

# Looking after someone?

## Carers UK

This is one of the national organisations for carers across the UK. They are instrumental in helping Government in developing policy and providing carers across the UK with information. For further information call Carersline on 0808 808 7777 or go to [www.carersuk.org](http://www.carersuk.org)

## Parent Voice

Parent Voice provide information and advice to parents for children with disabilities up to 19:  
[www.parentvoice.info](http://www.parentvoice.info)

Information line is now available on Tuesday's and Thursday's from 6-9pm- 0844 257 1893

Parent Voice area hubs:

### **North East:**

4 Elmwood Parade  
Elmwood Way  
Winklebury  
Basingstoke  
RG23 8LL  
01256 472767

### **South East:**

194 West Street  
Fareham  
Hampshire  
PO16 0HF  
01329 823140

### **Western:**

Bradbury Centre  
300 Alder Moor Road  
Southampton  
Hampshire  
SO16 5NA  
02380 721234

## Looking after someone?

### Who are carers?

'A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.'

National Carers Strategy

### Introduction

This pack gives basic information about support and services for carers in Hampshire. More localised information of services within the borough you live, or look after someone in, can be found at [www.hants.gov.uk/health](http://www.hants.gov.uk/health)

The NHS, Hampshire County Council's Adult Services Department, or your local housing services may be able to provide services for you.

To work out what services would be helpful in your situation, we need to discuss:

- What help the person who is cared for needs
- What help you as the carer gives
- The services that we may be able to provide.

### Carers can be involved in several ways

- If you provide regular and substantial care for someone, you are entitled to a carer's assessment to discuss the help you need.
- You should also be able to contribute to the discussion about the needs of the person you look after. Your views must be recorded within the assessment for the individual who is receiving services.



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## Carer's Needs Assessment

A carer's needs assessment is your opportunity to talk about your own needs and things that could make caring easier for you. Carer's assessments are undertaken by Hampshire County Council but can look at the support available from a range of organisations. The assessments should be a face to face discussion between you and the person carrying out the assessment. You may ask for the assessment to be carried out in private away from the person being cared for.

Some things you need to think about:

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

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- Are you worried you may have to give up work? Or would you like to think about returning to paid employment?
- Are you interested in training or Adult Education for yourself?
- Is the person you care for getting enough help?

All carers are individuals and the Council is interested to hear your own ideas about services that would help you and the person you look after.

## Services that can help Carers

There may be services which could help you. Some are arranged by the County Council following a carer's assessment and some are provided by voluntary organisations.

These may range from:

- Short breaks – ranging for a few hours to meet a friend to residential or Nursing home placements to allow up to two weeks break
- Direct Payments for a service to support the carer
- Emotional support from other carers or from people who understand such as Carers' Support Workers
- Help with household tasks
- Help with caring tasks
- Financial benefits advice
- Activities for the person who is cared for
- Back care advice

For information about Hampshire County Council's services or to request a carer's assessment please call the Contact Centre on

0845 603 5630 – Adult Services

0845 603 5620 – Children's Services

Monday - Thursday 8.30am to 5pm

Fridays 8.30am to 4.30pm

All other times and for weekends and Bank Holidays please use the Out of Hours number.

### **Out of hours: 0845 600 45 55**

Monday - Thursday 5pm to 8.30am.

Friday 4.30pm to Monday 8.30am.

All day on Bank Holidays and Christmas Day.

The helpline is staffed by social workers and other specialists who can deal with anything from advice about how best to help an elderly relative to getting help in an emergency.



## In Case of Emergency

There are many carers in Hampshire who support people to live in their own homes. Carers often worry about what will happen if, at short notice, they are unable to care. Princess Royal Trust for Carers in Hampshire operate an Emergency Planning Scheme for Carers. You can request this by telephoning them on 0845 604 1577 and once your Emergency Plan has been completed and signed this can enable up to 48 hours free care, in the person's own home if required, should an emergency or crisis occur.

A Carer's Emergency Card is included within this pack. The card, which includes emergency contact numbers, should be carried in your bag or wallet. In the event of an accident, this would help alert police officers, the ambulance service or other emergency response staff to the fact that there is also someone else in need of help.

## Take a Break Voucher Scheme

The aim of the service is to offer carers short respite breaks that are regular and yet flexible to best meet their needs. The service offers trained care workers who will spend agreed periods of time with the cared for person in their own home to provide day, evening and respite up to midnight to enable the carer to take a break from their caring role. The service is available seven days per week.

It includes the provision of physical and emotional care, social rehabilitation services and some associated domestic/household services that are assessed as necessary during the carers break.

To qualify for the above voucher scheme the person for whom you care must meet our eligibility criteria, and you must have had a carer's assessment. The vouchers are for use with a range of registered care providers and a list of these providers are sent to a carer who is in receipt of the vouchers. The carer can then negotiate with the provider as to how the care can be delivered.

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## Carer's Direct Payments

Direct payments for carers are a cash payment given directly to the carer by Adult Services. This will enable you, as the carer, to buy in services that have been identified as being needed through your carer's assessment and should give you more choice, control and flexibility over your life. A carer's direct payment is not for services for the person you are caring for but for your own social, educational, training, recreational needs or wellbeing.



## Carers' Support Workers in Hampshire

Across Hampshire there are a number of independent Carers' Support Workers and Mental Health Carers' Support Workers whose aim is to help carers in the local area. They provide a range of information, which may include some or all of the following - advocacy, emotional support, training, support groups, social events, regular newsletters and help with obtaining services.

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

### **Princess Royal Trust for Carers**

[www.carercentre.com](http://www.carercentre.com)

Winchester Carer Centre 01962 842 034

Andover Carer Centre 01264 835 246

Emergency Plans for Carers 0845 604 1577

### **Carers Together**

01794 519495

[www.carerstogether.org.uk](http://www.carerstogether.org.uk)

Carers Active Listening Line 08000 3 23456

### **Carers Support Workers Mental Health**

There are a number of Carers Support Workers for Mental Health and they can be contacted through your local Community Mental Health Teams

### **One Community**

based in Eastleigh Borough 02380 902400

E mail: [info@1community.org.uk](mailto:info@1community.org.uk)

Web: [www.1community.org.uk](http://www.1community.org.uk)

### **Carers Centre**

02380 902404 / 02380 902421

Information, support and development of services for carers – free counselling.

Moving on group – contact as above for bereaved carers who have experienced a loss.

**Gosport and Fareham** - Information for Carers  
02392 501592



## Back Care and Moving and handling people

If you are caring for someone who needs help moving out of a chair or up and down stairs you can get advice about moving and other relevant training options, from your doctors' surgery. A mobility assessment and, if appropriate, a mobility aid would be provided by the person's GP.

If this does not resolve the difficulties, then an Occupational Therapist could carry out a moving and handling assessment at the person's home. If the situation is urgent, or anyone is in immediate need or at risk of injury, then please contact OT Direct on 0845 600 4555 for an urgent moving and handling assessment. The Occupational Therapist can discuss options with you.

## Disabled Facilities Grants

Sometimes when someone has a special need there may be major adaptations that are needed for your home. This may be a ramp to get in or out of your home or major adaptations for your bathroom or something else. You may qualify for a grant towards providing adaptations. For further information contact your local borough or district council or, for general information, go to [www.direct.gov.uk](http://www.direct.gov.uk).

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## Hampshire Young Carers Alliance

This organisation supports children and young people under 18 who help care for someone with a disability or long term illness. **Hampshire Young Carers Alliance** provides a list of all the Young Carers Projects in Hampshire who can provide one to one support, and details of Young Carers groups. They also work within schools and work across Hampshire with both statutory and voluntary organisations. For further information please see enclosed leaflet on Young Carers Information or go to [www.hyca.hampshire.org.uk](http://www.hyca.hampshire.org.uk)

## Registering with Your GP

You can register your details with your doctor's practice so that your notes are tagged to indicate that you are a carer or that the patient is a cared for person. It will help your GP if they are aware of your caring responsibilities and the potential impact of your caring responsibilities on your own health. The doctor's receptionist can then also take account of your needs as a carer when trying to arrange appointment times that fit in with your caring responsibilities. Please see 'Registration as a Carer with your General Practitioner' form within this pack.

## Blue Badge Scheme

The scheme helps people who are registered blind or people with a permanent or substantial disability that makes walking impossible or very difficult, to park closer to shops or services. The badge applies whether they are a driver or a passenger in the vehicle. There are also a number of other criteria that may make the person eligible for a blue badge. For further information call 0845 603 5633 – email [blue.badge@hants.gov.uk](mailto:blue.badge@hants.gov.uk) or [www.hants.gov.uk/informationcentres/bluebadge](http://www.hants.gov.uk/informationcentres/bluebadge)

## Contact a Family

Contact a Family is a UK charity providing advice, information and support to the parents of all disabled children. For further information call the Contact a Family helpline on 0808 808 3555 or go to [www.cafamily.org.uk](http://www.cafamily.org.uk).

## Carers and Family Support

[www.hants.gov.uk/adult-services/carers](http://www.hants.gov.uk/adult-services/carers) is the Hampshire web page for carers, providing a wide range of valuable information including carer's assessments and direct payments for carers, help from health, carers support groups, training for carers and respite and bereavement advice. The web page is updated regularly.

## Carers Direct

The Carers Direct free telephone advice line, 0808 802 0202, is open seven days a week and provides a comprehensive advice service for carers wanting information and advice about benefits, how to get care and support, breaks, housing, equipment etc. You can request a free call back. It complements an online information service available on [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

