or would like more information you can contact us directly on:

Tel: 0345 688 7113

Email: referrals@carerslancashire.net

Or tick the form at the back of this booklet

Single point of contact into independent advocacy in Lancashire

We provide a single point of contact for people to get information about and access independent advocacy support in Lancashire County. Independent advocacy is for people who feel they need additional support to be involved in decisions being made by health and social care professionals that affect them. In some cases people have a legal right to independent advocacy support.

Different types of independent advocacy available in Lancashire County include: -

- Support for adults 18+ who are dealing with health and social care services e.g. GP, child protection proceedings
- For anyone who wishes to make a complaint against health/social services
- For adults 18+ who are having a Care Act (2014) assessment or review, including during the support planning process
- For adults 16+ who wish to or are accessing mental health services but are not restricted under the Mental Health Act (2007)
- Independent Mental Health Advocacy (IMHA) for people 16+ restricted under the Mental Health Act (2007)
- Independent Mental Capacity Advocacy (IMCA) for people 16+ who lack the capacity to make specific decisions under the Mental Capacity Act (2005)
- Independent Mental Capacity Advocate Deprivation of Liberty Safeguard (IMCA DoLs) for people 16+ who lack capacity and are going through the DoLs authorisation process
- Relevant Persons Representative (RPR) for people who are deprived of their liberty under Deprivation of Liberty Safeguards (DoLS) in the Mental Capacity Act (2005)

If you require our service or would like more information you can contact us directly on:

Tel: 033 000 222 00

Email: admin@advocacyinlancashire.co.uk

Or tick the form at the back of this booklet



Delivered in partnership with POHWER and providers of independent advocacy in Lancashire

Would you like to make a difference and give something back to the community while learning new skills, receiving training, gaining experience and making new friends?

Then volunteering is for YOU!

Volunteering with n-compass is a rewarding way to reach out to your local community. Whether you can spare two hours, two months or two years, we will always do our best to find a volunteer role to suit your needs.

Volunteers have helped n-compass to support in excess of 17,000 individuals in the last year alone – THANK YOU! This number is ever increasing though and we need the support of even more volunteers. We are always looking to recruit new people to join us.

Why Volunteer?

Boost your CV

Make new friends

Learn new skills

Get back in to a routine

Put your existing skills to good use

Gain some work experience

Increase your confidence

Give something back to the community

n-compass is a voluntary organisation and has been recruiting volunteers for 12 years. Volunteers are absolutely crucial to n-compass, without them we could not support anywhere near the amount of people that we do. Because of the varied backgrounds and experiences of a wide number of volunteers we can effectively support a more diverse range of people. We offer voluntary opportunities within our Advocacy, Carers, Wellbeing and Self-harm services.

If you would like to volunteer or require additional information you can contact us directly on:

Tel: 0345 013 8208

Email: volunteering@ncompassnorthwest.co.uk

Or tick the form at the back of this booklet