

Supporting carers in Leicestershire



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Looking after someone - Who is a carer?



A carer is someone who looks after a person who is not able to care for themselves. This could be because the person has a long term illness, disability, mental health problem, is of old age or as a result of alcohol or substance misuse. This is unpaid.

A carer can be a parent, son, daughter, brother, sister, wife, husband, partner, any other relative, friend or neighbour.

Any type of support, including the information and advice that we give, aims to support a carer to continue in their caring role.

Caring might involve providing emotional support such as listening and talking or offering more practical help like helping someone to:

- prepare meals
- wash e.g. bath or shower
- go to the toilet
- get dressed
- do their shopping
- do their laundry
- deal with their finances
- take their medication

You do not have to live with the person you are caring for to be considered a carer.

This booklet gives information to carers looking after someone who lives in Leicestershire. It provides information about staying as well as possible and advice on how to get support that will help them continue caring. The person cared for may be entitled to support from Leicestershire County Council Adult Social Care in their own right. For more information see <http://asch.leics.gov.uk/help-at-home>

Staying as well as you can

Caring can be very demanding, physically, mentally and emotionally, which can affect a carer's health and wellbeing. According to Carers UK, carers are more likely to be in poor health, both physically and mentally, than people without caring responsibilities - see more at www.supportforcarers.org

What you can do if you are a carer - some useful tips

- 1. Recognise yourself as a carer** - caring can be a responsibility that some people see as part of family life, but sometimes it can become more demanding than this. Recognising yourself as a carer can help you to deal with some of the emotions and feelings, as well as practical challenges that come with being a carer.
- 2. Take time out for yourself** - think about the last time you went out in the evening, went for a swim, caught up on sleep, met up with friends or had a holiday?
- 3. Get enough sleep** - this is sometimes easier said than done. Sleep is a vital part of our daily life and important for physical and mental health.
- 4. Talk about it** - you may find that talking about being a carer is helpful. You can talk to friends and/or family, your GP or you can contact the dedicated advice service for carers in Leicestershire. We recognise how important this is so the council has funded an organisation called Support for Carers Leicestershire. To find out more contact Support for Carers Leicestershire: www.supportforcarers.org or call 0845 689 9510
- 5. Let your GP know you are a carer** - as soon as you begin caring (or if you are already a carer, as soon as you can) tell your GP that you are a carer. This can be recorded on your medical records. If they know that you are a carer and that you may be under pressure at times, they will find it easier to offer the advice and support you need. For example, as a carer you may be eligible to receive the seasonal flu vaccine for free each winter.

The council also funds Support for Carers Leicestershire to help promote awareness and identification of carers

in GP surgeries in the county. The contact details for local GP surgeries and hospitals can be found in the telephone directory or on the internet:

www.nhs.uk/service-search

- 6. Plan ahead in case of emergencies** – It may be useful to think about a situation that would result in you not being able to provide care, and what you would do. Thinking about this in advance can make it easier to deal with if that situation occurs. Depending on how much care you provide and whether others provide care too, you may want to write your plan down so you don't have to worry about remembering it. You may feel that thinking about it is enough to provide the reassurance needed. You can do this yourself or you can get help from Support for Carers Leicestershire to make a plan. Things that you might want to include in your plan could be details for someone who can be contacted to support the person you care for, if you are unable to do so. If the person you care for has support that is paid for, either by themselves or the council, you can talk to these staff about supporting the person in an emergency, and include their contact details in your plan. You may also want to include



the contact number for Adult Social Care, and the Emergency Duty Team for emergencies that are out of normal office hours.

Leicestershire County Council
Adult Social Care
AdultsandCommunities@leics.gov.uk
0116 305 0004

Leicestershire County Council
Emergency Duty Team
0116 255 1606

How can a carer get more support in their caring role?

If you are the only carer, you may want consider if there is anyone else who can help such as a family member, friend or neighbour, depending on who you are caring for.

Support for Carers Leicestershire

The council has funded services for carers from Support for Carers Leicestershire. This service provides support for carers living in Leicestershire, whether they care full time or for a few hours a week. It aims to inform and support carers in all communities throughout the county, to improve their quality of life, promote their health and wellbeing and encourage them to make real choices about their lives.

The service includes a dedicated telephone advice line 0845 689 9510 (calls charged at local rates) so you can talk to experienced professionals in confidence about any aspect of being a carer. They also offer, a website full of news and information, a quarterly newsletter, an online directory of local services for carers, a telephone befriending service and carers' support groups around the county; offering a chance to talk to other carers with similar experiences.

www.supportforcarers.org

0845 689 9510

Training for carers

Training is available for carers to help them deal with the demands associated with being a carer. Sessions are developed based on the needs of carers and are paid for by the council. To find out more please contact The Carers Centre:

www.claspthecarerscentre.org.uk

0116 251 0999

Caring for a person with dementia

Support is available for carers who look after someone with dementia. They can get information, advice and support including access to memory cafes and carer groups funded by the council. For more information and support contact the Alzheimer's Society.

www.alzheimers.org.uk

0116 231 1111

Carer's assessment and support planning

If a carer is looking after someone who is getting support from the council's Adult Social Care Team, any needs the carer has should be taken into account in the person's assessment. If this is not appropriate because either the person they care for does not want formal support, and/or they do not qualify for formal support, the carer can choose to have an assessment of their own.

If the carer wishes to have a separate assessment they can do so by completing the assessment form available on <http://asch.leics.gov.uk/carers-assessment>.

Alternatively an assessment form can be requested by contacting AdultsandCommunitiesCSC@leics.gov.uk or 0116 305 0004.

A member of the Adult Social Care Team can help with completing the assessment form.

The level of support a carer may get will depend on the impact their caring role has on their life. This is determined through an eligibility and carer's assessment. Leicestershire is responsible for supporting carers who care for people that live in Leicestershire. The Care Act 2014 introduces a new national eligibility



threshold that all councils will use to work out whether someone is eligible for formal support. This means that wherever you live in the country, the eligibility threshold is the same.

There are three questions that will be considered when deciding if a carer has eligible needs, these are:

1. Do the needs of the carer arise as a result of them providing necessary care to another adult?
2. Is caring having a negative impact on the carer's physical or mental health? Or on some other aspect of their life? (The new national eligibility framework contains a list of set outcomes for carers).
3. Is caring having a significant impact on the carer's wellbeing?



If the answer to all three questions is yes, a carer may have eligible needs. Eligibility will be determined by a worker from the councils Adult Social Care Team and this information should be used as a guide only.

A carer's assessment is a way of identifying any needs the carer may have in relation to being a carer. An assessment provides an opportunity to discuss with the councils Adult Social Care Team how things are for the carer and what support they might need. It will also look at how caring affects their life, including their physical, mental and emotional needs and whether they are able and willing to carry on caring. It also helps the carer to gain advice, support and information that may assist them with their caring role. The assessment is not about judging a carer's ability or the way in which they carry out their caring role.

What if a carer does not have eligible needs?

If after an assessment the carer is found not to have eligible needs, they can still get help in their caring role and options will be explored with them such as:

- getting help from Support for Carers Leicestershire
- what's available to them locally in their community
- information about staying well
- carers training (on issues that will help them to manage the challenges that can come with being a carer)
- assistive technology

If the carer's circumstances change, they can contact the council and ask for another carer's assessment.

When we complete a review or assessment with a carer, we will help them to develop their own care and support plan. The care and support plan will help a carer to think about how they can achieve their personal goals.

What if a carer does have eligible needs?

When the council decide that a carer has eligible needs that cannot be met through services available to everyone, we will consider other options. This may include a personal budget which is the amount of money the council will make available to help meet those eligible needs. This can be made as a direct payment; a direct payment means that the money the council makes available for the carer's support is paid directly to the carer. This gives them greater choice and flexibility about how to spend it. The carer's direct payment is for them to buy support for themselves to support them in their caring role. It is not to buy support for the cared for person. The direct payment can be a one-off payment or a regular payment (monthly).

Examples of what a carer can buy with their direct payment include:

- day/weekend break (with or without the cared for person)
- contribution to the costs of having work done in and around the home
- training related to the caring role
- other skills training

- sports equipment
- ICT equipment
- gym membership
- home appliances
- driving lessons.

In some situations, if they are unable to manage the direct payment, the council may do this on their behalf – this is called a managed budget.

In Leicestershire people are required to make a contribution towards the cost of their services; this includes contributing to their personal budget, if they can afford to pay. This is determined by a financial assessment. More information is available at:

www.leics.gov.uk

When the carer's support plan is being developed, the carer will be encouraged to think about the support they need and be able to talk to the worker about what types of support they can buy with their direct payment.

Benefits for carers

Caring can sometimes be costly to carers and their families. It may be possible for carers to access specific benefits including the following:

Carers Allowance – this is for carers aged 16 or over who look after a disabled adult or child. A carer may be entitled to Carers Allowance if they spend at least 35 hours a week looking after a person who is getting either:

- Attendance Allowance
- Disability Living (middle/higher rate)
- Personal Independence Payment (standard/enhanced rate)

If they work, their net earnings must be no more than £110 per week (April 2015) to be eligible. Payment of Carers Allowance can sometimes reduce the amount of means-tested benefits such as Pension Credit, Income-related Employment and Support Allowance, Housing Benefit or Council Tax Reduction Benefit received by the person that is being looked after. Advice should be sought if the carer is uncertain about this. You can find more information at www.gov.uk/carers-allowance/overview

Carers Premium – an extra amount included as part of the carer's Income Support, Income-related Employment and Support Allowance, Income-based Jobseekers' Allowance, Housing Benefit and Council Tax Benefit/Reduction. It is known as the Carer addition in Pension Credit. If the carer is entitled to Carers Allowance, but it is not actually paid to them because they also receive another benefit such as Contribution based Employment and Support Allowance or State Retirement Pension, they may still be able to get the Carers Premium as part of one or more means tested benefits

If carers do not qualify for Carer's Allowance, and are under State Pension Age, they could get Carer's Credit if they're caring for someone for at least 20 hours a week. Carer's Credit is a National Insurance credit that helps with gaps in National Insurance records. State Pensions are based on National Insurance records. Carers income, savings or investments won't affect eligibility for Carer's Credit.

Carers may also be able to claim other benefits, tax credits, help with housing costs or reductions in Council Tax in certain circumstances.

If the carer has a complex benefit issue and has an allocated worker from the councils Adult Social Care Team, they can ask about their entitlement to benefits.

Carers can talk to Support for Carers Leicestershire for advice about benefits, regardless of whether they have an allocated worker.

For more information, including the Carers Allowance claim form, go to www.gov.uk/carers-allowance. Alternatively, advice may be obtained from the Department of Work and Pensions, Citizens Advice Bureau, Carers Centre, Age UK office or disability organisation.



Contact information

Below is a list of useful carer support groups and organisations that are funded by the council to support carers to continue in their caring roles as well as the contact details for the councils Adult Social Care Team.



Voluntary Action South Leicestershire,
The Settling Rooms, St Mary's Place,
Springfield Street, Market Harborough,
Leicestershire, LE16 7DR

maureen@supportforcarers.org

0845 689 9510



Alzheimer's Society

www.alzheimers.org.uk

0116 231 1111



The Carers Centre

www.claspthecarerscentre.org.uk

0116 251 0999

Leicestershire County Council Customer Service Centre

The Customer Service Centre is open from
8.30am to 5pm on Monday to Thursday
and 8.30am to 4.30pm on Friday.

AdultsandCommunities@leics.gov.uk

0116 305 0004

Emergency Duty Team

For emergencies outside office hours
contact the Emergency Duty Team who
can respond to crises or emergencies which
cannot wait until the next working day.

0116 255 1606

If you require this information in an alternative version such as large print, Braille, tape or help in understanding it in your language, please contact 0116 305 7096.

ਐ ਆਪ ਆ ਮਾਭਿਤੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਮਦਦ
ਓਝਠਾਂ ਡੇ ਤੇ 0116 305 7096 ਨੰਬਰ ਪਰ ਫ਼ੋਨ ਕਰਥੀ ਅਨੇ
ਅਮੇ ਆਪਨੇ ਮਦਦ ਕਰਵਾ ਅਵਥਾ ਕਰੀਯੁੰ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 7096 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজেৰ ভাষায় বুঝাৰ জন্য আপনাৰ যদি কোন
সাহায্যেৰ প্ৰয়োজন হয়, তবে 0116 305 7096 এই নম্বৰে
ফোন কৰলে আমৰা উপযুক্ত ব্যক্তিৰ ব্যবস্থা কৰবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں
0116 305 7096 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，
請致電 0116 305 7096，我們會安排有關人員為你
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji
w Twoim języku, zadzwoń pod numer 0116 305 7096,
a my Ci dopomożemy.



www.leics.gov.uk

From April 2015