

The New Dorset Carers Handbook

What you need to know if you look after
someone who has care needs



If you find it hard to read this booklet, need help to understand it, or need the information in another format please let us know:

communications@dorsetccg.nhs.uk

CRISP is a partnership for carers:

- Bournemouth Borough Council
- Dorset County Council
- Borough of Poole
- Dorset NHS Clinical Commissioning Group.

Our Charter

We aim to:

- Recognise carers and help them to identify themselves
- Give carers information, advice and training to help them care
- Tell carers about their rights
- Support carers to maintain their own health
- Treat carers as partners in care
- Support carers to choose how much care they want to offer
- Support carers to seek and maintain employment and / or maintain activities and interests that they enjoy
- Help protect carers and the person they care for from harm resulting from the caring relationship
- Support carers to take a break from caring
- Have services available for carers to help them in an emergency
- Have ways that carers can challenge the services provided if these are not appropriate
- Offer carers an opportunity to shape services

If you feel services do not meet these standards please contact us using the details on page 19.

Contents

Page 4/5

Are you a carer ?

As a carer you may be entitled to help and support

Page 6/7

Your GP needs to know you are caring

You may need extra support to manage your own health

Page 8/9

Getting information

Actively seek the information that you need

Page 10/11

Getting help and equipment

Make things easier

Page 12/13

Applying for benefits

You and the person you care for may be entitled to some financial help, even if you have savings

Page 14/15

Getting a break

Rest and recharge your energy with breaks of hours or days

Page 16/17

Going out and about

Outings, travel to medical appointments, shopping etc.

Page 18

Legal and financial considerations

Very important things that you may not have thought about

Page 19

Challenge or shape services

Make a difference, compliment, complain or help design services

Page 20

Useful points of contact

Are you a carer?

If so, you have legal rights to support if you need it.

You are a carer if you look after, or intend to look after a friend, neighbour, partner or family member that could not manage without your help because of a health condition and:

- It is not your paid job to give care
- You are not volunteering to give care through a helping organisation

It does not matter if you live with or apart from the person you care for

The type of help you give might include:

- Washing / dressing / giving help to use the toilet / giving support to eat and drink / giving support to manage every day activities
- Helping someone stay emotionally well and stable
- Helping someone take care of their own physical / mental health / stay safe / maintain

- independence and wellbeing
- Offering support with essential tasks needed for daily living e.g. Paying bills / going shopping / going to medical appointments
- Helping the person safely manage their medication or other health care tasks / therapies
- Being with someone who would be unsafe if they were alone

The person you care for may have:

- Frailty due to a health condition and / or aging
- A long term health condition
- A learning disability
- A chronic illness
- A mental health condition
- A problem with drugs or alcohol

Tips

There are over 6 million people in the UK who are in a similar position to yourself and classed as carers.

You may not think of yourself as a carer however if you fit the description shown you may be entitled to support and services.

Find out more about being a carer and how to get help.

www.nhs.uk/carersdirect

NHS Carers Direct 0300 123 1053

Do not wait for services and information to be offered to you. Look for carers information from more than one source and ask about what is available for you and the person you care for

Bournemouth Care Direct 01202 454979

Dorset Adult Access Team 01305 221016

Poole Social Care Help Desk 01202 633902

Carers have legal rights to support to help maintain their wellbeing.

There are many agencies both statutory and independent that can help carers. Getting help early can prevent a crisis.

Tell your GP that you are a carer

Your GP practice will be able to help you to look after your health better if they know you are caring. A confidential note can be placed on your records that will help your doctor look after your health.

If you are unwell yourself, the GP Practice can plan your treatment with your caring responsibilities in mind.

Carers are entitled to a free flu vaccination. Ask at your GP practice.

If you need to go into hospital for your own health condition your GP practice can tell you about services to help you manage your care responsibilities until you are recovered.

The GP practice will try to support you with convenient appointments that fit in with caring.

TIPS

Your GP practice has a person called a **Carers Lead** who can tell you where to get more information for carers.

Ask for a booklet called the Carers Health and Wellbeing check. It will help you see how caring is affecting your health and tell you where you can get help for yourself.

Find out if your GP practice has a carers group, use the internet or call Help and Care 0300 111 3303.

Don't be too brave if you are feeling low because of the stresses and strains of caring please tell your doctor.

Things that might help you manage your own health

Carers Assessment

This is an opportunity to think about how caring affects your own life and have advice about what help and support could be available to you.

You can ask your Local Authority for a Carers Assessment.

Bournemouth
01202 454979
Dorset
01305 221016
Poole
01202 633902

Training to help you care

Training is available free of charge on a range of topics. For example to help you move someone from a bed to a chair without injuring yourself or help someone manage their continence. This training will help you to meet other carers and manage some of the demands of caring.

Bournemouth and Poole
01202 458204
Dorset (Help and Care)
0300 111 3303

Help if you have an emergency

Sign up for a scheme called Carers in Crisis. It is free to register with this scheme. It can help if you have a sudden difficulty or illness.

The scheme will help you manage the situation. **Sign up as soon as possible** to make sure you are covered if you have an emergency. It is free to sign up for the scheme.

Bournemouth and Poole
01202 458204
Dorset
01305 221016

Getting Information

There are several different agencies providing help for carers. Do not assume that because one organisation is helping you it will automatically tell you about support from other agencies. Having information about what is available may give you choices about how you manage caring. The following are some of the best sources of information.

General Carers Information

NHS Carers direct
www.nhs.uk
NHS Carers Direct Helpline
0300 123 1053

Local Websites

My life my care
www.mylifemycare.com/Dorset-carers
Carers Resource Information and Support Programme
www.CRISPweb.org
Your local council website

Your GP Practice Carers

Ask to speak to the carers lead at the GP practice.

Local Information and Support

Bournemouth and Poole (Carers Centre)
01202 458204
Dorset Adult Access Team
01305 2210156

Local Carers Information Service

You are strongly advised to join your local service
Bournemouth and Poole
01202 458204
Dorset
01305 221016

This service periodically sends out information to carers about local events, training courses, discounts with local traders and services that can benefit carers.

Find out more about the condition of the person you care for

Join a group for patients and carers with similar experiences e.g. Alzheimer's Society, Stroke Club, Parkinson's Disease Society, Diabetes UK.

Find details of local groups on the internet, at the library, GP practice or at the hospital information service

NHS Choices gives good basic information on a wide range of conditions www.nhs.uk/Conditions/Pages/hub.aspx

Ask about the condition at your hospital information service, GP Practice or your specialist nurse.

The library can tell you about how to contact groups for people who have specific conditions.

TIPS

Ask for a Carers Assessment to get advice, information, support and / or services.

You can complete it yourself in writing or online depending on where you live.

The assessment is free, and can be done as part of an assessment for the person you care for, if you wish.

Bournemouth
01202 454979

Dorset
01305 221016

Poole
01202 633902

Getting help and equipment for the person you care for

To get help with personal care, respite, day activities and / or equipment e.g. rails, walkers, special chairs or home adaptations.

Find out more at
www.mylifemycare.com

There are two options for getting this type of help:

Option 1

The person you care for can ask the local social services to assess what may help them. This free assessment is called a Care and Support Assessment. If it is decided that the person has eligible needs they will be offered services and a financial assessment to see if they will have to pay towards services offered.

After the assessment is completed the person can decide what services, from those offered, they want to accept.

If the person is entitled to free or subsidised services they can usually choose whether to have the care arranged for them or receive money towards buying services themselves. This is called a “Direct Payment”.

Option 2

If the person you care for does not want an assessment of needs or finances they can purchase services directly from a range of private providers listed in the phone book under “Care Agencies” and “Mobility Equipment Providers”.

The person purchasing the service will have to pay the full market fee for the help or equipment, this is often referred to as self-funding.

More information can be found at www.mylifemycare.com.

TIPS

We strongly advise you to seek advice from social services before purchasing equipment.

Carers assessment

This is a way of looking at the type of caring you do and what services, information and support you need to help you.

You may be offered an assessment that is carried out as a meeting between you and a care professional, but it can also be completed by filling in a form.

A Carers Assessment can be carried out alongside a Care and Support Assessment for the person you care for if this is practical and you agree. You also have a legal right to have the Carers Assessment carried out in private if you wish.

As a result of assessment you may be offered help and advice to maintain your own health and wellbeing.

A Carers Assessment is free, and usually there is no charge for any support provided to the carer as a result of the assessment. If you need someone to help you speak up for yourself, or you are having problems getting the services that you need you can ask for an advocacy service to help you.

To request either a Care and Support Assessment (for the cared for person) and / or a Carers Assessment (for yourself) use these contact points (you should ring the area where the cared for person lives).

Bournemouth Care Direct

01202 454979

Dorset Adult Access Team

01305 221016

Poole Social Care Help Desk

01202 633902

Advocacy Service

Help and Care 0300 111 3303

Applying for Benefits

Benefit entitlement depends on your personal situation.

You may be able to claim even if you have savings.

For more information
www.gov.uk/browse/benefits

You can ask at your local Citizens Advice Bureau.

If you are under retirement age your Job Centre should be able to help.

The benefits shown below may be of interest, however this is not a complete list.

Carer's Allowance is to help you look after someone with substantial care needs who is claiming a disability allowance.

You don't have to be related to, or live with, the person you care for.

You must be 16 or over and spend at least 35 hours a week caring for them. Carer's Allowance is taxable and can affect your other benefits.

Carers Credit gives National Insurance credits towards your state pension if you are under pension age and not working because of your care responsibilities.

Personal Independence Payment (PIP) is intended to help a person 16-64 with care needs manage some of the extra costs caused by long-term ill-health or a disability. It is not means tested.

Attendance Allowance for those over 65 who have a health condition that means they need help or care. This is not a means tested allowance.

Claiming

Where possible you should fill in the forms for benefits on-line or print off, complete in writing and return by post.

The internet is available in the public library free of charge.

You can also ask an advisor (on the numbers below) for a form to be sent to you.

If your caring situation changes you must notify the Department of Work and Pensions as this may change the entitlement.

Carers Allowance

0345 608 4321

Personal Independence Payment

0345 850 3322

Attendance Allowance

0345 605 6055

The Citizens Advice Bureau can help you if you are unable to manage to fill in the forms without support.

Use these numbers to notify the Department of Work and Pensions of any changes in circumstances as soon as possible e.g. if the cared for person is in hospital for an extended period.

TIPS

Read all the information on-line about the benefit before you make a claim. Get help if you need it.

You may want to view more than one source of information:

www.gov.uk/benefits

www.mylifemycare.com/Welfare-benefits

www.nhs.uk/benefits

Fill in the form, carefully and honestly.

Getting a Break

Having a break can help you maintain your own health and wellbeing so that you can continue to care. Your local Social Services may provide a range of activities or grants to enable you to take part in an interest or activity you enjoy.

Bournemouth and Poole

01202 458204

Help and Care (Dorset)

0300 111 3303

Access Dorset (Dorset)

01202 771336

Sitting

This provides someone to care, usually in the persons own home for a few hours while you have a break. A limited number of hours can be provided by social care free of charge subject to Carers Assessment which is not means tested.

Breaks of a few days or more

The person you care for may go to a Care Home, a respite care centre or stay in their own home with increased agency care.

Day Care Activities for the person you care for

There are different types of care available including:

- day centre care
- having a personal assistant
- having a paid carer to take the person to a specific activity
- being looked after by a paid carer in the carers home
- going to a Care Home for the day

Availability may depend on where you live and the way the care is funded.

Please note that some of these options are only available to those self-funding care.

If replacement care is needed, the amount and type of care a person can have depends on their Care and Support Assessment and your Carers Assessment.

Bournemouth

01202 454979

Dorset

01305 221016

Poole

01202 633902

Buying privately

If you are a self-funder you can decide how much care you buy however, your Local Authority may still be able to give you help to arrange care or equipment.

Replacement care can be purchased privately from Care Agencies or Care Homes. Find these on-line or in the telephone book. Care Homes are inspected and rated by The Care Quality Commission.

www.cqc.org.uk

Ask your local authority for a booklet showing contact details for local care homes and care agencies.

TIPS

Do not feel guilty about having a break, it will enable you to maintain your own health, and have long term benefits for you and the person you care for.

Do not allow yourself to get to breaking point before you take a break. Build some activities or time for yourself into your week.

If you are choosing a Care Home for respite visit beforehand, look at the way the staff work with the residents as well as the cleanliness and comfort. The most expensive homes are not necessarily the best.

If the person you care for refuses replacement care, ask any of the professionals working with them to have a chat with them about this.

Going out and about

Listed below are some things that might help you to go to the shops, have outings or go to hospital appointments.

Wheelchairs

Available through your GP on prescription or purchase through a mobility shop.

Blue Badge for parking

Apply to your local council.

Disabled persons bus pass

Ask your local council.

Key for disability toilets

(RADAR)

Apply to your local council.

Aids for travel

Ask an Occupational Therapist for an assessment through Social Services. A mobility shop may also be able to advise on aids for getting in and out of the car and managing journeys.

Travel to hospital

The GP can authorise hospital transport for a patient depending on their level of need and health condition.

Travel for shopping / outings

Your Local Authority may run a transport scheme to help those with mobility difficulties and their carers.

Bournemouth (Sedcat) bus

01202 399700

Community Cars

01202 309433

Dorset Transport information

01305 221053

Poole-Dial-a-bus and

Community Cars

01202 262220

Shopmobility Low cost hire of mobility scooters in shopping centres and towns. Ask your Local Tourist Information Office for details.

Carers Activities

Carers Events / outings

Availability depends on where you live but there may be outings or social events you can attend. If you qualify, grants to help you take a break may also be available.

Bournemouth and Poole

01202 458204

Help and Care (Dorset)

0300 111 3303

Access Dorset (Dorset)

01202 771336

Carers Groups

Meet with other carers for a chat and learn from those in a similar position. Some groups have speakers and outings. Ask at the GP Practice, the library or telephone Help and Care (above) to find a group near you.

Specific Condition Groups

These groups often have social events where people who have a similar condition and their carers can meet. What is available depends on the condition.

Some groups run activities, courses or outings. Look on-line or at the library.

Lunch clubs

Lunch time clubs are predominantly for those over retirement age.

Groups often meet weekly or more often to share a meal and social time with others. Carers and the person you care for can often attend together.

Ask at the Library, GP, Help and Care or Age UK.

www.ageuk.org.uk

Some groups also have other services available e.g. shopping services, transport to and from the group. Ask at the Library, GP practice, Help and Care or Age UK.

Over 100 groups across Dorset are listed on:

www.mylifemycare.com/directory-of-lunch-clubs

Legal and Financial Considerations

It is important for carers and the people that they care for to think about putting plans in place for the future.

It is strongly recommended that you and the person you care for find out more about:

- Making a Will
- Power of Attorney for your property and finances
- Power of Attorney for your health and wellbeing

If a person loses capacity to make their own decisions in the future and there is no plan in place, it can be distressing, time consuming and expensive for carers and families.

Timing is important, this needs to be organised before a person loses capacity to express their wishes. We recommend that you have a legal plan in place as soon as possible. Plans do not need to be activated until it is necessary.

If you do not make legally sound plans you may find that The Court of Protection need to intervene and make decisions on your behalf.

As a carer, you should also think about what would happen if you became unable to look after the person that you care for.

It is advised to discuss this with anyone affected. Although sometimes difficult to discuss, most people find this gives peace of mind.

Wills

www.gov.uk/make-will/overview

Power of Attorney

www.gov.uk/power-of-attorney/overview

or contact the Citizens Advice Bureau
www.citizensadvice.org.uk

Challenge or Shape Services

We want to involve carers in planning services and need you to tell us how you experience services.

Join a Carers Reference Group

This is a group of carers that work with us on regular basis either by attending a meeting a few times a year or by giving views using email or phone.

Bournemouth and Poole

01202 458204

carersteam@bournemouth.gov.uk

Dorset

dorset.carers@dorsetcc.gov.uk

Complaints and Compliments

If you need help you can ask for an advocate to assist you to negotiate with services or make a complaint

Help and Care 0300 1110102

Or directly approach the service you want to comment on

Social Services

Please contact The Complaints and Compliments Officer at your local council by letter, email or telephone

GP Services Please talk to The Practice Manager in your GP Surgery or NHS Dorset Clinical Commissioning Group

The Hospital -The Patient Advice and Liaison Service (PALS) at the hospital that provided your services will support you.

You can also talk about NHS services to:

Healthwatch

www.healthwatchdorset.co.uk

NHS Dorset Clinical Commissioning Group

01305 368900

At a Glance

Bournemouth and Poole

Carers Information Service (Newsletter)

01202 458204

Assessments for services for carers and the person you care for
Bournemouth

01202 454979

Poole

01202 633902

Support for Carers (activity and respite grants, outings, activities)

Bournemouth and Poole Carers Centre

01202 458204

Dorset County Council Area

Carers information Service (mailing list)

01305 221016

Assessments for services for carers and the person you care for
Dorset

01305 221016

Support for carers, general information, CISS carers respite grants, sitting service bookings.

Help and Care (Dorset)

0300 111 3303

Carers Activity Service

Access Dorset

01202 771336

Websites

NHS Carers Direct (national information)

www.nhs.uk/conditions

My life my care (local information and services)

www.mylifemycare.com

CRISP (local carers information)

www.CRISPweb.org