



Do you look after someone?



Are you a carer?

If you provide unpaid support to help an adult live at home you are a carer.

The person that you care for could be frail, have a long-term physical illness or disability, a learning disability or experience mental health or substance misuse problems.

You could be a relative, friend or neighbour.

You don't have to live with the person, nor do you have to be the only person who provides care. You may be caring for more than one person.

The term 'carer' does not include people that are paid to provide care, for example care workers. It also excludes volunteers and foster carers.

To get support from Nottinghamshire County Council the person you care for must live in Nottinghamshire (excluding Nottingham City).

Caring can mean lots of different things

It may mean that you :

- Help with practical tasks such as washing, dressing, taking medicines, shopping or laundry
- Provide emotional support
- Help to manage difficult behaviour
- 'Keep an eye' on someone to make sure they are safe
- Keep someone company or help them when they go out

Caring may have an effect on you, for example your health, work, social life, finance, education, family and personal life. It is important that you know what help is available to help you balance your caring life with a 'life of your own'.

What help can I get?

You can get support to help you continue to care for someone. Some services require a **carer assessment**. Others are available to all carers.

Regular breaks from caring

If you want a regular break from caring the person that you care for will need a **community care assessment**.

For this they, or someone acting on their behalf, will need to contact the Nottinghamshire County Council Customer Service Centre (CSC) on:

0300 500 80 80

E-mail enquiries@nottscc.gov.uk

Carer Assessment

If you regularly care for someone you have a right to ask for a carer assessment. This assessment is about you, not the person you care for.

You can have a carer assessment whether or not the person you care for has had a community care assessment.

To ask for a carer assessment contact the Customer Service Centre **0300 500 80 80**

E-mail enquiries@nottscc.gov.uk

You may already be in touch with a social care or healthcare worker (for example doctor,

mental health professional, social worker, care coordinator), in which case a referral can be made on your behalf.

You will need to give some basic information about you and the person that you care for, for example name, address and date of birth. We will then arrange a visit to talk about the impact that caring has on you and the support that you may need, for example in your work, study or leisure time. This is your assessment.

You can choose to have an assessment in private or with the person that you care for present. You can choose to have the assessment at your home or in a suitable place that is agreed by you.

You are welcome to have a friend or relative with you.

How long will I have to wait for an assessment?

We see people as quickly as possible, depending on how urgent their situation is.

Will I need to pay for services?

There is no charge for services provided as a result of a carer assessment. Services provided to the person that you care for following a **community care assessment** are subject to financial contributions. This means that the person you care for will need to have a financial assessment.

Services for the person I care for

To get social care support from Nottinghamshire County Council the person that you care for will need to have a community care assessment. For more information please see www.nottinghamshire.gov.uk/caring/adultsocialcare/whoneedssupport/carers/ or contact the Customer Service Centre **0300 500 80 80**
E-mail enquiries@nottscc.gov.uk

The community care assessment may result in you being able to receive **breaks from caring**.

Examples of this could be:

- The person you care for going out of the home to participate in a social or educational activity
- Someone coming into your home to look after the person you care for, for a short while

Carers' Personal Budget

Following a **carer assessment** you may be eligible for a '**Carers' Personal Budget**'. This is a small amount of funding that can be given to carers to help them look after their own health and well-being. Examples of what the funding can be used for are:

- Funding towards the cost of holidays, weekends away, days out, spa days
- Transport for a break away or visiting family
- Funding for a hobby e.g. fishing, golf, cookery, gardening equipment
- College courses
- Driving lessons
- Home improvements, gardening, domestic help
- Equipment to help caring, e.g. washing machine, dishwasher
- Funding to support a return to work

If you would like to have a carer assessment and find out if you are eligible for a personal budget the first point of contact is the Customer Service Centre **0300 500 80 80**
E-mail enquiries@nottscc.gov.uk

HELP IN A CRISIS OR EMERGENCY SITUATION

Many carers worry about what would happen to the person they care for if the carer has an emergency of their own and is unable to provide care for a short period of time. If this is something that troubles you, you may be interested in the two schemes below.

1: Carers' Emergency Card

What is the carers' emergency card?

The Carers' Emergency Card is a **free** small card that identifies you as a carer in an

emergency situation. It will alert anyone finding the card to the fact that you are a carer and that someone you care for may require assistance.

Once issued with a card, in the event of an emergency you will have peace of mind that there is a 24-hour system in place to ensure that the person you care for is looked after by the people that you choose.

You do not have to have a carers' assessment for this service.

How does the card work?

You nominate people that can be contacted in an emergency to help make arrangements for the person that you care for. You can also provide other information, for example medical details and advice regarding access to the home. This information is recorded by the Nottinghamshire County Council Customer Service Centre. All information held by the Council is treated with the utmost confidence.

The Customer Service Centre will issue you with a small card that you can carry with you at all times. The card informs anyone finding it that you are a carer. There is a 24-hour telephone number on the card that will connect the caller to the Customer Service Centre or the out of hours Emergency Duty Team. The service will be operational over all bank holidays and weekends,

If something happens to you and someone rings the number on the card, the Customer Service Centre/Emergency Duty Team will be able to link the card to the information that you have provided. They will respond immediately by trying to contact the people that have been identified by you.

If the Customer Service Centre/Emergency Duty Team is able to locate one or more of your emergency contacts they will discuss with them arrangements regarding the person you care for. If necessary, adult social care staff will be involved in helping to arrange suitable support.

If none of the people identified by you are able to be contacted, adult social care staff will make the

relevant checks and ensure that arrangements are made for the person you care for.

What information will I have to give if I want a card?

You will normally be asked to provide:

Your name and contact details and the name and contact details of the person that you care for.

The names and contact details of one or more person(s) that can help with arrangements should something happen to you.

Doctor and medical information in relation to the person you care for, for example any medication taken and where it is stored.

Any other useful information, for example particular communication difficulties in relation to the person that you care for.

How do I get an emergency card?

To ask for an emergency card please contact the Customer Service Centre 0300 500 80 80

You can also e-mail the Customer Service Centre requesting a form:

E-mail enquiries@nottscc.gov.uk

How long will it take before I am issued with a card?

The Customer Service Centre will supply you with a carers' emergency card within ten working days of receiving the information from you.

2: Emergency Breaks for Carers

Nottinghamshire County Council supports a scheme enabling the person that you care for to be looked after in your home if you have an unforeseen or emergency situation, for example admission to hospital, illness or death of a relative.

The scheme is run by Crossroads Care.

Crossroads can be contacted by you directly, and, if you meet the criteria, they will arrange the service for you.

There is no charge for this service.

Usually, the service is offered to carers that have had a carer assessment and have been found to be eligible for support. If you have a crisis situation and have not had a carer assessment, however, you can still contact the service and ask for help. If you meet the criteria you could still be offered support, and be referred for a carer assessment once the crisis has passed.

For more information regarding the scheme or to make a referral please contact:

Crossroads Care East Midlands (for Broxtowe, Gedling and Rushcliffe)
Tel: 0115 962 8920 (pressing option 2) between 8am and 6pm
E-mail: referrals@emcrossroads.co.uk

Crossroads Care North Nottinghamshire (for Newark and Sherwood, Mansfield, Ashfield and Bassetlaw)
Tel: 01623 658535 between 9am and 5pm.
E-mail: trichardson.nncrossroads@ntlbusiness.com

What if I am unable to provide care for a longer period of time?

The emergency card and the emergency breaks for carers are designed to provide short term support in a temporary situation.

You may want to think about what might happen if you are unable to provide care for a longer period of time following a change in your circumstances.

If you have a **social worker** you can discuss this with them. They will ensure that the information is recorded in the right place and can be easily accessed by the relevant social care staff if necessary

If you have not already had one you may want to consider a **carers' assessment**. This will enable you to talk to someone about the support

you need. If you would like to speak to someone regarding services available to you or the person that you care for please contact our Customer Service Centre on **0300 500 80 80**,
E-mail: enquiries@nottsc.gov.uk

You can also ensure that one or more of your named emergency contacts are aware of your longer term views.

OTHER SERVICES FOR CARERS

Assistive Technology

There is a wide range of equipment, aids and adaptations you might be able to get to support you and the person you care for.

This includes sensors and a portable pager unit that can alert you if the person that you care for needs help. This means that you can go about your daily life at home more freely or use the system at night, knowing that you will be alerted if needed.

This particular equipment can be installed at your home with no charge to you (some other types of equipment may incur charges).

If you would like to find out more about assistive technology contact the Customer Service Centre **0300 500 80 80**
E-mail enquiries@nottsc.gov.uk

Information is also available on the County Council website: www.nottinghamshire.gov.uk/caring/adultsocialcare/whoneedssupport/carers/

Short breaks provided by the NHS

NHS Nottinghamshire County funds short breaks for carers. These are available to you if you have a GP in the Nottinghamshire area, unless your GP is based in Nottingham city or Bassetlaw.

To be offered a break you will need to have had a **carer assessment and meet the relevant eligibility criteria**. The person that you care for does not have to have a community care assessment for you to benefit from a NHS break. The breaks usually take the form of 'one-off' residential or home based services. If you

are eligible for a break it will be provided free of charge.

If you would like to have a **carer assessment** and find out if you are eligible for a NHS carer break the first point of contact is the Customer Service Centre **0300 500 80 80**
E-mail enquiries@nottsc.gov.uk

Respite care for carers in Bassetlaw

Help and support for carers and relatives of adults with long term conditions (for example stroke, heart disease, dementia) or a cancer diagnosis is available within Bassetlaw. This is available in your home, day and night, from NHS staff. Support is arranged following an assessment by a district nurse. It is free of charge.

For further details please telephone **01777 863352**

The Carers Federation

The Carers' Federation provides free general advice, information and support to all carers.

The Carers' Federation may be able to help you in a number of ways, for example:

Individual telephone or face-to-face advice from a carer support worker

Information about local support groups, where you can meet other carers

Information about events and training courses, for example the 'Caring with Confidence' Course.

The Carers Federation can also support you with referrals for a carer assessment.

For more information please contact the Carers' Federation directly on **0115 9629310**

Website: www.carersfederation.co.uk

Looking After Me

'Looking After Me' is a free course for carers run by Nottinghamshire County Health Partnerships.

The course is about you as a carer setting aside time to think about your own health and well being. It is a good opportunity to meet other carers in a similar position.

Support can be provided for the person that you care for whilst you attend the course.

For more information please look at the County Council website:

www.nottinghamshire.gov.uk/caring/adultsocialcare/whoneedssupport/carers/carers-health-and-wellbeing/

Or contact Dawn Anderson on: **01623 673302**

Support with Anxiety and Depression

'Let's Talk Well-Being' is a service providing help for people with anxiety, depression and other similar difficulties.

If you are interested in the service you will need to speak to your doctor who can refer you.

More information is also available on the County Council website:

www.nottinghamshire.gov.uk/caring/adultsocialcare/whoneedssupport/carers/carers-health-and-wellbeing/#carers-and-depression

Young Carers

Nottinghamshire County Council provides support to young carers (children and young people under the age of 25)

For more information please see the Nottinghamshire County Council website:

<http://cms.nottinghamshire.gov.uk/home/learningandwork/caringforchildren/youngcarers.htm>

Or contact the Customer Service Centre on **0300 500 80 80,**

E-mail: enquiries@nottsc.gov.uk

**Contact information for
Nottinghamshire County Council**

Phone: **0300 500 80 80**
Monday to Friday: 8am to 8pm
Saturday: 8am to 12 noon
Email: enquiries@nottsgov.uk

Website: www.nottinghamshire.gov.uk/caring

Minicom: 01623 434993
Phone **0300 500 80 80** if you need the information in a different language or format.

Further Help

Nottinghamshire Information Prescriptions

Nottinghamshire Information Prescriptions (Nottsinfoscript.co.uk) provides a wide range of information relating to long term conditions, for example stroke and dementia.

Other organisations that you may find useful

You may find the organisations listed below useful for information on:

- General advice and support for carers
- Carers' rights
- Employment and Education
- Money and Benefits
- Health Services

Carers Direct

www.nhs.uk/carersdirect
Tel: 08 08 802 0202

Carers UK

www.carersuk.org
Tel: 020 7378 4999

NHS Choices

www.nhs.uk

Direct gov

www.directgov.uk/caringforsomeone

The Princess Royal Trust for Carers

www.carers.org.