

# Do you look after someone?

## Information for carers

in Nottingham  
and Nottinghamshire

# Contents

Are you a carer?	4
Help and support for the person you care for	7
Where to start checklist	11
Registering as a carer with your GP	13
Assessing your needs as a carer	15
Emergency planning	16
Benefits advice	17
Managing the cost of care	19
Information, advice and support for carers	21
Support for young carers	25
Working and caring	27
Accessing education or training	29
If you're struggling with caring	32
Raising an issue	34
Advocacy	35
Keeping people safe	37
Hospital stays and caring	41
Health and Wellbeing	44
Breaks from caring	46
Social opportunities and activities for carers	50
Online support for carers	51
Getting involved and co-production	52
Useful contacts and links	55

If you require this booklet in another format, please contact 0300 500 80 80.

## **My Personal Contact Numbers**

My emergency contact(s):

My GP:

My cared-for person's GP:

My other important numbers:

### **Crisis teams:**

#### **Nottingham City**

0115 876 3330/0115 876 1000

#### **Nottinghamshire County**

0300 500 80 80/0300 4564546

#### **Nottinghamshire Mental Health Crisis line**

0808 196 3779 (24/7)

# Are you a carer?

The Care Act 2014 defines a carer as ***“an adult who provides or intends to provide care for another adult”*** and ***“A carer is someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally, or through a voluntary organisation”***.

The Children and Families Act 2014 defines a young carer as ***“a person under 18 who provides or intends to provide care for another person”***.

The Children’s and Families Act 2014 also defines a parent carer as ***“a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility”***.

A carer doesn’t necessarily have to live with the person they care for to be a carer – some carers don’t live in the same town or city as the person they care for, but their lives are still affected by their caring role. Anyone can become a carer, and often caring responsibilities for a family member, loved one, friend or neighbour can arise unexpectedly.

Many carers, especially early in their caring journey, do not see themselves as carers or see that the support they provide is helping someone close to them who is in need due to disability or illness.

## **Joint Carers Strategy**

The Joint Carers Strategy for Nottingham and Nottinghamshire 2023 – 2028 can be found here:  
[www.nottinghamshire.gov.uk/media/5081744/final-joint-carers-strategy-2023-28.pdf](http://www.nottinghamshire.gov.uk/media/5081744/final-joint-carers-strategy-2023-28.pdf)

The strategy sets out how Nottinghamshire County Council, Nottingham City Council and NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) will work together with carers and partner services to deliver high quality support to carers in Nottinghamshire.

## **Carers Nottingham and Nottinghamshire**

- Older carers
- Carers of people with mental health issues
- Carers in mutual caring situations who support each other
- Carers of people with alcohol and/or substance misuse issues
- Young carers
- Working carers
- Parent/family carers
- Carers of people with learning difficulties

- Carers who support several people
- Carers of people with complex needs
- Young adult carers
- People whose caring role has ended recently

# Help and support for the person you care for

Nottingham City Council and Nottinghamshire County Council can connect you to help and support, to enable people to live independently and safely or improve their quality of life.

## **Meals at Home**

Meals at Home services supply fresh and nutritious hot or frozen ready-made meals direct to your home, to help you stay living independently.

## **Technology Enabled Care**

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.

## **Housing with Care**

Housing with Care, also sometimes called 'extra 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. 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.

## **Shared Lives Scheme**

Shared Lives supports vulnerable people so they can live as independently as possible in the community.

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.

## **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.

## **Connect (county only)**

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.

For more information about all of these services:

## **Bassetlaw**

### **Framework**

Website: [www.frameworkha.org/connect-bassetlaw/](http://www.frameworkha.org/connect-bassetlaw/)

Tel: 01623 675402

Email: [connectbassetlaw@frameworkha.org](mailto:connectbassetlaw@frameworkha.org)

## **Ashfield, Mansfield and Newark & Sherwood, Broxtowe, Gedling and Rushcliffe**

### **Age UK**

Website: [www.ageuk.org.uk/notts/our-services/  
health-and-wellbeing/connect/](http://www.ageuk.org.uk/notts/our-services/health-and-wellbeing/connect/)

Tel: 01623 488217

Email: [connect@ageuknotts.org.uk](mailto:connect@ageuknotts.org.uk)

For more information about all of these services:

## **City**

### **Ask Lion**

Website: [www.asklion.co.uk/kb5/nottingham/directory/  
service.page?id=ibSGT9B6OAY](http://www.asklion.co.uk/kb5/nottingham/directory/service.page?id=ibSGT9B6OAY)

Tel: 0115 876 3330

## **County**

### **Notts Help Yourself**

Website: [www.nottshelpyourself.org.uk/kb5/  
nottinghamshire/directory/home.page](http://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page)

Tel: 0300 500 80 80

# Where to start checklist

<b>I am 18 or older</b>	<b>Tick</b>
Have you <ul style="list-style-type: none"><li>• registered with your own GP as a carer?</li><li>• informed your cared-for person's GP of your caring role? (See page 14)</li></ul>	
Have you had a conversation about your caring role with The Carers Hub? (See page 15)	
Have you registered for an emergency card? (See page 16)	
Have you checked what financial support you are eligible for? (See pages 17-20)	
Have you informed your college, university or workplace of your caring role? (See pages 27-31)	

<b>I am 18 or older</b>	<b>Tick</b>
Have you <ul style="list-style-type: none"> <li>• registered with your own GP as a young carer?</li> <li>• informed your cared-for person's GP of your caring role? (See page 14)</li> </ul>	
Have you had a conversation about your caring role with Young Carers Notts? (See page 25)	
Have you registered for an emergency card? (See page 16)	
Have you informed your school, college or workplace of your caring role? (See pages 27-31)	

If you're struggling to do this, please contact Young Carers Notts who will be able to help you.

Tel: 0115 824 8824 (9am-5pm, Monday-Friday)

Email: [youngcarers@tuvida.org](mailto:youngcarers@tuvida.org)

# Registering as a carer with your GP

**Every GP practice should have a Carers Champion. Their role is to:**

- Listen to carers needs and signpost them to other organisations e.g. The Carers Hub
- Coordinate actions for carers within the medical practice and make sure that carers are identified and supported through a whole practice approach
- Keep the practice carers' register up to date
- Provide information and resources for carers
- Promote carer awareness in the GP practice – Spread the Word

**Support from each GP practice can differ but may include:**

- Registration as a carer
- Being listened to and valued – having a voice
- Being offered double or flexible appointments
- Invitations for flu clinics and health checks

- Being given specific information about their cared-for person's condition
- Repeat prescriptions direct from local pharmacy
- Information about available support
- Consent to share information
- Understanding of the caring role without having to explain at every appointment
- Invitations for relevant vaccinations

**Contact your GP Practice and ask about the support they offer for Carers.**

It is a good idea to make sure that both your own GP and your cared-for person's GP (if this is a different person or practice) are informed of your caring role. This can help ensure that important information regarding your cared-for person's condition and medication is shared with you.

# Assessing your needs as a carer

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

Talking to someone about your own needs as a carer, will help them 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 Carers Hub will have a conversation about your needs as a carer which will lead to discussion of your support options and a possible onward referral for additional support.

## **Carers Hub contact information**

Tel: 0808 802 1777

WhatsApp/

Text: 07814 678460

Email

Referrals: [carershubreferrals@carersfederation.co.uk](mailto:carershubreferrals@carersfederation.co.uk)

Email: [carershubinfo@carersfederation.co.uk](mailto:carershubinfo@carersfederation.co.uk)

# Emergency planning

The Carers Hub can help you to put together an emergency plan to determine what will happen to support your cared-for person if something happens to you. This can include listing emergency contacts, medications, GP information, medical information and key people who can help. The Carers Hub have templates and information to support you with this plan.

## **Carers Hub contact information**

Tel: 0808 802 1777

WhatsApp/

Text: 07814 678460

Email

Referrals: [carershubreferrals@carersfederation.co.uk](mailto:carershubreferrals@carersfederation.co.uk)

Email: [carershubinfo@carersfederation.co.uk](mailto:carershubinfo@carersfederation.co.uk)

## **County only:**

Nottinghamshire County Council provide a **Carer's Emergency Card**, free of charge, for carers who are caring for an adult who lives in Nottinghamshire County. The card identifies you as a carer and contains a phone number that connects to the Customer Service Centre or Emergency Duty Team who will have a record of emergency contacts you've nominated.

Apply online at:

<https://forms.nottinghamshire.gov.uk/MyServices>  
under 'County Emergency Card for Carers'

Telephone: **0300 500 80 80**.

# Benefits advice

Nottinghamshire County Council have a dedicated team who provide benefits advice. They will help to ensure that people are receiving the benefits they are entitled to, help to maximise their income and enable them to live as independently as possible.

Including:

- Benefit checks
- Advice on claiming identified benefits
- Assessments to check eligibility for Disability Benefits, e.g. Personal Independence Payment/Employment Support Allowance
- Advice on the expected outcome of the claim and what to do if it's unsuccessful
- Take emergency action to identify any debts you may have pending an appointment, or signposting to alternative advice services
- Identify any grounds to challenge any DWP/HMRC or Local Authority Benefit decision and represent through the process
- Advice on how to claim any grants/trust funds you may be entitled to

## **Nottinghamshire County:**

### **Customer Service Centre**

Tel: 0300 500 80 80 and ask for benefits advice.

Website: [www.nottinghamshire.gov.uk/care/benefits-finance/benefits](http://www.nottinghamshire.gov.uk/care/benefits-finance/benefits)

For Nottingham City residents, please contact one of the organisations listed here who will be able to assist with welfare and debt advice:

[www.nottinghamcity.gov.uk/welfarerights](http://www.nottinghamcity.gov.uk/welfarerights)

# Managing the cost of care

The Care Act 2014 sets out a clearer approach to charging and financial assessments. A local authority will assess someone and decide whether they have eligible needs and what types of support might be provided. Not all types of care and support involve a cost for the person. A social care worker or financial assessor will meet with you to discuss your financial circumstances. This will include an examination of your income, such as your pension or other benefits, mortgage payments or bills, as well as any savings or assets you may have. These expenses will be taken into consideration when determining how much you may need to contribute towards your care.

## **Disability Related Expenditure**

When charging for support in the community, an allowance must be made to cover Disability Related Expenditure (DRE).

Guidance is available from the County Council to help you assess what may be considered a DRE:

[www.nottinghamshire.gov.uk/disabilityrelatedexpenditure](http://www.nottinghamshire.gov.uk/disabilityrelatedexpenditure)

Although the guidance is not exhaustive, your social care worker should share this guidance with you prior to any assessment or review of needs to help you prepare for the conversation you will be having.

For more information:

**Nottingham City**

[www.nottinghamcity.gov.uk/fairercharging](http://www.nottinghamcity.gov.uk/fairercharging)

**Nottinghamshire County**

[acfs.community-assessments@nottscc.gov.uk](mailto:acfs.community-assessments@nottscc.gov.uk)

# Information, advice and support for adult carers

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 Nottingham City Council, Nottinghamshire County Council and local health services may be able to provide additional support.

## **The Carers Hub service**

**The Carers Hub is the primary support service for carers across Nottingham City and Nottinghamshire County. Support is free for all carers and can include:**

- Information, advice and guidance
- Connecting to other organisations
- Access to carers groups and drop-ins
- Access to carers breaks
- Free training and caring support
- ‘Carers Smart’ benefits and discounts

- Carers grants
- Peer support
- Assess your needs as a carer

### **To contact the Carers Hub**

Tel: 0808 802 1777

WhatsApp/

Text: 07814 678460

Email

Referrals: [carershubreferrals@carersfederation.co.uk](mailto:carershubreferrals@carersfederation.co.uk)

General

Email: [carershubinfo@carersfederation.co.uk](mailto:carershubinfo@carersfederation.co.uk)

Group

bookings/info: [carershubgroups@carersfederation.co.uk](mailto:carershubgroups@carersfederation.co.uk)

### **Address**

The Carers Federation, Christopher Cargill House  
21-23 Pelham Road, Nottingham, NG5 1AP

**Office Hours: 9am until 5pm Monday to Friday**

<https://carershub.carersfederation.co.uk/>

### **Ask Lion (City) and Notts Help Yourself (County)**

These websites bring 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.asklion.co.uk](http://www.asklion.co.uk) or [www.nottshelpyourself.org.uk](http://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 Wellbeing service provided by the Alzheimer's Society:

[www.alzheimers.org.uk/get-support](http://www.alzheimers.org.uk/get-support)

For further support from Social Care for you or the person you care for you can contact:

**Nottingham City Council Health and Care Point**

Tel: 0115 876 3330, Monday to Friday 9am to 5pm

Website: [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk)

**Nottinghamshire County Council  
Customer Service Centre**

Tel: 0300 500 80 80, Monday to Friday 8am to 6pm

Website: [www.nottinghamshire.gov.uk/contact-us](http://www.nottinghamshire.gov.uk/contact-us)

**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/](http://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/)

# Support for young carers

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

## Young Carers Notts

Young Carers Notts is the support service for young carers across the city and county.

Young Carers Notts is a free and confidential service that supports young carers aged 5-17 who live in Nottingham City or Nottinghamshire County to take a break and get practical advice and information about caring.

The service offers young carers a one-stop-shop for young carers to join group sessions, access short breaks, socialise with other young carers, take part in fun activities, and access advice support to help them in their care role.

The service offers:

- Carers assessments
- Access to young carers ID cards
- Contingency planning and support
- Group based peer support

- Activities and social events
- Outreach and drop-in sessions

Young Carers Notts is run in partnership with Nottinghamshire Carers Association. The service is funded by Nottinghamshire County Council and Nottingham City Council in partnership with NHS Nottingham and Nottinghamshire.

### **Contact**

Tel: 0115 824 8824 (9am-5pm, Monday-Friday)

WhatsApp: 07860 957 660

Email: [youngcarers@tuvida.org](mailto:youngcarers@tuvida.org)

Website: [www.youngcarersnotts.co.uk](http://www.youngcarersnotts.co.uk)

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

Facebook: Nottinghamshireyoungcarers

X: TuVidaSupport

### **Make a referral**

Young carers, parents, carers, and professionals can refer into the service. Please complete the online form which can be found on the main website:

[www.youngcarersnotts.co.uk](http://www.youngcarersnotts.co.uk)

If you need more support, Young Carers Notts will refer you to the appropriate social care team.

# Working and caring

Managing work and caring can be a challenge, but support is available and carers do have rights at work. It's worthwhile to have a discussion with your line manager about the impact of your caring role. You could consider:

## **Your caring responsibilities and how they affect your work**

- What are your caring responsibilities and how do they affect your job?
- How does work affect your caring responsibilities?
- Consider how your caring role could change in future

## **Finding out about potential options**

- What support is currently offered at work?
- Are you aware of the organisation's flexible working policies?
- Do you know you may have a right to request flexible working?

## **Getting support**

- If you already receive support, what additional support would help you?

- Is there support you could get outside of work?
- Would information and advice about support make a difference?

## **What are my rights as a working carer?**

Working carers have certain statutory rights and your employer may offer more than this. Check your contract of employment, staff handbook, HR policies or letter of appointment.

### **Statutory rights include**

- Right to request flexible working (Employment Rights Act 1996)
- Right to emergency time off
- Right to parental leave
- One week's unpaid carers leave (a week being the length of time usually worked over 7 days)

For more information:

[www.carersuk.org/help-and-advice/work-and-career/your-rights-in-work/](http://www.carersuk.org/help-and-advice/work-and-career/your-rights-in-work/)

# Accessing education or training

Opportunities and support are available for carers who want to access education and training.

## **Schools and colleges**

Schools and colleges can offer support to young carers and young adult carers such as:

- access to a key member of staff
- support with homework
- access to extra-curricular activities

If you are a young carer and require support in school contact:

## **Young Carers Notts**

Tel: 0115 824 8824 (9am-5pm, Monday-Friday)

WhatsApp: 07860 957 660

Email: [youngcarers@tuvida.org](mailto:youngcarers@tuvida.org)

Website: [www.youngcarersnotts.co.uk](http://www.youngcarersnotts.co.uk)

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

## **Further and higher education**

Many universities and colleges have initiatives or support programmes in place to help students with care responsibilities. Student welfare teams ensure students overcome any barriers that may prevent them from continuing with their course or within their personal life.

[www.ucas.com/undergraduate/applying-university/individual-needs/students-caring-responsibilities](http://www.ucas.com/undergraduate/applying-university/individual-needs/students-caring-responsibilities)

Top tips for Young Adult Carers off to university:  
[www.mobiliseonline.co.uk/post/top-tips-for-young-adult-carers-off-to-university](http://www.mobiliseonline.co.uk/post/top-tips-for-young-adult-carers-off-to-university)

## **Training**

The Carers Hub service offer training courses for carers, or can help you find out about other courses you can take locally or online. Studying or training can offer you new opportunities and a chance to build confidence.

## **Getting into studying**

- The Adult Learning Service offer classes at a variety of local venues or online. For more information:  
[www.inspireculture.org.uk/skills-learning/](http://www.inspireculture.org.uk/skills-learning/)
- Contact your local library, community centre, council offices or college and ask about courses
- LearnDirect ([www.learndirect.com/](http://www.learndirect.com/)) offers online and workplace learning

- Use the National Careers Service (<https://nationalcareers.service.gov.uk/>) to search for local courses and find out more about funding
- The Carers Trust (<https://carers.org/studying-and-training/free-online-courses-for-carers>) has information on courses you can study online, often free of charge
- Find out about courses in English for Speakers of Other Languages (ESOL) (<https://carers.org/studying-and-training/help-if-english-is-not-your-first-language>)

# If you're struggling with caring

An emergency plan helps to ensure that, should anything happen to you, people and services know there is someone who relies on you for support. For more information please refer to the 'Emergency Planning' section of this booklet on page 16.

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.

## Who can I talk to if I'm in a crisis?

The Carers Hub can support you if you are over 18 and struggling with your caring role.

Tel: 0808 802 1777  
(Monday to Friday, 9am-5pm)  
Email: [carershubinfo@carersfederation.co.uk](mailto:carershubinfo@carersfederation.co.uk)  
WhatsApp/Text: 07814678460  
Website: <https://carershub.carersfederation.co.uk/>

Young Carers Notts can support you if you are under 18 and struggling with your caring role.

Tel: 0115 824 8824  
(Monday to Friday, 9am-5pm)  
Email: [youngcarers@tuvida.org](mailto:youngcarers@tuvida.org)

WhatsApp: 07860 957 660  
Website: [www.youngcarersnotts.co.uk](http://www.youngcarersnotts.co.uk)  
Address: 54A, Nottingham Road, Mansfield,  
NG18 1BN

## **Nottingham City**

Contact the Nottingham City Health and Care Point  
Tel: 0115 876 3330 (Monday to Friday, 9am-5pm)  
Website: [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk)

If your query or concern is urgent and is outside these hours, please call the **Emergency Duty Team** on 0115 876 1000.

## **Nottinghamshire County**

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** (Monday to Friday, 9am-5pm).

**Out of hours contact the Emergency Duty Team:  
0300 456 4546**

# Raising an issue

If you have an issue with a service you've received, you should first try to resolve this with the service and enable them to address any issues. If you're not happy with the response, the complaints services within City and County Councils will support you to make a complaint.

## **Nottingham City**

[www.nottinghamcity.gov.uk/your-council/contact-us/have-your-say-comments-compliments-and-complaints](http://www.nottinghamcity.gov.uk/your-council/contact-us/have-your-say-comments-compliments-and-complaints)

## **Nottinghamshire County**

[www.nottinghamshire.gov.uk/care/adult-social-care/care-and-support-in-nottinghamshire/social-care-complaints](http://www.nottinghamshire.gov.uk/care/adult-social-care/care-and-support-in-nottinghamshire/social-care-complaints)

# Advocacy

An advocate can help you to manage your care, speak up for yourself, communicate clearly, access information or remember important details.

They can help with:

- Access information and services
- Be involved in decisions about your life
- Explore choices and options
- Defend and promote your rights and responsibilities
- Speak out about issues that matter to you
- Be there and speak for you when meeting doctors, social workers, solicitors, banks and other professionals
- Help if you disagree with your care worker
- Help when you're discharged from, or admitted to, a home or day centre
- A second voice when being assessed or reviewing your care needs

- Understand and remember important information
- Use that information in daily life

POhWER delivers advocacy services in Nottingham City and Nottinghamshire County and can help with:

- Physical and learning disabilities
- Autism
- Mental ill health
- Sensory impairment
- Social or health care needs
- NHS health complaints

**POhWER** delivers advocacy services in Nottingham City and Nottinghamshire.

Visit: [www.pohwer.net/Pohwer](http://www.pohwer.net/Pohwer)  
Tel: 0300 4562370

# Keeping people safe

## What is safeguarding?

Safeguarding means protecting a child or 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 child or adult's wellbeing is promoted, including consideration of their views, wishes, feelings and beliefs in deciding on any action.

As a carer or young 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.

If any form of abuse is putting your own or someone else's immediate safety at risk, please call 999 straight away.

## What to do if you, the carer, are 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.

**You can get help with your caring role from the Carers Hub or Young Carers Notts. You can also get support from your GP.**

## **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 you feel you, or someone else is unsafe, you need to contact the Safeguarding team at either City or County council.

## **Nottingham City residents:**

### **Concerns for an adult's safety**

To report abuse, you can call Nottingham City Health and Care Point on **0115 876 3330**.

Offices are open from 09:00 – 17:00.

[www.nottinghamcity.gov.uk/safeguardingadults](http://www.nottinghamcity.gov.uk/safeguardingadults)

### **Concerns for a child's safety**

The City Multi Agency Safeguarding Hub (MASH) receives referrals in respect of children where there are worries about their welfare.

Tel: 0115 876 4800 (Mon – Fri 08:30 – 16:50)

If your query or concern is urgent and is outside these hours, please call the Emergency Duty Team on 0115 876 1000.

## **County Residents:**

### **Concerns for an adult's safety**

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  
[www.nottinghamshire.gov.uk/care/safeguarding/mash](http://www.nottinghamshire.gov.uk/care/safeguarding/mash)  
[www.safeguardingadultsnotts.org](http://www.safeguardingadultsnotts.org)

### **Concerns for a child's safety**

If you have urgent concerns for a child, or suspect that a child has been abused in any way, please call us immediately on

0300 500 80 80 (if you are a member of the public)  
or 0300 500 80 90 (if you are a professional).

If you require an urgent response outside of working hours (08:30-17:00), contact the Emergency Duty Team (EDT) on **0300 456 4546**.

# Hospital stays and caring

If the person you care for goes into hospital, you can expect support and information for you as their carer. Each hospital has their own policies and procedures for involving and supporting carers of those who are patients during their hospital stay, and when planning for their discharge.

You should let the hospital staff know that you are the carer of their patient at the earliest opportunity. By making them aware of this, it should lead to you being offered information about how the nursing and medical staff can support you and the person you care for during their hospital stay. They should also ensure that a conversation happens with you to discuss their treatment plan and the discharge processes, which may include any additional support that might be needed when they get home.

Further details about how each hospital in Nottinghamshire supports carers can be found on their respective websites:

## **Nottingham University Hospitals**

(including Nottingham City and Queen's Medical Centre hospitals):

[www.nuh.nhs.uk/patients-visitors](http://www.nuh.nhs.uk/patients-visitors)

## **Sherwood Forest Hospitals NHS Foundation Trust**

(including King's Mill, Newark Hospital and Mansfield Community Hospitals):

[www.sfh-tr.nhs.uk/for-patients-visitors/carers-passport/](http://www.sfh-tr.nhs.uk/for-patients-visitors/carers-passport/)

## **Doncaster and Bassetlaw Hospitals NHS Foundation Trust**

(including Bassetlaw Hospital, Doncaster Royal Infirmary and Montagu Hospital):

[www.dbth.nhs.uk/patients-visitors/](http://www.dbth.nhs.uk/patients-visitors/)

## **Nottinghamshire Healthcare NHS Foundation Trust**

(including Highbury, Sherwood Oaks, Blossomwood, Arnold Lodge, Lings Bar and other locations):

[www.nottinghamshirehealthcare.nhs.uk/families-and-carers](http://www.nottinghamshirehealthcare.nhs.uk/families-and-carers)

Each Hospital Trust also operates a Patient Advice and Liaison Service (PALS) provide a point of contact for patient, families and carers. You can contact them for help or to report any concerns or problems on the telephone numbers below:

Nottingham University Hospitals

(QMC & City Hospital):

**0800 183 0204**

Sherwood Forest Hospitals

(King's Mill and Newark Hospitals):

**01623 672222**

Doncaster and Bassetlaw Hospitals:

**01302 642764**

Nottinghamshire Healthcare NHS Foundation Trust:

**0115 993 4542**

Other helpful resources:

**Carers UK – Coming out of hospital factsheet:**

[www.carersuk.org/media/nuifbh5h/coming-out-of-hospital\\_england\\_april-2023-24.pdf](http://www.carersuk.org/media/nuifbh5h/coming-out-of-hospital_england_april-2023-24.pdf)

**Mobilise – Carer’s guide to hospital discharge:**

[www.mobiliseonline.co.uk/hospital-discharge](http://www.mobiliseonline.co.uk/hospital-discharge)

If a hospital stay is unplanned the following sections may help:

‘Emergency planning’ (page 16)

‘If you’re struggling with caring’ (page 32)

# Health and Wellbeing

It is important as a carer to be aware of your own health and wellbeing and seek support when needed to ensure that you remain well. There will often be times when both yourself and the person you care for will feel under pressure, stressed, anxious or struggle with an additional illness. It is normal that whilst you focus on the person being cared for, you tend to neglect your own wellbeing. It is important that you look after yourself and treat yourself as a priority too.

If you are struggling with your health and wellbeing, speaking to your GP is a good first step. Your GP will be able to discuss a variety of options with you.

If you are in a mental health crisis and need to talk to someone, you can contact the Mental Health Crisis line.

Nottinghamshire Mental Health Crisis Line

**0808 196 3779** (24/7)

[www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis](http://www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis)

Other useful links:

[www.nottinghamshire.gov.uk/care/adult-social-care/carers/support-for-carers](http://www.nottinghamshire.gov.uk/care/adult-social-care/carers/support-for-carers)

[www.carersuk.org/help-and-advice/health/looking-after-your-health](http://www.carersuk.org/help-and-advice/health/looking-after-your-health)

[www.mobiliseonline.co.uk](http://www.mobiliseonline.co.uk)

[www.nhs.uk/conditions/social-care-and-support-guide/  
support-and-benefits-for-carers/benefits-for-carers](http://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/benefits-for-carers)

[www.rethink.org/advice-and-information/carers-hub/](http://www.rethink.org/advice-and-information/carers-hub/)  
[notts-talk.co.uk/](http://notts-talk.co.uk/)

# Breaks from caring

A caring role can be challenging and can affect your health and wellbeing adversely. Short breaks can give you a break from your normal caring routine.

Short breaks from caring generally have to be planned in advance or with at least 24 hours notice. 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 page 32 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. Support options slightly differ if you look after someone between the City and the County. They include:

## **Carers Respite Service**

The carers respite service is a scheme which can be accessed by eligible carers for free who would benefit from a break away from their caring role. It is accessed through having a conversation or assessment of your needs via the Carers Hub. Support is provided to the person you care for in the cared-for persons own home or in their local community (i.e. walk to park, shops, attend pre-existing activity etc.) by an experienced care worker.

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
- go away on holiday for a weekend
- attend a wedding or other family event

## **Planned short breaks from social care**

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 an assessment of 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.

## **NHS funded short breaks (County only)**

Eligible carers can access breaks of either overnight residential stays or breaks provided within the home (which could include taking the person out). An agreed budget amount will be provided for you to purchase replacement care support. Breaks can be arranged by a worker in the social care team, or you may be provided with a direct payment to arrange care services yourself, which gives more flexibility of how you can use your budget.

## **Carers Personal Budgets (City only)**

Eligible carers receive a direct payment to access a break from caring through sourcing their own replacement care for their cared-for person or wellbeing activity for themselves. It is accessed via an assessment through the Carers Hub for example:

- Carers can use a personal budget to choose and pay for a Care Agency or Personal Assistant to support their cared-for person.

- Carers can use a personal budget to pay to access a wellbeing activity of their choice that will enable them to take a break from their caring duties and reduce stress and promote wellbeing, for example a gym session or dance class.

To find out more information

### **Carers Hub Service**

Tel: 0808 802 1777

WhatsApp/

Text: 07814 678460

Email

Referrals: [carershubreferrals@carersfederation.co.uk](mailto:carershubreferrals@carersfederation.co.uk)

General

Email: [carershubinfo@carersfederation.co.uk](mailto:carershubinfo@carersfederation.co.uk)

Group

bookings/info: [carershubgroups@carersfederation.co.uk](mailto:carershubgroups@carersfederation.co.uk)

Website: <https://carershub.carersfederation.co.uk>

Address:

Carers Federation, Christopher Cargill House

21-23 Pelham Road, Nottingham, NG5 1AP

Office Hours: 9am until 5pm Monday to Friday

### **Nottingham City**

Tel: 0115 876 3330

Monday to Friday, 9:00 am to 5:00 pm

Website: [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk)

### **Nottinghamshire County**

Tel: 0300 500 80 80

Website: [www.nottinghamshire.gov.uk/contact-us](http://www.nottinghamshire.gov.uk/contact-us)

# Social opportunities and activities for carers

The Carers Hub and Young Carers Notts offer a wide range of social opportunities and activities for carers of all ages.

<https://carershub.carersfederation.co.uk/support-groups/>

They also have information about other local support groups that are available.

<https://carershub.carersfederation.co.uk/whats-new-in-your-area/>

Ask Lion (City) and Nottshelpyourself (County) are directories of support groups and activities.

[www.asklion.co.uk/kb5/nottingham/directory/home.page](http://www.asklion.co.uk/kb5/nottingham/directory/home.page)

[www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page](http://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page)

# Online support for carers

There are several ways to access online and digital support. This can include information about how to manage your caring role, finding out about your cared for persons condition, or finding support groups and forums. Some support apps and websites you might find useful are:

## **Jointly**

Jointly is a mobile and online application created by carers for carers. It is designed to make caring a little easier, less stressful and a lot more organised. It combines group messaging with other useful features including to-do and medication lists, calendar and more.

<https://jointlyapp.com>

## **NHS App**

The NHS App gives you a simple and secure way to access a range of NHS services. You can use it to order repeat prescriptions, book and manage appointments, view your GP health record and use NHS 111 online.

[www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)

## **Carers Card UK**

Carers Card UK is a national carer card and app. It provides reassurance by including your emergency contact details, acts as a discount card for many retailers, includes a wellbeing hub and carer circle tool.

[www.carerscarduk.co.uk](http://www.carerscarduk.co.uk)

# Getting involved and co-production

Carers can get involved with planning and changing services to better meet the needs of carers and the people they care for.

Ways to do this include:

- Telling us experiences
- Giving feedback
- Responding to surveys
- Joining and working with us to co-produce services and support

## **What is Co-production?**

Co-production means people who use services, including carers working as equals alongside staff sharing their experience, skills and influence to help design, develop, deliver and monitor services.

The 'Our Voice' co-production group state that "co-production involves people who use services being consulted, included, and working together from the start to the end of any project that affects them".

## **Carers Space Notts**

Carers Space Notts (CSN) is a network that brings carers and professionals from health, social care and other fields together. Its purpose is to promote the exchange of knowledge, insight and experiences between these carers and professionals. To learn more visit [www.carersspacenotts.com](http://www.carersspacenotts.com)

## **Co-production for Carers**

The Carers Hub provide opportunities for carers to be involved in co-production. To find out more get in touch with The Carers Hub.

<https://carershub.carersfederation.co.uk/contact/>

Tel: 0808 802 1777

Email: [carershubinfo@carersfederation.co.uk](mailto:carershubinfo@carersfederation.co.uk)

## **Co-production for Young Carers**

Co-production opportunities for Young Carers are led by Young Carers Notts and Nottinghamshire Carers Association. To find out more get in touch with Young Carers Notts.

<https://youngcarersnotts.co.uk/>

Tel: 0115 824 8824 (9am-5pm, Monday-Friday)

Email: [youngcarers@tuvida.org](mailto:youngcarers@tuvida.org)

## **Additional Co-production Opportunities in Nottinghamshire (County)**

If you are interested in finding out more about co-production or getting involved in new and ongoing co-production projects, please visit:

[www.nottinghamshire.gov.uk/care/adult-social-care/  
co-production](http://www.nottinghamshire.gov.uk/care/adult-social-care/co-production)

# Useful contacts and links

The following links are external organisations which may be useful. We are unable to endorse these organisations and they are not affiliated with Nottingham City Council, Nottinghamshire County Council or Nottingham and Nottinghamshire Integrated Care System.

## Specific Health Conditions

[www.alzheimers.org.uk/get-support/help-dementia-care](http://www.alzheimers.org.uk/get-support/help-dementia-care)  
Alzheimer's Society: 0333 150 3456

[www.nhs.uk/conditions/dementia/living-with-dementia/looking-after-someone/](http://www.nhs.uk/conditions/dementia/living-with-dementia/looking-after-someone/)

[www.mencap.org.uk/advice-and-support/social-care/support-carers-adults-learning-disability](http://www.mencap.org.uk/advice-and-support/social-care/support-carers-adults-learning-disability)

[www.macmillan.org.uk/cancer-information-and-support/supporting-someone/looking-after-someone-with-cancer](http://www.macmillan.org.uk/cancer-information-and-support/supporting-someone/looking-after-someone-with-cancer)

<https://carers.org/caring-for-someone-with-a-specific-condition/caring-for-someone-with-a-specific-condition>

[www.actionforcarers.org.uk/who-we-help/adult-carers/carers-of-people-with-substance-abuse-or-alcohol-problems](http://www.actionforcarers.org.uk/who-we-help/adult-carers/carers-of-people-with-substance-abuse-or-alcohol-problems)

[www.parkinsons.org.uk/information-and-support/caring-someone-parkinsons](http://www.parkinsons.org.uk/information-and-support/caring-someone-parkinsons)

## **Mental Health Carer Support**

Bassetlaw Carer Support Group (specifically for carers of Adults with Mental Health Needs in the Bassetlaw area)

[bcsg@nottshc.nhs.uk](mailto:bcsg@nottshc.nhs.uk)

Tel: 01909 498360

[www.mind.org.uk/information-support/helping-someone-else/carers-friends-family-coping-support](http://www.mind.org.uk/information-support/helping-someone-else/carers-friends-family-coping-support)

[www.hettys.org.uk/](http://www.hettys.org.uk/) (help and support to families in Nottinghamshire affected by a loved one's alcohol or drug use)

<https://nottspcf.org/> (Forum for parent carers)

Age UK Nottingham & Nottinghamshire: 0115 844 0011

## **Welfare and Benefits**

[www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/](http://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/)

<https://carers.org/grants-and-discounts/introduction>

[www.turn2us.org.uk/](http://www.turn2us.org.uk/) (charity providing practical help to people who are struggling financially.)

## **Work and Rights**

[www.gov.uk/carers-leave](http://www.gov.uk/carers-leave)

[www.actionforcarers.org.uk/how-we-help/managing-someones-affairs/](http://www.actionforcarers.org.uk/how-we-help/managing-someones-affairs/)

<https://carers.org/support-for-working-carers/support-for-working-carers>

## **General Support**

[www.carersuk.org/help-and-advice/](http://www.carersuk.org/help-and-advice/)  
Carers UK: 0808 808 7777

[www.ageuk.org.uk/information-advice/care/helping-a-loved-one/](http://www.ageuk.org.uk/information-advice/care/helping-a-loved-one/)  
Age UK: 0800 678 1602

[www.barnardos.org.uk/get-support/young-carers](http://www.barnardos.org.uk/get-support/young-carers)

[www.carersfirst.org.uk/caring-for-someone-with/caring-for-someone-with-a-physical-disability/](http://www.carersfirst.org.uk/caring-for-someone-with/caring-for-someone-with-a-physical-disability/)

[www.carersuk.org/help-and-advice/practical-support/coping-with-bereavement/](http://www.carersuk.org/help-and-advice/practical-support/coping-with-bereavement/)

[www.actionforcarers.org.uk/who-we-help/adult-carers/parent-carers/](http://www.actionforcarers.org.uk/who-we-help/adult-carers/parent-carers/)

MacMillan: 0808 808 00 00

Marie Curie: 0800 090 2309

Samaritans: 116 123



**SCAN**  
for online  
version



[www.nottinghamshire.gov.uk/carersbooklet](http://www.nottinghamshire.gov.uk/carersbooklet)

Contact details to request copies of the booklet:  
0300 500 80 80

This information can be made available  
upon request in alternative formats.



**Nottingham  
City Council**



**Integrated  
Care System**  
Nottingham & Nottinghamshire



**Nottingham and  
Nottinghamshire**



Information in this printed booklet  
is accurate as of April 2025.

The online version will be updated  
when required.