

Carers
People who
look after
others



Carers and Cumbria County Council

Who is a carer?

Carers are people who look after others, providing unpaid care or support to an adult family member or friend, either in the carer's own home or somewhere else. Caring for someone covers lots of different things like helping them with washing, dressing or eating, taking them to regular appointments or keeping them company when they feel lonely or anxious.

The Care Act places support for carers on the same footing as support for individuals. It ensures councils assess carers' needs for support and then arranges support to meet these needs.

This booklet is for carers who look after adults in Cumbria including young carers looking after adults. It describes:

- who can get support;
- what help is available;
- how to get a carer's assessment; and
- the different ways in which support can be arranged.

In this booklet,

- when we say 'you', we mean someone who provides or intends to provide care and support for an adult; and
- when we say 'we' or 'us' we mean Adult Social Care, part of Cumbria County Council's Health and Care Services Directorate.

Who can get support?

We use carers' assessments to help us decide what support a carer needs and what we can provide to them. We provide carer's assessments, to anyone who:

- provides or intends to provide care and support to another adult;
and
- appears to have any level of needs for support.

The adult being looked after by the carer does not need to be eligible for support from us.



How do I find out more?

To find out more, you can:

- contact your local carers' organisation linked to Carers' Support Cumbria;
- contact staff at your local Adult Social Care office;
- speak to your GP or your Social Worker, Occupational Therapist or Community Nurse (if you have one).

You'll find contact details for our offices and the carers' organisations at the end of this booklet. They will arrange for someone to visit you at home to carry out a carer's assessment.



What help is available?

The support we can arrange for carers includes:

- information and advice;
- preventative services which help you maintain or improve your well-being;
- help to plan what would happen if an emergency meant you were unable to look after the person you care;
- extra help for the person you care for;
- breaks which offer you time away from caring;
- support to help you care and to maintain your health and well-being, using a carer's budget if you prefer; and
- emotional support.

Information about each of these follows in this booklet but it is worth noting that any help we provide will be subject to assessment. We may need to do:

- an assessment of your needs - a carer's assessment,
- an assessment of the needs of the person you care for or
- both of the above in what we call a combined assessment.

Support that is directly for a carer is usually free of charge but there may be a charge for any services provided for the person you care for, such as support at home or residential respite care.

Information and advice

Getting access to good quality information and advice is vital to sustaining your caring role, getting the most out of life and staying healthy. Some people just need to know what is available to them in their local area. Leaflets, directories, information providers and the internet can help with this. Others need advice and the opportunity to discuss their situation with someone with the time and knowledge to talk through the options and help them make choices.

The Care Act says information and advice should be available to the whole population and about a wide range of topics, not just care and support. This should focus on helping people get access to the care and support they need. We work closely with the many organisations in Cumbria who provide information and advice to ensure this is available to people when they need it. For example, information and advice is available from:

- the Cumbria County Council website and our online Cumbria Support Directory www.cumbriasupportdirectory.org.uk;
- local Cumbria County Council libraries and ‘Local Links’;
- Neighbourhood Care Independence preventative services
0844 967 1885 for Carlisle, Eden, Barrow and South Lakeland
0844 384 3843 for Allerdale and Copeland;
- Carers’ Support Cumbria (see contact details at the end of this booklet); and
- staff in your local Adult Social Care office (see contact details at the end of this booklet).

You may also find useful information through:

- local district council housing departments and housing associations;
- health services such as your doctor, nurse, pharmacist, NHS 111 helpline or NHS Choices website www.nhs.uk;
- voluntary organisations and charities like Age UK, Citizen's Advice Bureau, Alzheimer's Society, Mind and Mencap; and
- Citizens Advice consumer service **03454 04 05 06**

Even if you feel you do not need help at the moment, you may want to know what kind of things might be available for you if you did. If we cannot help, we will put you in touch with someone who can.



Preventative services

Preventative services are about helping people to live healthy lives and maintain their independence. Having the right preventative services can help carers to look after and continue to look after others.

You don't have to have a high level of needs to benefit from preventative services. Some people could get involved in something going on in their local community, for example activities and social groups organised by local charities to help them keep active and improve their wellbeing.

Some people can benefit from having equipment that helps them in their caring role. Equipment can also help the person they look after with walking and carrying out everyday tasks. Carers can build their confidence and peace of mind if the person they look after has a pendant alarm that lets them call the carer for help if they need it in an emergency.

Some people need short term help at key times in their lives. For example, they may need help to carry out everyday tasks following discharge from hospital. There are intermediate care services like 'reablement' that help people build their confidence, become fully independent and so take on a caring role again.

We can help you access preventative services and in some cases we may be able to pay for some or all of these services. You can find out more from:

- the Cumbria County Council website and our online Cumbria Support Directory www.cumbriasupportdirectory.org.uk;
- local Cumbria County Council libraries and 'Local Links';

- Neighbourhood Care Independence preventative services
0844 967 1885 for Carlisle, Eden, Barrow and South Lakeland
0844 384 3843 for Allerdale and Copeland;
- staff in your local Adult Social Care office (see contact details at the end of this booklet);
- Carers' Support Cumbria - for carers who help look after others (see contact details at the end of this booklet).

Help to plan what would happen if an emergency meant you were unable to look after the person you care for

When we asked carers about what was important to them they told us having services or support in an emergency was key. Carers in Cumbria, looking after an adult relative or friend can get a Carer's Emergency Card. The card allows the emergency services, or others present in an emergency, to contact a 24-hour response centre who can make sure the person you care for is looked after.

Carrying the card with you can provide peace of mind that the person you care for won't be left without support if something unexpected happens to you. To find out more, ask for a copy of our 'Carer's Emergency Card' leaflet or contact the organisation that supports carers in your local area.



“Emergency card for me to carry about with me. A GREAT relief. Not many people know about this service.”

Help for the person you care for

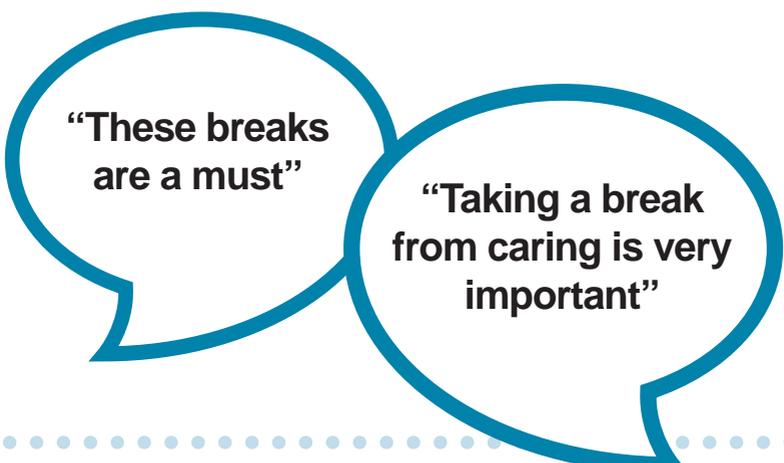
Additional care and support provided to the person you care for can help support you in your caring role. For example, support at home workers can take on tasks which you would otherwise have to do yourself reducing the demands on you and giving you a break.

This would have to be arranged through a combined carer's assessment for you and an assessment of the care and support needs of the person you look after.

Breaks

Carers can sometimes feel guilty about taking a break or needing help. However, caring for someone can be like being on duty '24/7' – so it is completely understandable that sometimes carers need a break to give them time off. Breaks allow carers the space and time to:

- take part in work, learning or leisure;
- pursue their personal interests;
- attend medical or other essential appointments; and
- get some rest, sleep or 'recharge their batteries'.



**“These breaks
are a must”**

**“Taking a break
from caring is very
important”**

Breaks can be arranged on a one off basis, in an emergency or planned as a regular arrangement. During the break the person you look after can be cared for either at home or somewhere else, offering them a 'change of scenery' or the opportunity to socialise with other people. Breaks can last for:

- short periods of time, such as a few hours in the case of a sitting in service or day care; or
- longer periods of time, such as an overnight stays in a residential or nursing home.

Respite care can only be arranged through an assessment of the needs of the person you care for.

Support to help you care and maintain your health and well-being

There are many ways in which we can support you to care for someone and to help you maintain your own health and well-being. These include:

- support at home to carry out personal care for the person you look after – this can include helping them get up, washed and dressed, eat meals or go to the toilet;
- practical care and support to help you – this can include support to go shopping, preparing meals and essential cleaning;
- occupational therapy advice about equipment and adaptations in the home of the person to help you care for them;
- Telecare alarm systems; and
- car badges for disabled drivers and passengers.

We will discuss the range of support available to you after your carer's assessment when we agree your support plan. You can find more information about carers' assessments and support plans later in this booklet.

Emotional support

Carers have told us that emotional support is one the most important services that can be provided. Whilst there are many positive and rewarding aspects to caring, the emotional demands of someone being dependent on you can be very challenging. It is common to feel lonely or isolated, some carers feel that nobody listens or gives time to hear about the things they need. Feelings of anger, being trapped by responsibilities and guilt about needing help are all things carers experience often.

It is normal, and quite understandable, that you might feel like this. Try not to let negative feelings build up – ask for help or, if you don't feel you need help now, make sure know what help is available in case you do. Our staff can help you talk about how caring is affecting you emotionally. Alternatively, you can talk to the carers' organisation your local area, your doctor, First Step or the Samaritans.



Contact

Samaritans [08457 909090](tel:08457 909090)

First Step [0300 123 9122](tel:0300 123 9122)

The carers' organisation in your local area can tell you about groups where you will be able to meet with other carers. Some provide telephone help-lines so you can talk to someone who understands your situation.

Many carers outlive the person they look after, or face great changes when the person they look after goes into a residential or nursing home. If you are in this situation you might need some help to adjust to your change in lifestyle. You may need counselling following a bereavement or ongoing support. You can get details on how to get emotional support from carers' organisations or from your local Adult Social Care office.



“I would have liked at the time some kind of support, counselling, talking therapy to cope with the stress”

“There is such an enormous amount to cope with on all levels when someone you have been a prime carer for has to be moved into a home; it's very, very difficult time”

What is a carer's assessment?

Carers can have two kinds of assessment:

- an assessment of your own care and support needs; and
- a carer's assessment.

A carer's assessment can be combined with an assessment of the care and support needs of the person the carer looks after. This would be needed if the carer would benefit from services provided directly to the person they look after, such as breaks.

Your carer's assessment will identify:

- your support needs as a carer;
- the sustainability of your caring role considering the your potential future needs for support;
- how these needs impact on your wellbeing;
- the outcomes you'd like to achieve in your day to day life, your activities beyond the caring role and the impact of caring on their activities;
- if you would benefit from preventative services;
- if you are eligible for care and support from the council; and
- an indication of how much money could be made available to meet the cost of this support.

Carers' assessments can be carried out by our staff or by carer's organisations linked to Carers' Support Cumbria. You will find contact details of our local Adult Social Care offices and local carers' organisations at the end of this booklet.

The carer's assessment will help us decide if you are eligible for support from us. The Care Act has introduced a national eligibility threshold for support for carers. This means that all councils consider the same level of support needs when they assess what help they can give you. This eligibility threshold is described in detail in a separate factsheet 'Eligibility for Care and Support in Cumbria'. If you have any queries about this, please ask your Social Worker or carer's organisation.

What is a support plan?

Your carer's support plan is a document listing the needs and outcomes you have identified and explaining what services or support will best to meet them. When we talk about a support plan in this booklet this is what we are referring to. We can draw up and agree your support plan with you or you can produce your own.

The plan will tell you:

- what support you will get, and who will provide them;
- how often you will get support, and for what period of time;
- who is responsible for arranging these - you can arrange your own or we can do it for you; and
- when your support will be reviewed, to make sure your needs continue to be met and who to contact if circumstances change in the meantime.

We will make sure you have a copy of your support plan.

I would like my support to be flexible - could a Carer's Budget help me?

You can choose how much control you have over the arrangement of your support – and there are a number of ways that support in your plan can be arranged:

- your worker can make the arrangements for you;
- you may be able to receive a Carer's Budget to allow you to arrange your own support (this would be separate from any direct payment the person you care for might receive);
- you can choose a combination of any, or all, of the above.

Carers' Budgets are delivered via a pre-paid card to allow you to arrange your own support. There is more information about pre-paid cards later in this booklet.

Carer's Budget

A Carer's Budget is where we give you an agreed amount of money to help pay for the support you need to achieve the outcomes identified during your carers' assessment.

Carer's Budgets can give you, as a carer, more choice and control over the support you arrange.

If you are eligible for a Carer's Budget, it will be paid to you as a carer for the sole purpose of paying for services that you need to enable you to continue to care, it is not for the person you care for. Your desired outcomes will be identified in your carer's support plan and may be met through a variety of activities, community resources and a Carer's Budget.

Whether you are eligible for a Carer's Budget or not depends on how your role as a carer affects you. It is not directly related to the needs of the person you care for and you may be eligible for a Carer's Budget even if the person you care for does not get help from Adult Social Care.

There are some conditions to having a Carer's Budget and these are explained below.

A Carer's Budget might be used for things like:

- participating in activities during a break from caring;
- participating in activities that enable you to continue caring;
- education or training; and
- helping you into employment.

“His condition is so variable my role as a carer varies constantly”

You must spend your Carer's Budget on the support you have been assessed as needing which are stated in your support plan. You cannot use a Carer's Budget for other things such as:

- clothes and food;
- savings;
- respite care; or
- to pay for things you have already bought to enable you to continue caring.



Prepaid Cards

A prepaid card looks like a debit card but is linked to a bank account which is pre-loaded with an amount of money. It is given to you by Adult Social Care, for you to pay for the social care support identified in your support plan. Prepaid cards are available for carers who have been assessed as needing support. You can use the card to pay for your own support.

If you would like more information about prepaid cards please contact one of the carers' organisations or your local Adult Social Care office.

Your contribution towards the cost of your care and support

Support that is directly for you as a carer is usually free of charge. However, there may be a charge for any services provided for the person you care for, such as support at home or residential respite care. These charges will be based on an assessment of their finances and once their support plan is agreed, we will be able to confirm with them how much they will be required, if any, to contribute to the cost of their care and support.

Promoting independence reviews

Carers' support needs can change. Some people find they need less support than originally planned, perhaps because they have benefited from preventative services. Others may find their needs increase with time, for example if the person they look after becomes more dependent on them. To make sure your support continues to meet your needs as a carer and you can achieve your desired outcomes, we will carry out 'promoting independence' reviews.

Once your support is set up, we will arrange with you to review your support plan within 6 weeks and then at least once a year after that. You can ask for a review at any time if you think your needs have changed.



Safeguarding adults

While most people receive the care and support they need within the community, some people are subjected to some kind of abuse or neglect.

There are many types of abuse and neglect, sometimes deliberate or sometimes happening through ignorance. The people responsible tend to be known to the victim: family, friends, carers or paid or voluntary members of staff.

If you or someone you know is being abused or neglected, or you think that might be the case, please tell someone.

You can contact Adult Social Care through your local office (see telephone numbers later in this booklet) or Cumbria Police on **0845 33 00 247**. While it is helpful if you tell us who you are, you can report concerns anonymously if you prefer.

Your compliments, comments and complaints

We welcome all feedback about our services. If you have a compliment, comment or complaint about our work, or a decision or action we have taken, then please let us know about it. We will try to use the feedback you provide as a way of improving our service to you and to others.

Compliments

If you think we are providing a really good service then please let us know that we have got things right. We appreciate being told when we are doing things really well.

Comments

We will listen carefully to any comment you make. You don't have to make a complaint in order to get things changed.

Complaints

If you do want to make a complaint you can do so in whatever way you choose to any member of staff. We also have a procedure explaining in more detail how to make a complaint and how we will deal with it. When we receive a complaint we will usually try to speak or meet with the person to find out a bit more about it and how they think we can deal with it. We will put things right if we can, within an agreed timescale. If we cannot resolve a complaint we will always provide a full and open explanation for any of our decisions or actions.

To let us know about compliments, comments, concerns or complaints please contact:

Complaints and Information Team
Health and Care Services
Cumbria County Council
Lower Gaol Yard
The Courts
Carlisle
CA3 8NA

t: **01228 227140**

e: **socialcare.complaints@cumbria.gov.uk**

What happens to the information you have about me?

We need to keep information about you in our records so we can carry out our duties and arrange support that is suitable for you – some of this information will be personal. It will always be held securely, usually on computer but sometimes in a written file.

We may need to share information about you with others such as the Health Service, a carers' organisation or people who will provide support to you. Generally we will ask for your permission before we do this. However, there are some circumstances where we are required by law to share information about you without your consent. This would include times where someone, either an adult or a child, is potentially at risk and we need to make them safe.

You have the right to ask to see information we hold about you. If you would like to do this you can make a request in writing to:

Access to Records Requests
Complaints and Information Team
Health and Care Services
Lower Gaol Yard
The Courts
Carlisle
Cumbria
CA3 8NA

Contact details - where to find out more

Carers' Support Cumbria and local carers' organisations:

For more information about carers' assessments and support in Cumbria, contact:

Carers' Support Cumbria

t: **0844 384 3230**

e: **adviceline@carlislecarers.co.uk**

Alternatively, you can contact your local carers' organisation:

Carers' organisations (linked to Carers Support Cumbria):

Carlisle Carers

Carers Resource Centre

1st Floor

Fusehill Medical Centre

Fusehill Street

Carlisle CA1 2HE

t: **01228 542156**

e: **admin@carlislecarers.co.uk**

w: **www.carlislecarers.com/**

West Cumbria Carers

Suite 7F

Lakeland Business Park

Lamplugh Road

Cockermouth CA13 0QT

t: **01900 821976**

e: **general@westcumbriacarers.co.uk**

w: **www.westcumbriacarers.co.uk**

South Lakeland Carers

Unit 16

Shap Road Industrial Estate

Kendal LA9 6NZ

t: **01539 815970**

e: **admin@slcarers.org.uk**

w: **www.slcarers.org.uk**

Furness Carers

Hindpool Community Centre

Nelson Street

Barrow-in-Furness

LA14 1NF

t: **01229 822822**

w: **www.furnesscarers.co.uk**

Eden Carers

The Office

Mardale Road

Penrith CA11 9EH

t: **01768 890280**

e: **enquiries@edencarers.co.uk**

w: **www.edencarers.co.uk**

Adult Social Care:

If you live in **Allerdale** borough area, call:

Allerdale **01900 706301**

Keswick **01768 812233**

Or you can email **workingtonssd@cumbria.gov.uk**

If you live in the **Carlisle** city are, call:

Carlisle **01228 221590**

Or you can email **carlisslessd@cumbria.gov.uk**

If you live in the **Copeland** borough area, call:

Copeland **01946 506352**

Or you can email **whitehavenssd@cumbria.gov.uk**

If you live in the **Eden** district area, call:

Eden **01768 812233**

Or you can email **penrithssd@cumbria.gov.uk**

If you live in the **Furness** area, call:

Furness **01229 407446**

Or you can email **barrowssd@cumbria.gov.uk**

If you live in the **South Lakeland** district area, call:

Kendal and South Lakes **01539 713378**

Ulverston and High Furness **01229 407446**

Or you can email **kendalssd@cumbria.gov.uk**

If you have an **emergency** during office hours, contact your practitioner or your local Adult Social Care office. We are open 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

If you have an emergency when our offices are closed, ring our Emergency Duty Team on 01228 526690. They cover the whole of Cumbria and work overnight, at weekends and bank holidays.

Websites:

Cumbria Support Directory – this is an online directory of care and support services available to people in Cumbria

www.cumbriasupportdirectory.org.uk

Adult Social Care website -

<http://www.cumbria.gov.uk/healthandsocialcare/adultsocialcare>

Booklets and factsheets:

Carers – People who look after others: describes arrangements for support for carers looking after people in Cumbria.

Direct Payments: describes in detail how Direct Payments work.

Eligibility for Care and Support in Cumbria: includes details of the national eligibility threshold we use to decide if you are eligible for care and support from us.

Guide to charges for community based services: describes how contributions are worked out for care and support for people living in their own homes

Guide to charges for residential accommodation: describes how contributions are worked out for care and support in residential and nursing homes

Individual Service Funds: describes in detail how Individual Service Funds work.

If you require
this document in
another format (eg
CD, audio
cassette, Braille or
large type) or in
another language,
please telephone
01228 227113

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ
করে 01228 227113 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 227113

Jeigu norétumėte gauti šią informaciją savo kalba,
skambinkite telefonu 01228 227113

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 227113

Se quiser aceder a esta informação na sua língua,
telefone para o 01228 227113

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 227113 numaralı telefonu arayınız