

A guide to meeting your needs



Caring for carers



NHS
County Durham and Darlington



Introduction

A carer is someone who provides unpaid support to a relative, partner or friend. This could be caring for someone who is ill, frail, disabled or has a mental health problem or substance misuse problems.

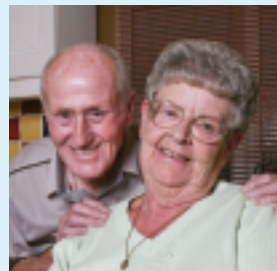
Many people who are carers do not see themselves as such because, first and foremost, they may be husbands, wives, partners, parents, siblings or friends. However, by providing unpaid care and support, they are in fact 'carers' and, therefore, have rights.

This leaflet helps to explain the type of help and support that is available to carers.

Key principles for carers

Durham County Council and NHS County Durham and Darlington will, wherever possible, work towards the following key principles for carers:

- Carers will be at the centre of planning, monitoring and developing relevant services
- Carers will have timely information
- Carers will have recognition
- Carers will have an informed choice
- Carers will be provided with appropriate personalised support
- Services and information will be provided on an integrated/ co-ordinated and equitable basis within and across organisations
- The financial cost of caring will be minimised and economic wellbeing promoted



Types of carers

Adult carers

If you are an adult who is caring for another adult over the age of 18 then you are an adult carer. Parents caring for young people over the age of 18 are also referred to as adult carers. As such, you may be entitled to a separate carer's assessment from Adults, Wellbeing and Health, formerly 'Social Services' (see page 5).

Parent carers

If you are a parent who is caring for a child with a disability under the age of 18, then you are a parent carer. Parents with children who have additional needs may be able to access services to support them in their caring role.

Parent carers will be considered during the needs assessment of their child, which will address the parent carer's wishes and feelings and identify any additional support or services to meet the parent's needs.

Young carers

If you are a child or young person under the age of 18 who provides unpaid support to a parent, brother or sister, or other relative, then you are a young carer.

We will work with you, and may do an assessment, to see if there are any services that could help and support you in your caring role and to make decisions about your future.

If you are 16-17 years old, then you may be entitled to 'a carers assessment', especially if you may continue caring when you turn 18.

If you are caring for someone, then it is important to remember that you have rights!

Your needs as a carer

Caring for someone can be a very demanding role. Durham County Council recognise that all carers are individuals who need different levels of help and support at different times. Many carers need help in a variety of situations. They may need a break from caring, be unwell, under stress or have financial worries. Sometimes, carers and the person they care for don't always agree about the services that are needed. It is important that the wishes, feelings and needs of the carer are identified and taken into account.

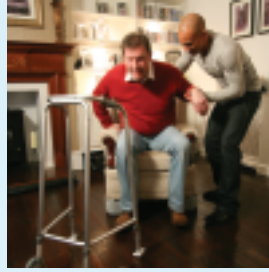
Identifying the needs of the carer

Carers' needs can be identified in one of the following ways:

1. Jointly assessing the needs of the carer together with the person being cared for

All carers should be involved and informed in matters relating to the person they help to care for. This means that the carer should be involved when a social worker or care co-ordinator assesses the needs of the person being cared for. In this way the carer's needs will be assessed.





For many people, this involvement will satisfy their needs as carers, as the services provided would help to support them in the care they give. However, sometimes this is not enough and there are dedicated council staff with specific responsibility for carrying out separate carer's assessments. This applies to adult carers only.

2. Separately assessing the needs of the adult carer

Assessment is a word that can be misunderstood as it is often associated with a test – a carer's assessment is **not** a test.

The assessment aims to give the carer the opportunity to talk about how their responsibility as a carer affects them in their day-to-day life.

It is then possible to consider support that may be of help to the carer. In the council there are staff with specific responsibility for carrying out a carer's assessment. These workers see the assessment as offering a listening service for many carers.

To receive a separate carer's assessment, the person being cared for should normally have their own individual needs assessed with Durham County Council. As previously mentioned, carers should be involved and informed in matters relating to the person they care for. The carer's wishes, feelings and needs should also be taken into account as part of this assessment.

Even if the person being cared for has refused their own assessment or to accept help, the carer can still have a carer's assessment.

What will the carer's assessment look at?

If you are an adult carer and wish to have a separate carer's assessment, it may be helpful to think about the following things before the assessment takes place:

- Is your own health and wellbeing affected?
- Are you and the person you care for getting enough help?
- Are your other relationships significantly restricted?
- Are you able to do the things you would like to do?
- Do you get enough sleep or rest?

During the assessment, we may discuss a number of things to help work out how we may help you in your caring role. These might include:

- The help the person you care for needs
- The help you are providing at the moment
- The amount of care you feel you are able to provide
- What you like and don't like about your caring role
- The services that may be provided
- Matters relating to employment, education and leisure opportunities

How to apply for an assessment

If you think you or the person you care for might need help from Durham County Council, please contact Social Care Direct on 0845 8 50 50 10, fax 0191 383 5752, textphone 01429 884124 or e-mail scd@durham.gov.uk

Tell Social Care Direct about your situation. They can advise you of any help that may be available and, if appropriate, arrange for an assessment of your own needs.

You can also have a carer's initial assessment through your local carers centre. Please see page 12 for details.

Self Directed Support

“Durham County Council is committed to the principles of personalisation”.

If the person you care for is eligible for care and support services under Self Directed Support they will have the chance to complete their own Self Directed Support Questionnaire, with support available if required.

Self Directed Support is about making social care services more personalised, giving more choice and control for people over their own care or support arrangements. This gives increased independence and flexibility over who provides their care and support and how and when it is delivered.

It is a new way of looking at a person’s needs and, with their full involvement, working out how those needs are best met. Provided that a person meets certain criteria they may be eligible for care and support and the council may help towards the cost of this.

This is called a ‘Personal Budget’ and the person eligible for the services can be as creative as they wish providing that the services they choose to receive are safe, legal and meet care and support needs, as shown in their care and support plan. Many people with the help of family, friends and unpaid carers will be able to develop their own support plans and manage their own support services which will then be agreed with their social worker or care coordinator.

There are several options available to manage a Personal Budget:

- The Council can manage a Personal Budget on an individual’s behalf and they will still have choice and control over the goods and services that they receive. This is called a Virtual Budget.
- The Council can allocate a Direct Payment so that an individual can manage their Personal Budget themselves, with or without support; paying for their own care and support services or employing their own staff. They can choose to receive all or part of their Personal Budget as a Direct Payment.

- The Personal Budget can be managed by a service provider on behalf of an individual. This is called an Individual Service Fund.

It is also possible to have a mixture of the above and you can discuss this option with a social worker or care co-ordinator.

There will be help and support available to help decide which options are best for your circumstances.

More information can be found in a separate booklet called 'Self Directed Support-What you need to know' which can be obtained from Social Care Direct or via www.durham.gov.uk

Services and support

Adults, Wellbeing and Health

This Durham County Council service can arrange a wide range of services to help people live as independently as possible in their own community. If you, or the person you care for, wish to receive care services from the council, then an assessment of need is required. Some services are free, for example, an assessment of need, advice, information and the loan of equipment to help with daily living; other services do have a cost for which the person who is to receive the service will need to be financially assessed. To contact Adults, Wellbeing and Health telephone Social Care Direct.

Adults, Wellbeing and Health publishes eligibility criteria for services in a separate booklet called 'Fair Access to Care'. Social Care Direct can send you a copy of this booklet on request. A PDF of the booklet is also available to download at www.durham.gov.uk/facs

Carers mailing list

The Durham County Council carers mailing list is a list of people in County Durham who are currently unpaid carers. By joining the mailing list, carers in County Durham have chosen to receive information about services and support for carers, including a free quarterly newsletter called 'The Carers Echo', packed with interesting and informative articles and sent directly to them. Mailing list members will also be given the opportunity to share their views about carer related issues and this information will then be used to influence and improve new and existing services.

There is no charge for receiving The Carers Echo or being on the mailing list. Durham County Council carefully selects the information to be used in the carers mailing list. You will receive only information relevant to helping you as a carer and your details will not be used for any other purpose.

To join, please complete the application form, which can be found in the centre of this booklet. For more information, telephone 0191 370 8838.

Carers Emergency Support Service

This free-of-charge service, provided by Unique Homecare, is available to all adult carers and young carers of adults and would benefit carers in an emergency situation. Carers can register with the service so that prompt arrangements can be made for replacement care should they be unable to perform their usual caring role because of an emergency. Replacement care can be arranged through existing family or friend networks, or by trained care workers if required. To register for the service please contact the Carers Emergency Support Service on 01388 773884, or ask your local carers centre for details.

Community Information Online

The council's Community Information Online database offers information to help people find services and organisations that will help them enjoy a better life. The database, which is free to access, contains information on a range of charities, businesses and services which may be available locally, including organisations which offer advice services, equipment and adaptations, breaks services and holiday opportunities.

For further information visit www.durhamcommunity.info or visit your local County Durham library.

Community Information Online includes information on accessible breaks for people with disabilities and their families.

You will find information on:

- Holidays and breaks
- Days out
- Money matters
- Getting there
- General hints and tips

Your local library can offer free internet access and library staff will be able to help you access Community Information Online.

Health

The local NHS is committed to providing the best possible health care and they are aware that it is vital that they support carers to look after their own physical and emotional health and wellbeing.

GPs and other health professionals can help, but they need to know that you are a carer.

Patient Advice and Liaison Service (PALS)

If you have any problems or concerns whilst using any NHS service, the Patient Advice and Liaison Service (PALS) are designed to offer on-the-spot help and information or practical support aimed at resolving any problems or difficulties you may experience.

How to contact PALS

The local NHS has a Patient Advice and Liaison Service. Your local GP surgery can give you details of who to contact. Alternatively NHS Direct can advise you by telephoning 0845 4647.

NHS Direct

NHS Direct operates a 24-hour health advice and information service providing confidential information on:

- What to do if you or your family are feeling ill
- Particular health conditions
- Local healthcare services, such as doctors, dentists or late night opening pharmacies
- Self-help and support organisations

The telephone service is available 24 hours a day on 0845 4647.

Further information is available on the NHS Direct website: www.nhsdirect.nhs.uk

Carers Direct

The NHS's Carers Direct website www.nhs.uk/carersdirect can provide a range of information, advice and support for carers including help with money and legal issues, health and wellbeing and a guide to getting practical support.

The Carers Direct helpline can provide free confidential information and advice to carers by telephoning 0808 802 0202.

Carers centres

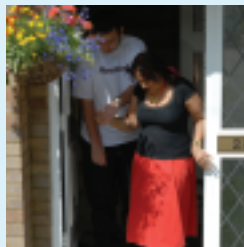
The carers centres in County Durham offer a wide range of local, confidential support services to adult and parent carers, such as:

- One-to-one support, including home visits
- Information and advice
- Informal advocacy support
- Carer training and support with employment issues
- Support to access other services
- Supporting carers' health and wellbeing
- Breaks for carers
- Complementary therapies
- Social events and activities
- Local support groups

To find out more contact your local carers centre:

Derwentside	01207 502688
Durham and Chester-le-Street	0191 387 1991
Easington	0191 586 9134
Sedgefield	01325 313123
Teesdale	01833 630 202
Wear Valley	01388 451400

More information on carers centres is available at www.durham.gov.uk/carerscentres



BUSINESS REPLY SERVICE
Licence No. DU2

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THE CARERS MAILING LIST
ADULTS, WELLBEING AND HEALTH
P.O. BOX
COUNTY HALL
DURHAM
DH1 1BR

Carers Mailing List Application Form

To join the carers mailing list please complete section 1. Section 2 is optional but will be of assistance when we review what information to include. Section 3 is an opportunity for you to access other carer services.

Section 1

Full name

Address

..... Postcode

Tel number

The following information will be used for statistical use only:

What is your ethnic origin?

What is your gender?

What is your date of birth?

Signature

Do you need information in a language other than English? Yes No

Please state which language

Do you need an audio version of The Carers

Information about yourself:

Do you have any disabilities or difficulties with your own health? Yes No

If yes, please state

What is your employment status?

What information would help you as a carer? (i.e. support services, social security benefits, respite care)

Section 3 – Other services available to you

Would you be interested in joining the Carers Emergency Support Service, which is free of charge? Yes No

If yes, your name, address and telephone number will be forwarded to the service provider who will then contact you.

Would you like to receive surveys to provide feedback on local services for carers? Yes No

Would you like your local carers centre to

Do you need an audio version of The Carers Echo? Yes No

Please state your preferred format

CD MP3

Do you need The Carers Echo in large print? Yes No

Please state if you have a preferred font size

.....

Section 2

To ensure the content of The Carers Echo meets the needs of carers who receive it, it would be helpful if you could supply some further information about you and the person you care for:

Who do you care for? (i.e. mother, son, friend, neighbour)

.....

How old is the person you care for?

..... years

What is the main disability, illness or problem of the person you care for?

.....

.....

Would you like your local carers centre to contact you to let you know of information and support they can provide? If yes, your name, address and telephone number will be forwarded to the service provider who will then contact you. Yes No

“I certify that the information which has been given on this form is correct to the best of my knowledge and belief.

I understand that it will be processed by computer and used in accordance with the registration made by Durham County Council under the terms of the Data Protection Act 1998.

I understand that only anonymous, statistical information will be supplied to authorised agencies. Any personal information would be disclosed only with my consent.”

Signed

Date

Young carers services

These services work with children and young people aged under 18 with caring responsibilities (caring for someone with a physical or learning disability, chronic or terminal illness, mental health issues or substance misuse or alcohol issues) and their families. Some support is also available to young adult carers aged 18 to 25.

The services aim to reduce the caring role of children and young people by involving other services and enabling the family to find other solutions, and, where caring continues, to reduce the impact of the caring role.

The services provide:

- Information
- Informal advocacy
- One-to-one and family support
- Group support
- Time out from the caring role
- Training and awareness raising for other agencies

For young carers services in the Wear Valley, Teesdale, Sedgefield, Durham City and Chester-le-Street areas contact DISC on 0191 384 2785.

For young carers services in Easington and Derwentside areas contact Barnardo's Young Carers on 0191 300 1266 or 0191 492 9000.



Advocacy

Advocacy is about enabling people to ‘speak up’ for themselves (self advocacy) or have someone else speak on their behalf (citizen advocacy). The role of the advocate is to provide independent, impartial support and advice to the individual and to help them express their views, opinions and wishes.

Advocacy is a free service and can be used by any adult using or seeking a service from Durham County Council Adults, Wellbeing and Health.

County Durham advocacy services are available to all service users and their carers and include services specifically for service users with learning disabilities, those who lack capacity, vulnerable adults and people who may have an issue with their care or support.

To make a referral, or for more information on advocacy services, please ask your social worker, or contact Social Care Direct.

Carer break services

There are a variety of services available through the council that are aimed at providing carers with a break from their caring roles, where there is an assessed need. These services may include sitting and befriending services, day care, home care, residential care and family placements. Services should aim to be flexible and to meet an individual’s needs. These services are usually provided to the person you care for, which in turn gives you as the carer, a break from your caring role.

Adults needing care may have to contribute towards the cost of some of these services. However, it is worth noting that carers themselves are not normally financially assessed, as it is the cared for person who usually receives the service.

Local carer support organisations also offer a range of services including providing a break from caring responsibilities. It may be worth considering contacting one of these organisations to find out what they can offer to you as a carer. Please see carers centres and young carers services on pages 12 and 13.

What about services provided to young carers and parent carers?

These services are free, as the County Council does not charge for services that benefit children and young people. As with adult services, the social worker will normally identify needs with the parent carer or young carer.

Jobcentre Plus information to assist carers

Jobcentre Plus have additional services in place specifically designed to help carers obtain a balance between their caring responsibilities and looking for, or returning to work. This could include financial assistance to cover the cost of replacement care whilst you take part in an interview, training or some other work related activity.



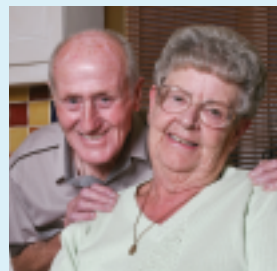
Jobcentre Plus also offer help and support including:

- Support from a Jobcentre Plus adviser
- Help with jobsearch
- A 'Better Off Calculation' to see how much better off you would be by returning to work
- Access to Local Employment Partnership vacancies
- Work Trials to show an employer what you can do
- Help with interview costs through the Travel To Interview Scheme*
- Financial assistance relating to a job start
- Access to opportunities for voluntary work to increase experience
- Help and support with literacy and numeracy if you need it
- Access to training and/or education courses*

*Eligibility and certain conditions apply

This is just a selection of the programmes and services available. For more information on these and other services, please see the Jobcentre Plus website www.jobcentreplus.gov.uk or ask at your local Jobcentre.

You must be unemployed or working less than 16 hours per week to access Jobcentre Plus services. However, you do not have to be in receipt of Jobseeker's Allowance.



Money matters

Direct Payments

A Direct Payment is money you may be able to receive from the council to buy your own care and support services, rather than having social care staff arrange them for you.

This puts you in charge of your own care or support arrangements, giving you independence and flexibility over who provides your care and how and when it is delivered.

The services that you buy with a Direct Payment must be safe, legal and meet your care needs. Social care staff will provide help and support as you decide whether a Direct Payment is for you.

Most people who are eligible for social care services are also eligible for a Direct Payment including:

Older people and disabled people over the age of 16 who may have:

- Physical and/or sensory disabilities
- Learning disabilities
- Mental health issues
- Where a disabled person does not have the mental capacity to consent to a Direct Payment, an appointed suitable person can manage payments on their behalf

A person with parental responsibility for a disabled child aged under 16

- Parents and people with legal parental responsibility and who are not necessarily the child's parents

Carers over the age of 16

- Carers who have been assessed as needing services to support them in their caring roles and to maintain their own health and wellbeing

If the person you care for already receives care or support services from the council and has a social worker or care co-ordinator, you can speak to them about using Direct Payments for part or all of your support needs.

If you or person you care for does not have a social worker or care co-ordinator please contact Social Care Direct, as you will need to have an assessment to find out if you are eligible for a Direct Payment.

To contact Social Care Direct, carers can:

Tel: 0845 8 50 50 10

Text message: 07786 027280

Textphone: 01429 884 124

E-mail: scd@durham.gov.uk

Visit: www.durham.gov.uk/directpayments

Welfare Rights

Durham County Council's Welfare Rights can help you with Social Security Benefits and Tax Credits.

The team is dedicated towards maximising benefits and to represent those who have had their claims rejected or their benefits reduced or removed.

Welfare Rights can help with the following benefits:

- Carers Allowance
- Attendance Allowance
- Disability Living Allowance
- Council Tax Benefit
- Employment and Support Allowance
- Incapacity Benefit
- Income Support
- Housing Benefit
- Tax Credits

... and many others



If you need to get in touch with Welfare Rights contact:

Welfare Rights, Adults, Wellbeing and Health,
Durham County Council, The Rivergreen Centre,
Aykley Heads, Durham DH1 5TS

E-mail: welfare.rights@durham.gov.uk

Tel: 0191 370 8787 9am – 3pm

Text: csd wr (your message) to 60003

Other useful contacts

Carers' UK

This organisation provides information and advice on all aspects of caring for both carers and professionals.

Web: www.carersuk.org

Tel: 0808 808 7777

Counsel and Care

A national charity for older people, their families and carers.

Web: www.counselandcare.org.uk

Tel: 0845 300 7585

Crossroads Caring for Carers

Provides support for carers by giving them a break from their caring responsibilities.

Web: www.crossroads.org.uk

Tel: 0845 450 0350

Dementia Care Partnership

Care at home services provided by support workers with relevant language skills; day support and activity services; carer support services; information and advice; respite/short break facilities for younger people with dementia and people from black and minority ethnic communities.

The Bradbury Centre, Darrell Street, Brunswick Village, Newcastle Upon Tyne NE13 7DS
Tel: 0191 217 1323

Eurocarers

An EU-wide organisation representing and providing a voice for carers.

Web: www.eurocarers.org Post: C/- Mezzo
PO Box 179, Bunnik 3980 CD, The Netherlands

‘Sahara’ BME Parents and Carers Support Group (for special needs children)

‘Sahara’ is a support group for black and ethnic minority (BME) parents of children with special needs.

West End Women and Girls Centre, Stephenson Building, 173 Elswick Road, Newcastle upon Tyne NE4 6SQ
Tel: 0191 273 7366

Stroke Association

Can provide information about a stroke and stroke prevention in a range of languages.

17 Marquis Court, Team Valley, Gateshead NE11 0RU
Tel: 0191 487 9988

Sunderland Bangladeshi Community Centre

Provides men and women’s ESOL English classes and Carers projects.

30 Tatham Street, Hendon, Sunderland SR1 2QD
Tel: 0191 564 0888

Sure Start North Moor Children's Centre

Runs an ESOL (English for Speakers of Other Languages) services for parents/carers for whom English is not their first language. There are also art groups and other sessions for parents/carers where a crèche is provided.

Halewood Avenue, Kenton, Newcastle upon Tyne NE3 3RX
Tel: 0191 213 4100

Sure Start West Riverside Children's Centres Information Point

Aims to work with parents, parents to be and carers of children under five years old to ensure that children are ready to flourish when they start school.

Unit 7, Adelaide Terrace, Benwell, Newcastle upon Tyne
Tel: 0191 273 9549

The Princess Royal Trust for Carers

The largest provider of comprehensive carers support services in the UK. The Princess Royal Trust for Carers works to reach carers and develop services across the country through its nationwide network of 144 carers centres.

Web: www.carers.org
Tel: 01257 234 070

Vitalise

A national charity providing short breaks (respite care) and other services for people with disabilities or visual impairments.

Web: www.vitalise.org.uk
Tel: 0845 345 1972

YC Net

The Princess Royal Trust for Carers' Young Carers Service.

Web: www.youngcarers.net
Tel: 01257 234 070

Other useful information

Access to Personal Social Care Records

If you receive help or advice from Durham County Council about social care services you will be asked to give information about yourself and your personal or family circumstances. For some services, we also need information about your finances.

This information is recorded, often on computer, together with information given by other people.

You have the right to access information about yourself.

If you would like more information about access to personal records, ask for a copy of the leaflet 'Access to Personal Social Care Records for Adults in County Durham'. This can be obtained either from your social worker or from Social Care Direct.

How to make compliments, comments, suggestions or complaints

Durham County Council values and respects views, opinions and comments on the quality of services we provide to service users and carers. We aim to continually improve the quality of our services and we have procedures to ensure that we deal effectively with any comments, suggestions or complaints that you may wish to make.

To request the appropriate leaflet for making a compliment, comment, or complaint please contact your social worker or Social Care Direct.

Local offices:

The Dales

- Galgate, Barnard Castle DL12 8HA
- 1 Kensington, Cockton Hill Road, Bishop Auckland DL14 6HX
- Croft Street, Crook DL15 8QF

Derwentside

- 1 Woodland Court, Greencroft Industrial Park, Annfield Plain, Stanley DH9 7BF

Durham and Chester-le-Street

- Hopper House, Atherton Street, Durham DH1 4DL
- 129 Front Street, Chester-le-Street DH3 3BL

Easington

- Essington House, Essington Way, Peterlee SR8 5AZ
- Caroline House, St John's Square, Seaham SR7 0JR

Sedgefield

- Council Offices, Green Lane, Spennymoor DL16 6JQ
- 21/27 Upper Beveridge Way, Newton Aycliffe DL5 4EB

Local offices are open Monday - Thursday 8.30am to 5.00pm and Friday 8.30am to 4.30pm.

How to access Social Care Services

To get in touch for the first time about services in this booklet contact:

Social Care Direct

Telephone:

0845 8 50 50 10

Textphone:

01429 884 124

Text Messaging:

07786 027 280

E-mail:

scd@durham.gov.uk

Website:

www.durham.gov.uk

For your convenience, or if you don't wish to use your own telephone, you will find the addresses of local offices, on page 23 which you can visit to make a phone call to Social Care Direct.

Please ask us if you would like this document summarised in another language or format.

العربية (Arabic) (中文 (繁體字)) (Chinese) اردو (Urdu)

polski (Polish) ਪੰਜਾਬੀ (Punjabi) Español (Spanish)

বাংলা (Bengali) हिन्दी (Hindi) Deutsch (German)

Français (French) Türkçe (Turkish) Melayu (Malay)

altformat.awh@durham.gov.uk

0191 370 8838



Braille



Audio



Large
Print

Adults, Wellbeing and Health, Marketing and Information Team, 2009 AWH2580

Images: Durham County Council and careimages.com