

Guide to Carer Support Information Sheet

Welcome to the Derbyshire guide to carers support and services, which provides a summary of helpful information to assist you in your caring role, whatever your caring circumstances. For more information please visit derbyshire.gov.uk/carers

Are you a Carer?

There are more than 70,000 unpaid carers in Derbyshire. A carer is anyone including children and adults who provide unpaid support with day-to-day living tasks or personal care to a family member, partner or friend. The person they care for could be ill, frail, suffer from a physical or mental health condition or impairment, autistic, living with dementia, or drug or alcohol dependent.

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

Whilst caring can be 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

Support is available for carers and you shouldn't feel worried or unsure about asking for help. In Derbyshire, support for carers is free of charge. (Charges may apply for the person you are caring for if they receive a care service from Adult Social Care and Health).

Getting Support

Our Derbyshire All Age Carers Support Service (DAACSS) which is delivered by Derbyshire Carers Association on our behalf, offers support services for young carers, young adult carers and adult carers across the county who are 18 and over and caring for an adult.

Services include:

- information and advice helpline
- face to face, home visits and telephone support
- planning for emergencies
- support groups
- carer's assessments
- skills for caring
- financial advice and grants
- social activities and events
- volunteering and more

You can contact DAACSS by calling **01773 833 833**, email them at info@derbyshirecarers.co.uk or you can visit their website at derbyshirecarers.co.uk

For more help, advice and support, visit derbyshire.gov.uk/carers. You can also order a carer's information pack by emailing contact.centre@derbyshire.gov.uk or by contacting Call Derbyshire

on **01629 533 190**.

Carers Assessment

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 may need support and can identify the resources that could make caring easier for you.

The assessment will consider what you would like to achieve in your life and consider your current and future needs. The assessment isn't about rating your ability as a carer or making a judgment on the standard of care you provide.

A carers assessment can lead to:

- taking a break from your caring role
- financial assistance and benefit advice
- finding a balance in your caring role
- connecting with other carers and local support
- obtaining skills to assist you to care safely
- Independent Advocacy
- ways in which your GP can support your health and wellbeing

To request a carer's assessment, please contact DAACSS on **01773 833 833** or visit derbyshirecarers.co.uk/daacss

A carer's assessment can be done over the telephone, in person or via a video call. If there is more than one carer in your household or family, you are all entitled to request a carer's assessment. You can also bring someone along to support you or have an assessment together with the person depending on you for care and support.

Carer Personal Budget

A carer personal budget is a personalised amount of money paid directly to an adult carer aged 18 or over who is caring for another adult to support you in your caring role.

A carer personal budget may be identified as part of your support plan following a carer's assessment where the national eligibility criteria for carer support is met. This budget isn't means tested and is issued by DAACSS on behalf of the council and the Derbyshire Integrated Care Board (ICB).

If you are eligible for a carer personal budget, you have a choice on how to spend the money, if it supports you in your caring role, or general health and wellbeing as part of your agreed carer support plan. You will first need a carer's assessment and can request this by contacting DAACSS on **01773 833 833**. To find out more visit derbyshire.gov.uk/carers-assessments

Young Carers and Young Adult Carers

A young carer is someone aged under 17 and a half who provide unpaid support with day-to-day living tasks or personal care to a family member including their parents, siblings, or a grandparent. The person they care for could be ill, frail, suffer from a physical or mental health condition or impairment, autistic, living with dementia, or drug or alcohol dependent.

Young carers and young adult carers may provide the type of care that others of the same age wouldn't be expected to do. If you feel you are in this situation it is important to consider how this might be affecting your life. You may want to help 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 activities other

young people of your age do, such as seeing friends and being part of a club.

Getting support

Support for young carers and young adult carers is provided through DAACSS and includes:

- 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 implement coping strategies around issues relating to your caring role and help talking to important people in your life, for example school, professionals and family members
- additional help which can improve life at home
- support with transition into higher education or employment
- support with carers assessments

For support, information and advice, call DAACSS on **01773 833 833** to find out how they can help you. You can find out more about support for young carers and young adult carers by visiting derbyshirecarers.co.uk/young-adult-carers

Parent Carers

Parent carers provide care and support for a child under the age of 18 who has additional needs or a disability. If your child has additional needs, life can be incredibly demanding. While first you may see yourself as a parent, you are also a carer and that means there is support available for families of disabled children in Derbyshire.

Getting support

Parent carers are supported by our children's services team. For more information, visit derbyshire.gov.uk/disabled-children or if your child has additional needs, visit localoffer.derbyshire.gov.uk

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit myfamilyourneeds.co.uk to find out more.

Derbyshire Family Health Service (part of Derbyshire Community Health Services NHS foundation trust) operates the 0-19 Children's service. This is made up of the 0-5 years health visiting service and 5-19 years public health nurse service (formerly known as the school nursing service).

Both the health visiting, and public health nurse teams can support you and your child/young person, offering development reviews, helping to make sure they are as healthy as possible, and by giving information on a wide variety of issues including diet, sleep, continence, emotional health, and wellbeing.

Parents and carers of 0-19 year olds can contact Derbyshire Family Health Service, by calling the single point of access support and information line on **01246 515 100**. (Mon-Fri, 9am-4.30pm excluding bank holidays).

For parents/carers of children aged 0-5 years old there is also a ChatHealth service to text message the team of health visitors for advice and support. Text **07507 32 77 69** (Mon-Fri, 9am-4.30pm excluding bank holidays).

Young people aged 11-19 years old can text the public health nurse team via the ChatHealth

service by texting **07507 33 00 25** (Mon-Fri, 9am-4.30pm excluding bank holidays).

Umbrella offers information, advice and support groups across Amber Valley, South Derbyshire, Erewash and South Derbyshire Dales. They offer groups in Long Eaton & Belper, times are available at umbrella.uk.net/activities-calendar or **01332 78 56 58**.

Fairplay offers support to children with disabilities and/or additional needs and their families across North Derbyshire, including support groups. Call **01246 20 39 63** for more information.

Derbyshire Parent Carer Voice are a registered charity run by parent/carers volunteers with children who have additional needs or a disability, to provide the opportunity to talk about the services they receive in Derbyshire. Visit derbyshireparentforums.co.uk for more details.

Derbyshire All Age Carers Support Service (DAACSS) offers transitional support for parent carers as their child approaches 18. Call **01773 833 833** for further information.

Carers Emergency Card

This is a free service which can offer peace of mind for carers who are concerned about what would happen if a crisis or emergency prevented them from providing care to someone who depends on them. The card is linked to an emergency plan, which details nominated emergency contacts (family and friends who may be able to provide care in an emergency), the support required by the person depending on care and anything else that is important for the service to be aware of.

The card contains a unique number linked to the emergency plan and the contact number for our Call Derbyshire team. In the event of an emergency, Call Derbyshire can activate the emergency plan by contacting the nominated family or friends, provide further information to assist the situation and help to assess if there is an immediate or imminent risk.

You can apply for the carer's emergency card online at derbyshire.gov.uk/carers-card or request a paper form as part of the carer's information pack by contacting Call Derbyshire on **01629 533 190** or email: contact.centre@derbyshire.gov.uk

Carers Allowance

Carer's Allowance is a benefit paid by the Department for Work 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.

Please note: 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 our Welfare Rights team on **01629 531 535** between 11am and 4pm Monday, Tuesday, Thursday, and Friday. You can also email them at welfarebenefits@derbyshire.gov.uk

Getting a Break from Caring

Various services providing short breaks for the person drawing on care and support are available across the county, in both residential settings and a person's own home. For further information visit our short stays, short term care and respite care webpage at derbyshire.gov.uk/respite-care

You can also find short break providers in the Derbyshire Care Services Directory or telephone Call Derbyshire on **01629 533 190**. Please note: Charges apply for these services.

Carefree space believes every full-time unpaid carer should have access to a short break. For a £33 registration fee, this can offer a low-cost option for those carers who can obtain back-fill

support for the person depending on them whilst they take a break. For more information contact DAACSS on **01773 833 833**.

Carer Support Groups

DAACSS hosts several carer support groups across the county in person and online. The groups are a great opportunity for you to meet other carers and get support and advice. There are also lots of activities, training and events available. Visit derbyshirecarers.co.uk/whats-on to find out more.

Brokerage

If you'd like some help in finding providers and other resources, our Adult Social Care brokerage service can help. Call the team on **01629 537 763** or **01629 537 758** or visit derbyshire.gov.uk/brokerage. You don't need to have had a social care assessment to be able to contact this service.

Mental Health Carer Support Groups

There are two mental health carers support groups which offer support to anyone who is caring for a person with a mental health condition. The groups provide support and information and welcome new members.

Derby City and South Derbyshire Mental Health Carers Forum meet on the third Friday of every month 11:30am - 2:00pm at the Oddfellows Hall, 32 Charnwood Street, Derby, DE1 2GU. You can email dcandsderbysmhcf@gmail.com for more information or contact Sandra Austin on **07779 107 087**

The Mental Health Carers Community Chesterfield and North Derbyshire meets on the last Wednesday of every month from 10:30am to 1:00pm. Call **07486 389 423** for more information.

Carers Rights

The Care Act 2014 gives the same rights to carers as those they care for. This means there is a legal duty to assess a carer's needs and make sure support is available.

As an unpaid carer, you have:

- the right to self-determine your willingness and ability to care. This includes support to identify what care you are willing and able to provide
- the right for your views to be considered by Adult Social Care when organising provision for the cared-for person
- the right to a carer's assessment to identify what you want to do with your own life, as well as measuring the impact of the caring role on your wellbeing
- a right for your eligible needs to be met
- the right to ask for flexible working
- the right to engage in employment, education, training and leisure
- other rights as defined by Civil Rights, Human Rights Legislation and the Equalities Bill

Visit derbyshire.gov.uk/carers-rights for more information.

Independent Advocacy

Under the Care Act 2014, carers are also entitled to independent advocacy. Advocates are an independent professional who is on your side, can support you to have your say and know your rights. Advocates don't work for the council, the NHS, or care providers. They keep things confidential and the service is free. Call Cloverleaf Advocacy on **01924 454 875** or email

referrals@cloverleaf-advocacy.co.uk for more information.

Safeguarding

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 please contact:

- Police
 - in emergency call 999
 - non - emergency call 101
- Call Derbyshire – **01629 533 190**
- Derbyshire Safeguarding Adults website: derbyshiresab.org.uk
- Derbyshire Safeguarding Children website: ddscp.org.uk

Caring for Someone in Hospital

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 are 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, visit mobiliseonline.co.uk/hospital-discharge or speak to hospital staff.

The Derbyshire Home from Hospital Service also provides practical support for vulnerable people leaving hospital, or those living at home but at risk of being admitted. Call **01283 817 417** or visit dhfh.org.uk for more information.

Register with your GP

The NHS is keen to support all carers and by registering as a carer with your GP surgery. There are many benefits which 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.

Carers Direct is a free national helpline offering advice and support to people who care for others. Call **0808 802 02 02** or visit nhs.uk/carers

Having your say

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 ways you can get involved with developing services including stakeholder groups and through online consultations and feedback. You can find out more about having your say on our website at derbyshire.gov.uk/have-your-say. If your comments are about services provided by Derbyshire County Council you can email your.views@derbyshire.gov.uk, call **01629 533 190** or visit derbyshire.gov.uk/complaints-and-praise