

Information for carers in Nottinghamshire - 2024

**Do you look after
someone?**



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Are you a carer?



Are you a carer?

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Introduction:

Are you a carer?



Are you, or is someone you know, providing much-needed care to a family member or friend?

You are a carer if you provide unpaid support to a family member, neighbour or friend. They may need support because they are ill, frail, disabled, or have a mental health or substance misuse problem.

The support you provide could be:

- washing and dressing
- shopping and food preparation
- helping with laundry or housework
- keeping someone company
- helping someone take medication
- emotional support or help managing difficult behaviour
- keeping an eye on someone to make sure they are safe.

You are still a carer if you:

- don't live with the person you care for
- are not the only person providing care for someone
- are caring for more than one person
- are not related to the person you care for.

This booklet tells you about the information, advice or support that may be available to you or for the person who you care for.

The information is mostly for adults who are caring for other adults. If you are caring for a child with a disability, you can find out more at:

www.nottinghamshire.gov.uk/care/childrens-social-care/integrated-children-s-disability-service



Being a carer may affect your health, work, social life, finances, education, or 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.

There are a number of local and national organisations that provide support to carers, and Nottinghamshire County Council and local health services may be able to provide additional support.

To find out what is available you can:

- contact the Carers Hub service
carershub.carersfederation.co.uk
- look up information using the Notts Help Yourself website **www.nottshelpyourself.org.uk**
- contact the Nottinghamshire County Council Customer Service Centre: **0300 500 80 80**

The Carers Hub service

An organisation called the Carers Federation provides timely, personalised information and support via the Carers Hub service to make caring for a loved one easier. The scheme is funded by Nottinghamshire and Nottingham City Councils and the NHS.

The Carers Hub service can offer:

- information, advice and guidance
- personalised support based on need
- connecting to other services and support
- access to carers groups, peer support and drop-ins
- access to carers breaks
- access to training on caring related topics
- emergency planning and support
- activities and social events



To contact the Carers Hub service

call: **0808 802 1777**

Lines are open Monday to Friday, 9am until 5pm

You can speak to an experienced support worker who will provide a personalised service that meets your individual needs.

WhatsApp or text: **07814678460**

email: **carershubinfo@carersfederation.co.uk**

web: **carershub.carersfederation.co.uk**

connect:  carers-federation  @CarersFedNews

Notts Help Yourself

This website brings together a range of care and support providers with information about activities, events, and groups all in one place.

You can:

- find out what is available for people to improve their health and wellbeing
- access information on housing, carers support, transport and self-help services
- search by location or postcode or by type of support
- search for local groups, activities and support services contact providers.

To find out more go to www.nottshelpyourself.org.uk

If you are looking for advice about caring for someone with dementia, you can also access the Nottingham and Nottinghamshire Dementia Connect service provided by the Alzheimer's Society: www.alzheimers.org.uk/support-services/NottinghamandNottinghamshire



Nottinghamshire County Council Customer Service Centre

Our Customer Service Centre advisers can also provide you with information about services for you or the person who you care for. They can also arrange for you, or the person you care for, to have a further conversation about your needs as a carer and the person being cared for.

Calls cost no more than calls to standard geographic numbers and will also be included in inclusive minutes and discount schemes.

call: **0300 500 80 80** - Monday to Friday 8am to 6pm

email: **enquiries@nottscc.gov.uk**

The NHS also provides support and benefits information and advice for carers

A care and support guide is available at:

www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/



If you are looking for support and guidance on any financial matters, including the impact of the cost-of-living increases or about claiming welfare benefits, there are a range of organisations that can help you.

www.gov.uk provides information on benefits and on how to apply for them.

Citizens Advice provide free advice on rights and responsibilities, including benefits and financial advice..

call: **0800 144 8848**

or visit their website for details of local advice centres:

www.citizensadvice.org.uk

Nottinghamshire County Council's Benefits team can support carers who need advice and information on all issues relating to welfare benefits.

To make a referral call the Customer Services Centre on **0300 500 80 80** then option for adult services.

Nottinghamshire County Council's website also provides information about popular benefits and lists local information sources including advice clinics.

Visit: www.nottinghamshire.gov.uk/care/benefits-finance/benefits

www.nottshelpyourself.org.uk lists a range of financial organisations that can provide support.



You can apply to Nottinghamshire County Council for a Carer's Emergency Card, free of charge. It is available to carers who are caring for an adult who lives in Nottinghamshire (excluding Nottingham city residents).

The card identifies you as a carer and you can carry it with you. In an emergency, it will alert anyone who finds it that you are a carer and that someone you care for may need assistance.

The card does not give any personal information but instead provides a phone number that anyone can call. This will connect to the Customer Service Centre or to the out-of-hours Emergency Duty Team – this gives 24-hour cover, seven days a week.

When you sign up for the card you can nominate people to be contacted in an emergency to help make arrangements for the person you provide care for. You can also provide other information such as medical details and advice about access to the home. We treat this information with the utmost confidence.

If something happens to you and someone rings the number, our team will immediately try to contact the people that you have nominated to discuss arrangements regarding the person you care for. If necessary, adult social care staff can help arrange suitable support.

How do I apply for a card?

Complete the online application form listed within the directory <https://forms.nottinghamshire.gov.uk/MyServices> under 'County Emergency Card for Carers'

call: **0300 500 80 80**.

We can guide you through the process, send you a card and can answer any questions you have.



There are many benefits to informing your GP practice you are registered with, that you are a carer. These may include:

- being aware of your caring role (reducing the need for you to explain your role each time you contact the practice)
- providing appointments at convenient times or double appointments if needed
- providing health checks, flu and Covid vaccinations for you
- invite you for other relevant vaccinations
- asking the person you provide care to for their permission to share information with you and noting this on medical records
- involving you in planning the care of the person you provide care to
- check that you have an emergency plan in place and what this looks like
- the practice may invite you to join their patient participation group to enable you to have your say about services
- being kept up to date about events and appointments via text messaging on your mobile phone



Each GP practice should also have a designated 'Carer Champion' whose role is to:

- listen to carers needs and signpost them to other organisations e.g. the Carers Hub
- co-ordinate actions for carers within the practice to ensure carers are identified and supported throughout the whole practice
- keep the practice Carers' Register up to date
- provide information and resources for carers
- promote carer awareness within the practice and its staff

To register as a carer, contact your local GP practice.

To find out more about GP services visit:

www.nhs.uk/nhs-services/gps/



Services for carers

Inspire is a Community Benefit Society launched by Nottinghamshire County Council that manages libraries, archives, and provides community learning and cultural services across the county. Inspire was awarded Carer-Friendly organisation status in 2022 following staff training and development of services and resources to support and signpost Carers in a more proactive and understanding way.

Nottinghamshire Carers Association



Inspire Libraries in Nottinghamshire offer the following services

- **Home Library Service** if you are unable to visit your local library books can be brought to you by an Inspire volunteer
- **Reading Well** Nationally recommended books to help you understand and manage your health and wellbeing. The books provide information and advice for people with physical and mental health conditions, their family, friends and carers. There are five different booklists:
 - Reading Well for Mental Health,
 - Reading Well for Long Term Conditions,
 - Reading Well for Dementia,
 - Reading Well for Young People and
 - Reading Well for Children.



- **Reminiscence Resources** Inspire Libraries have created a collection of reminiscence resources to encourage interaction and communication between people living with dementia, their families, friends and carers. This includes Memory Lane bags and Adult Care cases, available on request to staff and volunteers running group sessions.
- **Wellbeing Bags** - small collections of books, items and activities which aim to encourage customers to practice self-care and promote good mental health. They can be borrowed free of charge for six weeks at a time to anyone with an Inspire library card.
- **Reading, arts, local history, and learning activities** Including regular reading cafes and book groups, IT training, talks, performances and workshops.
- **Books** Grab books quickly from our Quick Choice titles. Borrow a Quick Read (short stories by big authors). Listen to an audiobook while on the go (loan charge may apply).
- **Electronic resources** Find out about access to health services, information and resources on our website:
- **Health and wellbeing** - Find out about access to health services, information and resources on our website: www.inspireculture.org.uk/reading-information/health-and-wellbeing
- **Electronic resources (eResources)** Free access to eBooks, eAudio, eMagazines, and eNewspapers online through the library catalogue.



- **Mobile libraries** Mobile libraries cover most of Nottinghamshire's villages and are a great alternative if you don't have a local library nearby. Mobile libraries provide books for loan for adults and children, large print books and audiobooks.

Disabled access

Nottinghamshire libraries have been assessed for disabled access. Everyone can use the libraries at ground level. Some libraries are awaiting ramps etc. to reach upper floors. Please ask a member of staff for help if you have difficulty accessing any of the services because of the library layout. Mobile libraries have a lift that can accommodate wheelchair users or people who find steps difficult.

Inspire Community and Family Learning offer courses in Nottinghamshire

- Inspire Adult Learning offers a range of short courses in health and wellbeing, employment and IT skills and family learning, as well as discrete courses for learners with learning difficulties and disabilities. These courses are conveniently run across Nottinghamshire in venues local to you e.g. libraries, and online. They are usually 2 hours a week for 6 weeks and are a great way to meet people and gain new skills.
- **Accredited courses** Fully funded and part funded qualifications at level 1, 2 and 3 in health and social care, mental health awareness, substance misuse awareness and understanding autism



- **Access to Higher Education in Health and Social Care**

If you're thinking about going to university but don't have the qualifications you need Inspire Adult Learning can help! We'll help you work towards functional skills in maths and English, and help you apply for financial support through an Advanced Learner Loan. We can also offer a pathway for some students to local universities, including Nottingham Trent University.

How do I find out more?

- Ask at your local library:
www.inspireculture.org.uk/reading-information/find-a-library/
- Contact Ask Inspire on **01623 677 200**
ask@inspireculture.org.uk
- Visit the online library catalogue at:
https://emlib.ent.sirsiidynix.net.uk/client/en_GB/nelib
- Find out more about our health and wellbeing resources at: www.inspireculture.org.uk/reading-information/health-and-wellbeing
- Find out more about our eReading and eListening:
www.inspireculture.org.uk/reading-information/digital/
- Find out more about the home library service:
www.inspireculture.org.uk/reading-information/libraries/home-library-service/
- Find out more about courses in your local community:
www.inspireculture.org.uk/learning
or follow us on Facebook:
www.facebook.com/InspireLearningSkills



Support is available to provide care at home for the person you look after if you can't do so due to unforeseen temporary crisis situations. This service is available to adult carers (over 18) who are caring for an adult who lives in Nottinghamshire (excluding Nottingham city residents).

Crisis situations could result from immediate changes in your circumstances, where you are left unable to look after the person you care for safely. These circumstances could include if you are suddenly taken ill, are hospitalised due to illness or accident, a family emergency including for example if another family member becomes seriously ill.

Care and support can be provided for up to 7 days until alternative arrangements can be made, or for when you are able to return to caring for the person you usually care for. There is no charge for the service.

How do I access crisis prevention support?

Support for crisis prevention is available across all districts and is provided by the Home First Response and Rapid Response service providers. To arrange for this service, you will need to contact the Customer Service Centre on: **0300 500 80 80**



Self-help

Take a break from caring - get access to carers breaks by finding out what breaks you can access from the Nottinghamshire Carers Hub or the Customer Service Centre

Learn to let go - see if someone else can help with the caring role, or if the person you care for is able to get out with support for example to a day centre or other community activities

Coping with conflict - take time away, even if it's stepping outside for a few minutes, it's okay to say 'no' sometimes

Ask for Help - be honest about your own limits. Recognise strengths, but be willing to ask for support or advice

Self-care - eat well, sleep, exercise, find your own interests, look after your own mental and physical health and wellbeing

Set up an emergency plan - get a Carers Emergency Card (see section 3), contact the Carers Hub to support you with completing a carers emergency plan, register with your GP as a carer (see section 4)

Benefits and income support - check if you are eligible to receive certain benefits or other income support you could be entitled to by contacting the Benefits Team via the Customer Service Centre (see section 2)

Remember you are Important too

If you are feeling tearful, angry or have other symptoms of stress, there are a number of steps you can take to help bring down your stress levels.



These include:

- Go out of the room – or right outside if you can – for at least five minutes. Take a deep breath and hold it for a count of three, then breathe out. Repeat again, until you feel more relaxed, but not so often that you feel dizzy
- Relax your muscles. Tense muscles are a physical sign that you are stressed. Training on relaxation techniques is often available locally. Your local healthy living centre or local library may have information about this as well as books or tapes about relaxation
- Don't drink or smoke too much. Alcohol and cigarettes have harmful effects on your body and make you more at risk of the physical effects of stress
- Caffeine can have similar effects on your body as stress, so watch your coffee intake
- Get active. Physical exercise is a simple way to relieve tension. Even a walk to the shops can help reduce your stress levels
- Try to pace yourself and tackle one thing at a time. Be realistic about what you expect of yourself. Learn to say “no” to other people, some of the time at least.

How can I look after myself?

- Try to stay healthy
 - Eat healthily
 - Get enough rest
 - Do regular physical activity
 - Look after your general health and wellbeing
- Share your feelings with someone you trust



- Learn a relaxation technique
- Take a break
- Make time for yourself
- Try to be organised
- Be realistic about what you can do
- Make sure you have all the information you need
- Information about medical treatment
 - The person I am caring for wants me to know about their treatment
 - The person I am caring for is too unwell to make decisions, or may be too unwell to make them in the future
 - The person I am caring for does not want me to know about their treatment
- Find positives in your relationship
- Support the independence of the person you care for
- Make a crisis plan

**Useful links:**

<https://www.nottinghamshire.gov.uk/care/adult-social-care/carers/support-for-carers>

<https://www.carersuk.org/help-and-advice/health/looking-after-your-health/>

<https://www.nottinghamshirecarers.co.uk>

<https://www.mind.org.uk/information-support/your-stories/how-to-cope-with-being-a-carer/>

<https://www.mariecurie.org.uk/help/support/being-there/helping-someone-cope/dealing-with-feelings>

<https://www.alzheimers.org.uk/categories/support/support-carers>

<https://www.nopanic.org.uk/help-for-carers/>

<https://www.mobiliseonline.co.uk>

<https://www.sueryder.org/how-we-can-help/someone-close-to-me-has-died/advice-and-support/coping-as-a-carer>

<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/>



Safeguarding

What is safeguarding? Safeguarding means protecting an adult at risk's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, whilst making sure that the adult's wellbeing is promoted, including consideration of their views, wishes, feelings and beliefs in deciding on any action.

As a carer, you may look after a relative or friend who may be older and frail; or have mental health difficulties; a long-term illness; a physical disability or a learning disability.

It could be helpful for you to understand more about Safeguarding in relation to the abuse or harm that such adults at risk can face; what to do if it happens and how to get advice and support for you as a carer.

It is possible that you as a carer may find yourself being harmed by the adult you are supporting and it could take you a while to realise that this is what is happening. Or you may find yourself in a situation where you are the one causing the harm. This could be unintentional, accidental or in some cases deliberate.

Families all have their own ways of interacting. What may appear abusive to an outsider may be acceptable within a family or friendship. Examples of this include tone and level of voice or words used. However, behaviour such as constant swearing or shouting that undermines another person or makes that person feel undervalued is harmful.



Forms of abuse and or harm could be physical, sexual, psychological, discriminatory, or financial. It could also be the adult is self-neglecting or organisational abuse, where the abuse is a result of the way a service or organisation is run. Abuse might also be linked to modern slavery or domestic abuse. For more information see:

<https://nsab.nottinghamshire.gov.uk/media/0ieaefw1/adultabuseleaflet.pdf>

What to do if you, the carer, is being abused

Carers can be abused. Sometimes it is difficult to acknowledge that you are being abused, especially if it is by the person you care for.

You may:

- have got used to it
- think they do not mean it, or they don't know what they are doing
- worry that you may be separated from the person you care for.

A carer who is isolated and not getting any practical or emotional support from anyone can be at greater risk of harm. Carers can access advice services and may be entitled to support with their caring role. It is normal to sometimes feel that you can't cope.

The first step to getting help is to contact the Carers Hub service as detailed in section 1 of this booklet - sometimes all you need is someone to talk to. Further information is available on the NCC's carers page:

<https://www.nottinghamshire.gov.uk/care/adult-social-care/carers/support-for-carer>

Safeguarding adults at risk of abuse and/or neglect



To report abuse, you can contact Nottinghamshire's Multi Agency Safeguarding Hub (MASH) on **0300 500 80 80**. For further information about the MASH please visit <https://www.nottinghamshire.gov.uk/care/safeguarding/mash>

What to do if you know or suspect someone is being abused

Some common signs of abuse are:

- multiple bruising or unexplained finger marks
- worsening health or weight loss
- unwillingness to let others have contact with the person being cared for
- shortage of money for no apparent reason.

It is possible that the person you are worried about usually has a variety of these signs due to their condition. However, if they appear worse than normal or are acting differently this could prompt your concerns.

If someone confides in you that they are being harmed or even harming someone, take whatever they tell you seriously and listen carefully. Do not promise to keep it a secret.

Take action and contact Nottinghamshire's Multi Agency Safeguarding Hub on **0300 500 80 80** or visit <https://www.nottinghamshire.gov.uk/care/safeguarding/mash> for more information/advice on when to make a safeguarding referral or to make an online referral.



If your caring role is affecting your health or wellbeing, you can contact us to have a conversation about how caring impacts on your daily life.

Talking to us about your own needs as a carer will help us to understand what you hope to achieve in your day-to-day life, and how caring may be impacting on your own needs and wellbeing.

Assessing and understanding your needs as a carer is about you, not the person you care for. It is about how caring impacts on your health, work, social life, finances, education, or family and personal life.

The first conversation is the start of assessing your needs as a carer. The outcome of the conversation and the support agreed will depend on your own current personal circumstances. The conversation may identify eligibility for additional support, such as help with a break from caring or a carer's personal budget. Where this is identified, you may be asked to speak to another social care professional to continue the assessment of your needs and discuss what will happen next.

We will always provide you with relevant information and advice including, where appropriate, referring you to the Carers Hub service for that support.

Someone else can request a conversation with us about your needs as a carer on your behalf – for example, a doctor, social worker, mental health professional or care support worker.



When we talk to you about your needs as a carer, in most cases this will initially be over the telephone. However, there will be other options made available to you if further conversations are required – this could include talking to us face-to-face in your own home or at one of our social care clinics.

To have a conversation about your needs as a carer, you can contact Nottinghamshire County Council by calling:

0300 500 80 80 or visit: www.nottinghamshire.gov.uk/care/adult-social-care/contact-us

Or you can contact the Carers Hub service directly on:

0808 202 1777, WhatsApp or text: **07814678460**

or visit: carershub.carersfederation.co.uk



The outcome of your conversation with us about your needs as a carer, may identify that you are eligible for additional support such as a carers personal budget.

A personal budget is a one-off payment which can be offered to carers where there are specific needs identified to help support you to look after your own health and wellbeing.

Each carers circumstances are different and individual to them, which means that not everyone is eligible for a personal budget and not everyone gets the same amount. We need to ensure that the decisions we make about offering carers personal budgets are fair, consistent, and based on need.

Some examples of where a personal budget may be offered to eligible carers may include:

- equipment to help with your caring role
- one-off activities, items, or services to specifically support carer mental and physical wellbeing
- college or training courses
- helping carers back to work

How do I find out more?

Please contact the Customer Service Centre:

email: **enquiries@nottsc.gov.uk**

telephone: **0300 500 80 80**



A short break is where replacement care or support is required for the person you care for so that you can have a break from your normal routine of caring. Short breaks are breaks from caring which are always planned in advance. Where replacement care support is required due to an emergency or crisis in the home, or because of illness (for example where the carer is hospitalised), these are not classed as short breaks - please refer to section 6 for information about crisis prevention support.

There are several schemes where the carer and the person they care for can access breaks depending on their current circumstances. This includes:

- the offer of breaks provided directly to eligible carers via funding from the local NHS
- respite at home to provide support to the cared for person so the carer can have some time away from caring during the day via a scheme provided by the Carers Hub
- planned short breaks (which includes overnight stays in a residential care setting or respite at home) as part of a package of support provided to the cared for person by the Council (which is subject to financial assessment and charging depending on your circumstances)



NHS funded short breaks

You will need to contact the Council and have a conversation with us about your needs as a carer to find out if you meet the criteria for breaks funded via the NHS scheme. Depending on your own individual circumstances, not every carer is eligible for NHS funded short breaks and the amount of funding you get may be different to what other carers receive.

As NHS breaks for carers are funded by the local NHS, they are only available if:

- you (as the carer) AND the person you care for is registered with a GP practice within one of the three Nottinghamshire Place-Based Partnerships (PBP's) (excluding Nottingham City PBP). Check here if your GP practice is listed: <https://healthandcarenotts.co.uk/care-in-my-area>
- you (as the carer) AND the person you care for both reside within Nottinghamshire county (excluding Nottingham city)

The breaks usually take the form of one-off residential or home-based services. These can be arranged by the Council via a worker in the social care team or in some circumstances you can be provided with a direct payment to arrange care services yourself.



Respite at Home Service from the Carers Hub

The respite at home service is a scheme which can be accessed by eligible carers who would benefit from a few hours away from their caring role. Support is provided to the person you care for in your own home by an experienced care worker (or in certain circumstances a volunteer worker where no personal care is required). Details of the scheme includes:

- the offer of up to 12 hours of respite care which can be flexible to suit your needs
- support is directly arranged and agreed between you as the carer and the Carers Hub service
- support is provided FREE to eligible carers

Examples of things you can do if you access the scheme includes:

- meeting up with a friend
- go out walking or undertake other physical activities
- do some shopping
- attend medical and dental appointments
- taking time out to engage in your own interests or hobbies

Contact the Carers Hub directly on: **0808 202 1777**
or visit: carershub.carersfederation.co.uk to find out more information



Planned short breaks from the Council

Planned short breaks provided by the Council are agreed as part of a package of support provided to the cared for person (for example if the person you care for receives home care support from a care provider). Support is identified following the outcome of conversations assessing both your needs as a carer and the person you are caring for by a social care worker.

Breaks can include overnight stays in a residential care setting or respite at home as part of regular planned ongoing support provided via the Council. In most circumstances, the cared for person can be provided with a direct payment to arrange care services themselves to enable more flexibility and choice, which could include using a Personal Assistant (PA) to provide respite support. Please be aware that any planned short breaks support which is agreed by the Council will be subject to financial assessment and charging depending on your circumstances.

How do I find out more?

call: **0300 500 80 80**

email: **enquiries@nottsccl.gov.uk**



Nottinghamshire County Council provides help and support to enable people to live independently and safely or improve their quality of life.

We provide information and advice from a range of resources which you can access at any time, without the need for any type of social care assessment, to more direct support provided by the Council where there are greater support needs which are having a significant impact on living your life.

The first place to look is www.nottshelpyourself.org.uk which brings together a range of care and support providers with information about activities, events and groups all in one place.

Or you can phone us on **0300 500 80 80** where our advisers can guide you through the options.

Meals at home

Our award winning Meals at Home service supplies fresh and nutritious hot or frozen ready-made meals direct to your home across Nottinghamshire, to help you stay living independently.

For more information about the service and the range of meals available, please visit:

<http://countyenterprisefoods.co.uk>

call: **01623 490015**

email: **county.enterprisefoods@nottscc.gov.uk**



Handy Person's Adaptations Service

This provides the help and support you may need to keep safe and secure in your home with minor adaptations and small practical jobs. The service is available to people living in Nottinghamshire (except the City of Nottingham) who are either aged 60 or over or disabled.

For more information visit www.nottinghamshire.gov.uk/care/adult-social-care/help-living-at-home/adapting-your-home/handy-person-adaptation-service

Connect

Those who have lost a loved one or who have deteriorating health may find that they are struggling with daily life or feeling lonely. The Connect service can help you by finding information about local services, activities and opportunities. If needed, Connect staff can work with you around money issues, housing problems, health management and other things. This short-term support will be tailored to your needs and will focus on achieving what you want in a way that suits you.

If you, or someone you know, might benefit from the advice and support of Connect, contact:

Bassetlaw: **NCHA**

- www.ncha.org.uk/bassetlaw-connect/
- 0800 013 8555



Ashfield, Mansfield and Newark & Sherwood: **Age UK**

- www.ageuk.org.uk/notts/our-services/age-uk-connect/
- **01623 488217**

Broxtowe, Gedling and Rushcliffe: **Metropolitan**

- www.mtvh.co.uk/support-services/connect/
- **0115 939 5406**
- email: **connect@mtvh.co.uk**

Assessing care and support needs

After exploring the options available, the person that you care for may feel that they need more support. They might need to have a conversation with us to assess their care and support needs. This will enable them to explain the things they are finding hard to achieve in their everyday life and through the conversation we will discuss how we might be able to help them. There may be a charge for some services provided, depending on the person's financial situation.

The aim of assessing their care and support needs will always be to help a person regain or maintain a level of independence and also identify what their strengths are to best achieve this. We will facilitate conversations about assessing their situation in the most proportionate way and depending on their needs, this could be over the telephone or at one of our clinics as well as in their own home.

How do I find out more?

call: **0300 500 80 80**

email: **enquiries@nottsgov.uk**



Technology Enabled Care (TEC) is a range of devices which can help to keep the person you care for independent in their own home and provide you with peace of mind. The Council provides four main types of TEC equipment:

- **Activity Monitoring** – These systems are typically used for a short period (2-3 weeks) to assess how well someone with a cognitive impairment, such as dementia, is managing their independence at home. The system uses sensors (not cameras) to monitor which rooms a person uses, any times when they leave home and also monitors use of objects such as the kettle, fridge and taps. This enables the Council to assess if someone is safe at home and is completing daily living tasks such as making a drink.
- **Telecare** - sensors in the home are linked to a 24 hour monitoring centre and will automatically contact the centre if they detect danger, such as a fire, fall or a convulsive seizure whilst asleep. Please note that the Telecare service has a weekly service charge.
- **Standalone Assistive Technology** – this uses similar sensors to telecare, but the alerts go to a short-range portable pager. This enables you as a carer to get on with what you want to do around the house or garden, safe in the knowledge that you will be alerted if certain risks occur, such as a loved one with dementia leaving home at an inappropriate time. The Council also provides some standalone TEC equipment which prompts people with memory problems to complete daily tasks, such as taking medication or drinking regularly.



- **Digital Inclusion Project** – this project supports people with social care needs to be more independent by accessing online support and information. A tablet computer with mobile internet access is loaned and support provided through face to face visits to help the person acquire digital skills. If you live in Nottinghamshire and provide regular and substantial care to a person with social care needs in Nottinghamshire, then you may also be eligible for support from the project.

How do I find out more?

call: **0300 500 80 80** and mention your request is for 'Technology Enabled Care'

email: **enquiries@nottscc.gov.uk**



What is Housing with Care?

Housing with Care is a housing option which allows older people to live as independently as possible with the reassurance of support with personal care on site as needed. Housing with Care is sometimes called ‘Extra Care’ as it describes the care and support available on site 24/7 for people who meet the criteria for an Extra Care service. Living in a Housing with Care scheme may prevent or delay the need for residential care as the accommodation is more suited to meet people’s changing health needs.

It offers people:

- Their own home within the Housing with Care accommodation scheme with their own tenancy
- access to on-site communal facilities
- care staff on site 24 hours a day, 7 days a week to help meet their assessed care needs

Some Housing with Care schemes include housing for people with dementia and provide specialist care in a community setting.

Who is eligible?

Anybody who meets the housing criteria can live in a Housing with Care scheme but to be eligible for the Extra Care service which is the on-site 24/7 care and support arranged by Nottinghamshire County Council the person:

- will need to have an assessment of their care and support needs and be eligible for social care support



- must be assessed as eligible for some financial support towards the cost of care
- must have an identified need for accommodation that meets their care and support needs now or in the future

A person who is not eligible for social care support may still live in a Housing with Care scheme with their own tenancy and their own care arrangements but would not be eligible for the Extra Care service arranged by Nottinghamshire County Council.

Who is eligible?

The focus is on supporting independence and enabling people to remain as active as possible. Care staff can offer support with personal care based on individual need such as:

- help with washing, dressing and getting to and from the toilet
- reminders to take medication
- preparing snacks and heating up meals
- support with shopping
- support with laundry
- some domestic tasks.

On site staff are not able to do nursing tasks and therefore are unable to change dressings or catheters, or give medication.

How much does Housing with care cost?

There are three parts to the cost of living in a Housing with Care scheme:



- **housing** – the cost of buying, renting or shared ownership of the person's home. This is payable to the housing provider
- **service charge** – for home maintenance and communal facilities. This is payable to the housing provider
- **care and support costs** - the amount required to contribute to the cost of care will depend on a person's individual circumstances. This is payable to Nottinghamshire County Council who will do a financial assessment to work out exactly how much a person can afford to pay

How do I find out more?

Please contact the Customer Service Centre to speak to someone about Housing with Care.

Phone: **0300 500 80 80**

Email: **enquiries@nottscc.gov.uk**



Shared Lives supports vulnerable people so they can live as independently as possible in the community. It is for people who:

- need support to live in the community
- are over 18
- who have had a an assessment of their care and support needs and have been assessed as eligible for social care services.

This includes people who have:

- a learning disability
- a mental health issue
- a physical disability
- support or care needs due to their age
- other disabilities or impairments which cause them to be vulnerable or at risk.

What support does Shared Lives offer?

Shared Lives carers can deliver support in several different ways:

- living in a carer's home: this can be to cover a short-term need (such as providing a break for a family carer) or a longer-term situation
- day-time support: regular support sessions held in the carer's home
- outreach support: the person needing support lives in their own home, a carer provides help as needed.

How do I find out more?

call: **0300 500 80 80**

email: **enquiries@nottscc.gov.uk**

**Are you a young carer or do you know someone who is?**

Young carers are aged under 18 years old and who are looking after someone who is unable to manage without support.

As a young carer, you may look after someone in your family, perhaps your mum, dad, grandparent, brother or sister. They may need help because of their illness or disability.

Young carers might help with:

- tasks such as washing, or shopping, dressing or taking medicines
- emotional or practical support
- helping someone to communicate
- providing support by 'keeping an eye' on someone.

It can feel good to care for someone, but you might sometimes find things hard to cope with. You may need more time for other things such as hobbies, school or spending time with friends.

Help and support for young carers

If you feel you need more help or support, you can contact the Council and ask to speak to someone about assessing your needs as a young carer. Someone will talk to you about how your caring role affects you, what is important to you and what you want to achieve and how best to support you to do this.

TuVida provides a young carers service that provides opportunities to meet other young carers, do age related activities, take breaks and access information, advice and support when needed.



Help and support for the person you care for

If you are caring for an adult, the person you care for may feel they need more support. If so, they need to have a conversation with us to help us understand and assess their needs. This will enable them to tell us about the things they are finding difficult to achieve in their day-to-day life and what impact it has on their own needs and wellbeing. We will discuss and agree what support would help to enable them to live their best life.

How can I find out more?

Contact Nottinghamshire County Council Customer Service Centre so you can talk to us about being a young carer – you can do this by phone, by email or through our website. You can do this yourself, or someone else can do this for you.

If you are an adult contacting us about a young carer, please help us to provide the right information by telling us that you are inquiring on behalf of a young carer and telling us if they are caring for an adult or a child.

call: **0300 500 80 80**

email: **enquiries@nottscc.gov.uk**

web: **<http://www.nottinghamshire.gov.uk/care/adult-social-care/carers/support-for-young-carers>**

You can also find out more about support for young carers by contacting TuVida directly:

email: **youngcarers@tuvida.org**

web: **www.youngcarersnotts.co.uk**

call: **0115 824 8824**

WhatsApp: **07860 957 660**

Address: **54A, Nottingham Road, Mansfield, NG18 1BN**



Carers Space Notts (CSN) is an initiative designed as a joint venture by Nottinghamshire County Council, the NHS, Nottinghamshire Carers Association and unpaid carers themselves.

CSN is a group designed to bring carers and professionals from health, social care and other associated fields together in one place where they can mutually benefit from sharing their knowledge, insight and experiences. We aim to provide carers with both the opportunity and the support needed to have an equal voice in decision making on policies and services which directly affect them. Our ultimate goal is to optimise the services and support available across Nottinghamshire.

Carers of all backgrounds and in all situations across Nottinghamshire are warmly invited to attend our sessions. For those interested but unwilling or unable to attend, details of our meetings, progress updates and helpful resources will be made available on the website and via our e-mailing list.

To find out more: www.carersspacenotts.com



Useful Contacts for Nottinghamshire

Information and advice for carers

The Carers Hub Service

0808 202 1777

carershub.carersfederation.co.uk

Nottinghamshire Help Yourself website

www.nottshelpyourself.org.uk

Customer Service Centre

0300 500 80 80

enquiries@nottsc.gov.uk

Health information

NHS in England

www.nhs.uk

NHS Social Care and Support Guide

www.nhs.uk/conditions/social-care-and-support-guide

Financial advice and information

Money Helper

www.moneyhelper.org.uk/en

Benefits Advice and information

www.nottinghamshire.gov.uk/care/benefits-finance/benefits

Citizens Advice

0800 144 8848

www.citizensadvice.org.uk

Equipment to help you look after someone

Help to live at home

0300 500 80 80

nottinghamshire.gov.uk/care/adult-social-care/help-living-at-home

Carer Wellbeing

Information about wellbeing activities and training

0808 202 1777

carershub.carersfederation.co.uk

Health and Wellbeing reading resources

01623 677200

www.inspireculture.org.uk/reading-information/health-and-wellbeing

Support networks

Carer Support Groups

To find out more about groups local to you

0808 202 1777

carershub.carersfederation.co.uk
www.nottshelpyourself.org.uk

Rainbow Parents Carers Forum

0115 786 0211

www.rainbowpcf.org.uk

Local contact information

Bassetlaw Place-Based Partnership (PBP)

**Bassetlaw Primary Care Centre
Retford Hospital**
01777 274400

Bassetlaw District Council
01909 533 533
www.bassetlaw.gov.uk

Bassetlaw Health Directory
www.bcv.org.uk/health-directory

Bassetlaw CVS
01909 476118
www.bcv.org.uk

Bassetlaw Action Centre
01777 709650
www.bassetlawactioncentre.org.uk

**Bassetlaw Single Point of
Access**
01777 274422

Mid-Nottinghamshire Place-Based Partnership (PBP)

**Primary Integrated Community
Services (PICS)**
03000 830 000
<https://picsnhs.org.uk>

Ashfield District Council
01623 450 000
www.ashfield.gov.uk

Mansfield District Council
01623 463463
www.mansfield.gov.uk

**Newark and Sherwood District
Council**
01636 650000
www.newark-sherwooddc.gov.uk

Mansfield CVS
01623 392444
www.mansfieldcv.org

Ashfield Voluntary Action
01623 555551
www.ashfieldvoluntaryaction.org.uk

Newark and Sherwood CVS
01636 679539
www.nandscv.org

(For some residents who live in the Hucknall area (Ashfield) some contacts are listed under South Nottinghamshire PBP)

Local contact information

South Nottinghamshire Place-Based Partnership (PBP)

Primary Integrated Community Services (PICS)

03000 830 000

<https://picsnhs.org.uk>

Broxtowe Borough Council

0115 917 7777

www.broxtowe.gov.uk

Gedling Borough Council

0115 901 3901

www.gedling.gov.uk

Rushcliffe Borough Council

0115 981 9911

www.rushcliffe.gov.uk

Rushcliffe CVS

0115 969 9060

www.rushcliffecvs.org.uk

Lifeline Personal Alarm Service

Broxtowe Borough Council

0115 917 3358

www.broxtowe.gov.uk

Carers in Hucknall

0115 953 0746

carersinhucknall@yahoo.co.uk

(For some residents who live in and around the Lowdham area (Newark and Sherwood District) and Ravenshead (Gedling Borough) some contacts are listed under Mid-Nottinghamshire PBP)

Working together



Nottingham and Nottinghamshire



Bassetlaw
Place-Based
Partnership

Mid-Nottinghamshire
Place-Based Partnership



**South
Nottinghamshire**
Place-Based Partnership

"The Council is committed to protecting your privacy and ensuring all personal information is kept confidential and safe. For more details see our general and service specific privacy notices at:
<https://www.nottinghamshire.gov.uk/global-content/privacy>"