

# Guide to Carers Services

Derbyshire County Council Adult Social Care and Health appreciates all the help you provide to family members and friends and aims to offer you support in your caring role.



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# Contents

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- 03** Are You a Carer?
- 04** Getting Support
- 06** Carers Assessment
- 07** Carer Personal Budget
- 08** Young Carers
- 09** Parent Carers
- 10** Carers Emergency Card
- 11** Carers Allowance
- 12** Getting a Break From Caring
- 12** Brokerage
- 12** Carer Support Groups
- 13** Mental Health Support Groups
- 14** Carers Rights
- 15** Safeguarding
- 15** Training for carers
- 16** Caring for Someone in Hospital
- 17** Register for Your GP
- 17** Having Your Say
- 18** Support in Your Home
  - Free Home Library Service for Carers
  - Soldiers, Sailors, Airmen and Families Association (SSAFA)
  - The Derbyshire Handy Van Network
  - Community Transport
  - Trusted Trader
- 20** Further Information

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An interpreting service is available if your first language is not English. If you would like information from us in another language, large print, Braille, audio or British Sign Language video, please let us know.

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Welcome to the Derbyshire guide to carers support and services. This guide is a summary of helpful information about your caring situation and the support available, whatever your caring circumstances. For more information on everything relating to carers in the Derbyshire area, please visit [www.carersinderbyshire.org.uk](http://www.carersinderbyshire.org.uk)

## Are You a Carer?

There are an estimated 93,000 unpaid carers in Derbyshire based on the 2011 Census. You are considered to be a carer if you provide unpaid help to another person, usually a relative or friend, in their day-to-day life.

You may be providing practical, emotional or supervisory support to someone who is ill or frail, has a physical or learning disability, poor mental health or substance/alcohol mis-use.

You are a carer regardless of the amount or type of support you provide or whether you are entitled to or claim Carers Allowance from the Department for Works and Pensions.

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Whilst caring can be very rewarding, it can be a challenge to balance your own needs with the needs of the person you care for. You may:

- Need some practical support or a break from caring
- Need specific advice or information about your caring situation
- No longer have time to see friends and family
- Feel a range of emotions leading to stress and frustration
- Face financial hardship because of additional responsibilities or a reduction in your paid work.

We believe carers should feel respected and supported to have a fulfilled life alongside caring. Support services are available for carers and you should not feel worried or unsure about asking for help.

In Derbyshire, services for carers are free of charge.

**(Please note:** Charges may apply for the person you are caring for if they receive a service from Adult Social Care and Health)

## Getting Support

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**Derbyshire Carers Association** works in partnership with Derbyshire County Council to offer support services for adult carers across the county who are 18 and over and caring for an adult.

Services offered by Derbyshire Carers Association include:

- Information, advice and guidance
- Individual support, including face to face, home visits and telephone support
- Carer assessments and support planning
- Training and learning
- Peer support and carer support groups
- Volunteering opportunities
- Newsletter, Facebook and Twitter.

Derbyshire Carers Association are based at 3 Park Road, Ripley DE5 3EF and can be contacted on **01773 833833** or email **[info@derbyshirecarers.co.uk](mailto:info@derbyshirecarers.co.uk)**

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## Carers in Derbyshire website

The Carers in Derbyshire website is both a starting point and a one-stop-shop for carers who need information and advice about the resources available in Derbyshire to support them. The website deals with topics such as carers rights, carer assessments, emergency planning and welfare rights. There is also a searchable directory of local services for carers including:

- Carer support groups
- Social activities and groups
- Drop-in and information services
- Services to help you get a break from caring
- Advice lines and online forums.

Visit the site at: [www.carersinderbyshire.org.uk](http://www.carersinderbyshire.org.uk)

You can also follow the website's Facebook page at:  
[www.facebook.com/carersinderbyshire](http://www.facebook.com/carersinderbyshire)



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# Carers Assessment

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All carers with a need for support are entitled to an assessment, regardless of the amount or type of care they provide.

A carers assessment will help you to identify the areas where you need help and support and can identify the things that could make caring easier for you. The assessment will take into account what you would like to achieve in your own life and consider your current and future needs. The assessment is not about rating your ability as a carer or making a judgment on the standard of care you provide.

A carers assessment can lead to support such as:

- Considering different ways to enable you to take a break from your caring role
- Advice about how to get a balance in your caring role
- Finding local carer support groups
- Training and learning
- Advocacy
- Ways in which your GP can support you.

If you would like to have a carer assessment, please contact Derbyshire Carers Association on **01773 833833** who will arrange this for you.

A carer assessment can be carried out at your home, at the home of the person you support or somewhere else mutually convenient for you. If there is more than one carer providing care in your household, you are all entitled to an assessment. You may have someone with you at the assessment, to support you.

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# Carer Personal Budget

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A Carer Personal Budget (formally known as a Carer's Break Award or Grant) is an amount of money paid directly to you, to support you in your caring role. A Carer Personal Budget can be approved following a carer assessment, for any adult carer 18 or over, who meet the national eligibility criteria for carer support.

A Carer Personal Budget is not means tested and is issued by Derbyshire Carers Association on behalf of Adult Social Care and Health and the Derbyshire Clinical Commissioning Groups. If you are eligible for a Carer Personal Budget, you have a choice on how you spend the money, as long as it supports you in your caring role, or helps improve your general health and wellbeing as part of your agreed Support Plan. To consider if you are eligible, you will need to have a Carers Assessment and can arrange this by contacting Derbyshire Carers Association on **01773 833833**.

For further information go to  
[www.carersinderbyshire.org.uk/carers-personal-budgets](http://www.carersinderbyshire.org.uk/carers-personal-budgets)



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# Young Carers

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A young carer is someone aged 18 or under who helps to look after a family member who is either ill, frail, has a physical or learning disability, poor mental health or substance/alcohol mis-use. Most young carers help look after one of their parents, a sibling or a grandparent.

Many young carers provide care and support that someone of the same age wouldn't usually be expected to deliver. If you feel like you are in this situation then it's important to consider if you are able to keep providing care. You may really want to help out the person you care for because you are close to them, but this can get in the way of doing well at school and doing the same kinds of things as other young people do, such as seeing friends and taking part in activities.

## Getting support

Derbyshire Young Carers Service is provided by Derbyshire Carers Association and can offer:

- Someone to listen to when you need it and who understands your situation
- Activities, including evening clubs and days out with other young carers
- Help with talking to important people in your life, for example school, professionals and family members
- Additional help which can improve life at home
- The Young Carers Support Service can help you to enjoy the same opportunities as other children and young people. Call Derbyshire Carers Association on **01773 833833** to find out how they can help you.

## Further information

You can find out more about support for young carers and young adult carers by visiting: [www.carersinderbyshire.org.uk/young-carers](http://www.carersinderbyshire.org.uk/young-carers)



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# Parent Carers

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Parent carers provide care and support for a child under the age of 18 who has additional needs or a disability. Caring in this situation can be very rewarding but you may feel there are times when there is too much to do, not enough money, no time for yourself or that you need time for other family members.

It is important that you look after your own wellbeing by making use of the practical support, information and advice available for families of disabled children in Derbyshire.



## Getting support

Derbyshire County Council's Local Offer website has a searchable directory of services including; parent carer support groups, childcare, activities for children with additional needs, health services for disabled children and much more.

Visit: [localoffer.derbyshire.gov.uk](http://localoffer.derbyshire.gov.uk)

Derbyshire School Nurse Service can support you and your child by talking things over, helping to make sure your child is as healthy as possible and helping you to access services to help you in your caring role. Contact Derbyshire Community Health Services (who provide school nursing services) on: **01629 812525** or speak to your child's school and ask them for the contact details of the nurse attached to the school.

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There is nothing quite like entering into a space where you are welcomed and understood and often the best place to get support is from others who are in a similar position and who understand what it is like to care for a child with a disability or additional needs.

**Parenting Additional Needs (PAN)** is a friendly and welcoming support group for parents and carers of children with additional needs in Derbyshire. The group help support families at locations all over the county. They offer groups in Dronfield, Matlock & Wirksworth, times are available on their website.

Web: [www.parentingadditionalneeds.org.uk](http://www.parentingadditionalneeds.org.uk) Tel: 07973 616043

**Umbrella** offers information, advice and support groups across Amber Valley, South Derbyshire, Erewash and the South Derbyshire Dales. They offer groups in Long Eaton & Belper, times are available on their website. Web: [www.umbrella.uk.net](http://www.umbrella.uk.net) Tel: 01332 785658

**Fairplay** offers support to children with disabilities and/or additional needs and their families across North Derbyshire, including support groups. Their website does not specifically identify locations of any parent support groups, so further details may be sought by calling Fairplay. Web: [www.fair-play.co.uk](http://www.fair-play.co.uk) Tel: 01246 203963

**Derbyshire Parent Carer Voice** are a registered charity run by parent/carer volunteers with children who have additional needs or a disability, to provide the opportunity to talk about the services they receive in Derbyshire.

For more information see the Derbyshire Local Offer website at [localoffer.derbyshire.gov.uk](http://localoffer.derbyshire.gov.uk) or visit [www.carersinderbyshire.org.uk/caring-for-a-child](http://www.carersinderbyshire.org.uk/caring-for-a-child)

## Carers Emergency Card

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The Carers Emergency Card is a free service for carers who are concerned about what would happen if they were taken ill, in an accident or if another emergency stopped them from getting to the person they care for.

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The service gives peace of mind that, should something happen to prevent you from providing care, the person you care for will not be left without support.

When completing the application form, an emergency plan will be made. This is your chance to tell us what help would need to be put in place to support the person you care for in the event of an emergency and anything else that you feel we need to know.

In the event of an emergency, the plan will then be shared with the person who is going to provide the back-up care. Once the emergency plan has been made, you will receive a Carers Emergency Card, which will identify you as a carer in the event of an accident or emergency. The card contains a unique number and the contact number for Call Derbyshire.

You can apply for the carer emergency card online at [www.derbyshire.gov.uk/carerscard](http://www.derbyshire.gov.uk/carerscard) or by completing the paper application form in the back of this leaflet (freepost).

## Carers Allowance

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Carers Allowance is a benefit paid by the Department for Works and Pensions to carers 16 or over who spend at least 35 hours a week caring for someone with substantial caring needs. You don't have to be related to, or live with the person you care for but they must be in receipt of Attendance Allowance, the middle/higher of the care component of Disability Living Allowance or the 'daily living' element of Personal Independence Payment.

**A word of caution:** Carers Allowance can sometimes affect certain benefits that the person you care for receives, so it is advisable to get proper advice before making a claim by speaking to the Welfare Rights Team on **01629 531535** between 11am and 4.30pm Monday to Friday. You can also email the team at [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk)

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# Getting a break from caring

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Various short break services are available across the county providing a service for the person you care for. Short breaks can either be arranged in a care home run by the council, voluntary sector or a private home or alternatively, provided in a person's own home. Contact Call Derbyshire on **01629 533190** for further details

Or you can visit:

**[www.carersinderbyshire.org.uk/taking-a-break-from-caring](http://www.carersinderbyshire.org.uk/taking-a-break-from-caring)**

You can also find short break providers in the Derbyshire Care Service Directory at: **[www.carechoices.co.uk](http://www.carechoices.co.uk)**

**Please note:** Charges apply for these services.

## Brokerage

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The Council Adult Social Care and Health Brokerage service will find information for you about service providers and other resources that you may wish to access. For example, the team can find information about local agencies that provide support in a person's own home.

You can contact the Brokerage Team directly on **01629 537763** or **01629 537758**.

## Carer Support Groups

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There are a range of organisations across Derbyshire that offer support groups and activities for carers. Some of these are provided for carers looking after family members with specific health issues, such as Dementia, Parkinson's, mental health issues or drug and alcohol problems. These groups are all detailed at **[www.carersinderbyshire.org.uk/carers-directory](http://www.carersinderbyshire.org.uk/carers-directory)**

Groups can be also be found in the Derbyshire Directory at **[www.derbyshire.gov.uk/community](http://www.derbyshire.gov.uk/community)**



## Mental Health Carer Support Groups

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There are two Mental Health Carers Forums which offer support to anyone who is caring for a person with a mental health condition. The groups provide help, support and information; new members are always very welcome.

Derby City and South Derbyshire Mental Health Carers Forum meet on the third Friday of every month from 11:30am to 2:00pm at Oddfellows Hall, Charnwood Street, Derby DE1 2GU. For further information contact tel: **07779 107087** or **07921 162740**, or visit: **[derbycityandsouthderbyshirementalhealthcarersforum.wordpress.com](http://derbycityandsouthderbyshirementalhealthcarersforum.wordpress.com)**

The Mental Health Carers Community: Chesterfield and North Derbyshire meets on the last Wednesday of every month from 10:00am to 1:00pm. The meeting is held at St Thomas Centre, Chatsworth Road, Chesterfield, Derbyshire, S40 3AW. For further information contact tel: **07730 526220** or **07730 526221**.

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# Carers rights

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The Care Act 2014 has recognised the importance of supporting carers and has given carers new rights which give them equal status to the person they care for. As a result, local authorities have new responsibilities to provide support for carers which means that:

- Carers are entitled to an assessment where they appear to have personal needs as a result of their caring role
- Carers are entitled to an assessment, regardless of whether the person they care for has had or wants a needs assessment
- Carers are entitled to support if they meet the national eligibility criteria and have unmet needs.

Carers can obtain this support and advice from the local authority where the person they care for lives.

For more information on carers rights please visit [www.carersinderbyshire.org.uk/carers-rights](http://www.carersinderbyshire.org.uk/carers-rights) or the NHS Choices website [www.nhs.uk](http://www.nhs.uk) and search for 'Carers and the Care Act'.

## Independent Community Advocacy

Under the Care Act 2014, carers are also entitled to advocacy, which means getting support from another person to help you express your views and wishes and help you to ensure your voice is heard.

If you're having difficulties getting your voice heard or being listened to in respect of your role as a carer or for the person you are caring for, you can get support from the Independent Community Advocacy Service. Tel: **01332 623732** or visit: [www.derbyshireindependentcommunityadvocacy.org.uk](http://www.derbyshireindependentcommunityadvocacy.org.uk)

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# Safeguarding

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Abuse occurs when a vulnerable adult is mistreated, neglected or harmed by another person. The abuse can be accidental or deliberate and can take many forms.

Safeguarding is the process which protects a person's right to live free from harm, abuse, neglect or exploitation.

If you suspect abuse, all you need to do is share your concerns with us - your call could make a difference.

## **For Adult (and children) safeguarding concerns:**

Police – in emergency tel: **999** – non emergency tel: **101**

Call Derbyshire – tel: **01629 533190**

Derbyshire Safeguarding Adults website – [www.derbyshiresab.org.uk](http://www.derbyshiresab.org.uk)

Derbyshire Safeguarding Children website – [www.derbyshirescb.org.uk](http://www.derbyshirescb.org.uk)

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## Training for carers

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The Adult Social Care and Health Training Team provide free training for carers. Courses include First Aid, falls prevention and awareness of conditions such as dementia and autism. The Training Team also provide moving and handling training where you can learn safe techniques to prevent injury and have the opportunity to try out different pieces of equipment.

For enquiries please contact: Derbyshire County Council Staff Education and Training Centre on tel: **01629 531492** or email: [ssdtraining@derbyshire.gov.uk](mailto:ssdtraining@derbyshire.gov.uk)

Or visit: [www.derbyshire.gov.uk/training](http://www.derbyshire.gov.uk/training) - you can apply online using the 'external training application form'.

There are also many free online courses available that may be useful for carers. For more information visit: [www.carersinderbyshire.org.uk/training-for-carers](http://www.carersinderbyshire.org.uk/training-for-carers)

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# Caring for someone in Hospital

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If the person you care for needs to stay in hospital, you may be faced with new, unfamiliar challenges and feel your biggest task is to make sure the person you look after is getting the care they need while they're in hospital.

Several hospitals in Derbyshire have signed up to John's Campaign, which works with hospitals to make it possible for people with dementia to have their carer stay with them on the ward. Having their usual carer, often a close family member, who they are familiar with often helps to limit the amount of stress and disorientation the person might feel through being in an unfamiliar setting such as a hospital.

For more information about supporting someone in hospital, please visit: [www.carersinderbyshire.org.uk](http://www.carersinderbyshire.org.uk) or speak to hospital staff. You can also ask a member of Adult Social Care and Health staff for a copy of the Planning Your Discharge from Hospital leaflet.

You can find out more about John's Campaign at [www.johnscampaign.org.uk](http://www.johnscampaign.org.uk)





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# Register with your GP

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The NHS is keen to support all carers. If you register as a carer with your GP surgery, benefits may include:

- Ensuring your health and wellbeing needs are met
- Access to the seasonal flu vaccine programme
- Information and advice on healthy eating, exercise and access to health walks.

You can find out more by visiting:

[www.carersinderbyshire.org.uk/register-with-your-gp](http://www.carersinderbyshire.org.uk/register-with-your-gp)

**Carers Direct** is a free national helpline offering advice and support to people who care for others.

Tel: **0808 8020202** or visit: [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

## Having your say

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If you and/or the person you care for use local care and health services then you should feel able to make comments, give feedback and raise concerns about the service if you want to. This includes giving your opinions on services for carers.

There are many way you can get involved with developing services including stakeholder groups, consultations and online feedback facilities. You can find out more about having your say at: [www.carersinderbyshire.org.uk/having-your-say](http://www.carersinderbyshire.org.uk/having-your-say)

If your comments are about services provided by Derbyshire County Council you can email: [your.views@derbyshire.gov.uk](mailto:your.views@derbyshire.gov.uk) or tel: **01629 533190**.

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# Support in Your Home

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**Free Home Library Service for Carers** is offered as a service to people who are unable to visit a library themselves, due to a health problem or because of their caring responsibilities. Library staff or volunteers can visit your home and deliver books, audio books or CDs. They can also provide advice about other online resources.

For further information tel: **01629 533 444**

Email: [asklibrary@derbyshire.gov.uk](mailto:asklibrary@derbyshire.gov.uk)

Visit: **Chesterfield Library.**

**Soldiers, Sailors, Airmen and Families Association (SSAFA)** support those who have served in the Armed Forces and care for their families.

For more information tel: **0845 1300 975** (National) or

tel: **01773 828116** (Local Derbyshire Branch)

**The Derbyshire Handy Van Network** is open to those who are 60 and over, or vulnerable people, who are referred by Derbyshire County Council Adult Social Care and Health and partner organisations.

You can phone and ask for a free visit to your home by the van for:

- Home Fire Safety Checks
- Smoke alarms provided and installed
- Energy Efficiency advice
- Practical tasks – for example, changing light bulbs, securing carpets and rugs, removing and hanging curtains, path and door access clearance and other tasks, as appropriate
- \*Fitting key safes
- \*\*Installing Telecare equipment.

Each eligible household can access this free service twice a year. (Please note that materials may need to be purchased by the occupier)

\*Keysafes can be purchased from the Handy Van Service and these will be installed free of charge.

\*\*The Handy Van Service install Telecare equipment in Derbyshire. For more information about Telecare please

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contact Call Derbyshire on **01629 533190** or visit [www.derbyshire.gov.uk/handyvan](http://www.derbyshire.gov.uk/handyvan)

## Community transport – Derbyshire Connect

Derbyshire Connect offers a transport service that enables people who would normally struggle to use public transport to do their shopping and access essential services. Vehicles are wheelchair accessible and pick people up from their homes. Drivers are fully trained and offer a helping hand when needed.

If you're interested in this service please contact your local booking office:

Tel: **01335 300670** if you live in High Peak, Derbyshire Dales or South Derbyshire.

Tel: **01773 746652** if you live in Bolsover, Chesterfield, North East Derbyshire, Amber Valley or Erewash.

## Trusted Trader

Derbyshire Trusted Trader can help you find honest and reliable traders who commit to doing a good job for a fair price. Traders are monitored by Derbyshire County Council Trading Standards Department.

You'll find plumbers, builders, roofers, decorators, joiners, electricians, gardeners, retailers and many more service providers on the Derbyshire County Council website at [www.derbyshire.gov.uk/trustedtrader](http://www.derbyshire.gov.uk/trustedtrader) or by contacting Call Derbyshire on tel: **01629 533190**.



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# Further Information

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Derbyshire County Council Adult Social Care and Health produces a range of information about its services and those provided by other organisations in the community. We provide leaflets on a range of topics that can be downloaded or ordered from our website at [www.derbyshire.gov.uk/careinfo](http://www.derbyshire.gov.uk/careinfo), obtained from staff, at a local office or via your local library.

Leaflets available include:

- Guide to Adult Social Care and Health – how we work and what we provide
- Keeping Adults Safe – what to look for and what to do
- Guide to Handy Van Services – practical help in your home
- Guide to First Contact – signposting to services and support
- Guide to Dementia Services – information, support services and care options
- Care Services Directory – residential homes and home care services in Derbyshire
- Putting People First – comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read versions and upon request in other formats such as Braille or an alternate language. We also have videos, including BSL conversions on our YouTube channel at [www.youtube.com/derbyshirecc](http://www.youtube.com/derbyshirecc)

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The Adult Social Care and Health Information Promise – a **FACT** you can rely on. **We promise to provide you with:**



**Free** information  
**Accurate** information  
**Clear** information  
**Trustworthy** information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.