

Are you looking after someone?

A relative, partner or friend who is physically or mentally ill, disabled or frail, or has an addiction

Help is available



CARERS PERSONAL NOTES

(ie. organisations contacted - dates, outcome of contact)

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ARE YOU A CARER?

If you look after a relative, partner or friend of any age, who needs help due to a physical or mental illness or disability, a learning disability, frailty or an addiction, then you are a **carer**.

- You may be new to caring or have been caring for many years
- You may or may not live with the person you care for
- The care may be personal care or supervision or emotional support
- The care you provide is not paid for as part of your employment
- You may be travelling a long distance from your own home to look after someone, for example an elderly parent

A **young carer** is anyone under the age of 18 whose life is in some way restricted because of the need to take responsibility for the care of someone who is ill, has a disability, is experiencing mental distress, or is affected by substance misuse. A **young adult carer** is 18-25 years old.

Parent carers are carers who have parental responsibility for a disabled child under the age of 18.

HELP IS AVAILABLE

Caring brings its own rewards, but can be hard work physically and emotionally. **Recognising yourself as a carer is the very first step to getting the support you may need.**

Sometimes people don't realise they are carers, that there may be benefits to which they or the person they care for are entitled, that they have legal rights and that practical and personal support is available.

This leaflet will help you find information, support and practical help for you and the person you care for.

Remember . . . it is important to let your GP know you are a carer so your health needs as a carer can be taken into account. Being a carer can affect your own health. Doctors and nurses want to help but they need to know that you are a carer.

To find out what help is available, you can

- **Contact Carers Oxfordshire**

Telephone: 0845 050 7666

Email: carersoxfordshire@oxfordshire.gov.uk

Visit: www.carersoxfordshire.org.uk

Carers Oxfordshire is a central point for adult Carers of adults in Oxfordshire to access information, advice and support.

Carers Oxfordshire provides

- Information aimed at your own personal situation e.g. about benefits and entitlements, support services, carers' breaks, emergency back-up, employment, looking after yourself, training opportunities to support you in your caring role and much more.
- Advice and support over the phone and face to face in community settings, GP surgeries and at home where appropriate including support to complete Carers self assessments.
- Signposting to other organisations and services which can also help.
- Information about support groups and connections to your nearest one or support to establish a new group in your area.
- Information about how to have your voice heard through Oxfordshire Carers Forum.

The service aims to:

- make it easier for carers to access support
- listen to carers' needs and
- give information, advice and support to carers

To contact Carers Oxfordshire

- Telephone: 0845 050 7666
- Email: carersoxfordshire@oxfordshire.gov.uk
- Visit: www.carersoxfordshire.org.uk

YOUR RIGHTS AS A CARER

Parliament sets out what local councils must do to assist carers by passing legislation. These include:

The Carers (Recognition and Services) Act 1995

The Carers and Disabled Children Act 2000

The Carers (Equal Opportunities) Act 2004

Work and Families Act 2006

Equality Act 2010

YOUR RIGHT TO A CARER'S ASSESSMENT

Carers, 18 and over (young carers 16 or 17 in exceptional circumstances) of an adult, and people with parental responsibility for a disabled child have the right to a confidential carer's assessment. For more information for young carers see page 9. If you are caring for an adult, you have the right to a carer's assessment even if the person you care for does not want an assessment or services.

Social & Community Services and Children, Young People & Families (parts of Oxfordshire County Council) have to look at the support you may need to carry on caring, if:

- You are providing – or intending to provide – substantial care on a regular basis, that is where caring has a major impact on your life, and
- The person you care for may be eligible for support
- You ask Social & Community Services or Children, Young People & Families for a carer's assessment

See page 13 for contact details

CARERS' ASSESSMENTS

CARING FOR AN ADULT

We know that carers underestimate the impact caring has on their own health and wellbeing. A carer's assessment can help you to look after yourself too. **If caring has a major impact on your life** you can talk to someone in Social & Community Services about the help and support you may need. This is called a carer's assessment. As a starting point, you can complete a **carer's self-assessment**. This can happen even if the person you care for is unwilling to accept help.

WHAT IS A CARER'S ASSESSMENT?

To work out what support would be most helpful, we need to discuss:

- The help the person you care for needs
- The help you are providing or you intend to provide (for example, for the person following discharge home from hospital)
- The help you require to maintain your caring role
- The help Social & Community Services or other services may provide
- Your wish to work, undertake training/education or leisure activities

WORKING OUT THE HELP THAT YOU NEED IS CALLED HAVING A CARER'S ASSESSMENT

Your assessment gives you the chance to discuss your needs. You should also be able to contribute to the discussion of the needs of the person you care for so your needs are taken into account when planning services or options for them.

If the person you care for is not receiving any community care services, they may benefit from having their own assessment. Please phone 0845 050 7666

SOME THINGS YOU MAY WANT TO THINK ABOUT FOR YOUR CARER'S ASSESSMENT

- Do you get enough sleep?
- Is your health affected in other ways?
- Are you able to get out and about?
- Do you get any time for yourself?
- Are your other relationships affected?
- Do you want information about benefits?
- Are you worried you may have to give up work?
- Is the person you care for getting enough help?
- Is your attendance at school or college affected?

HOW DO I COMPLETE A CARER'S ASSESSMENT?

You can ask for an assessment at any time. If your situation changes and you need more help, you can ask for a reassessment. You do not have to have a carer's assessment; it will not stop the person you care for from receiving services. If you care for an adult, it is your choice whether you have a separate assessment or a joint assessment with the person you care for. If you prefer, you can ask a friend or representative to be with you for your assessment. You are entitled to a written copy of your carer's assessment.

- You can contact Carers Oxfordshire 0845 050 7666 or your Care Manager to request a carer's assessment.
- You can complete a self-assessment as a first step. Carers Oxfordshire can send the form or you can complete one online at www.carersoxfordshire.org.uk

If you care for a child with a disability, your own needs will be considered as part of the family assessment or you can have a separate assessment.

If you are under 18 and you are taking on a lot of responsibility as a result of a condition that a grandparent, parent or sibling has, it is important that your needs are looked at too. We know when there is not enough support young people may miss out on school or time with friends, not get enough sleep or have a lot of worries to carry.

If you are under 18 and you and your family need support:

- If the person you are caring for has a social worker, care manager, nurse or support worker, you can ask them about having a family assessment which includes a young carer's assessment
- Or you can contact Carers Oxfordshire on 0845 050 7666. They will tell you who to contact for a family assessment
- If you are 16 or 17 you can also ask for an adult carer's assessment
- There might be a teacher, school nurse or a young carers group at your school where you can chat about how things are going at home. You can talk to your GP or youth worker about the caring you do and how you feel about it.
- An assessment may lead to support for you and your family from a young carers support worker or to regular breaks and activities for you and your brothers and sisters
- For information about Young Carers' Project Groups please see page 9 following.
- For any other information about work to support Oxfordshire's young carers and their families then please call the County Council's Young carers staff on 01865 818239.

- You can also find free, confidential support from your local Young Carers' Project - these groups give you lots of information and support, and offer different activities, breaks or trips

South

South and Vale Young Carers' Project

Tel: **01235 510212**

Email: Carers@svCarers.org.uk

North

Spurgeons Young Carers' Service

Tel: **01865 309602 / 07854 726678**

Email: kwalsh@spurgeons.org

Oxford City

Oxford Young Carers' Project

Tel: **01865 205192**

Email: youngCarers@Carerscentre.co.uk

In Oxfordshire we believe that children and young people should not have to undertake the same levels of caring as adults. The tasks or responsibilities undertaken should not compromise the young persons development.

WHAT HAPPENS NEXT?

We always assess people's needs to see if they are eligible for services. We must give priority to people in most urgent need, where their health and welfare would be at serious risk without our support.

After the assessment, you will be given a copy of your assessment. If we are able to help, we will draw up a support/care plan for the person cared for, taking into account your needs as a carer. The plan explains what services will be arranged and who will provide them. A copy of the plan is given to the person you care for.

Even if an adult for whom you are caring does not want an assessment or services, you may still be eligible for specific carers' services (see Services/options for you, page 12). If someone you care for is not eligible for services, you can still receive information and advice.

Do you have to pay for services?

- There is no charge for any assessment
- A charge may be made for services we provide to the person you are caring for, depending on their financial circumstances (charges for our services are in accordance with the Government's Fairer Charging Policy. Please see www.oxfordshire.gov.uk, search for "Fairer Charging". For a copy of the Fairer Charging leaflet, contact the Access Team 0845 050 7666)
- There are no charges for services for children under 18
- **We do not charge for the services we provide to carers** (see Services/options for you, page 12)

SELF DIRECTED SUPPORT IN OXFORDSHIRE – FOR ADULTS

Self directed support is a comprehensive way of assessing, planning and arranging care and support around an individual's needs, including the role and needs of carers.

If the person you care for is eligible, they will get an indication of how much money could be made available to pay for the support they need. This money is called a personal budget. A support plan is produced with the help of a care manager, broker, or the looked after person and their carer. This plan outlines who is going to do what and includes contingency planning.

Self directed support helps people plan their care/support around their own priorities and preferences as well as the needs that were identified. The role and needs of the carer are taken into account as well. This aims to provide more options and flexibility in the way care is provided.

Self directed support is being introduced in stages across Oxfordshire. To find out more, please phone our Access Team on 0845 050 7666 or visit www.takingcontroloxon.org.uk

Direct Payments

If someone is eligible for services, Direct Payments is a way to provide finance so they can purchase the services themselves. They can be used as part of self directed support. (Direct Payments leaflets are available from the Direct Payments Support Team on 01865 374430).

Once we have agreed with you the needs that could be met, there could be a range of services or options that meet those needs. If the person you care for has a personal budget, it could be used in ways that may benefit you both.

Services/options for the person you care for which may also benefit you

- Home support services such as help with personal care, getting up, washing, and dressing
- Day care services or an activity to go to during the day
- Use of the home delivery shopping service.
- A place to stay for a short time (respite) so you can have a break
- Care provided by an approved person in their own home
- Adaptations and equipment in the home
- Pendant alarms and/or sensors
- Relief to care – care provided usually in your home to give you a break

Services/options for you

- Information and advice
- Referral for advice and information from carers' organisations
- Referral to other specialist groups which provide expert advice and support about health, housing, benefits, employment, education, training and leisure opportunities
- Someone to talk to
- Referral to carers' support groups
- In certain circumstances, a carer's service such as counselling or practical assistance to support you in your caring role
- Involvement as a carer in consultations and service development

HOW YOU CAN GET HELP

Contact: Carers Oxfordshire to request information and assessment

- Telephone: 0845 050 7666
- Email: carersoxfordshire@oxfordshire.gov.uk

Or for carers, 18 and over (16 or 17 in exceptional circumstances) of an adult, complete a Carer's Self-Assessment form on the Carers Oxfordshire website.

Or if the person you look after already has someone like a care manager, nurse, social worker or support worker you can contact them

Sometimes situations are stressful and complicated. Some people are particularly vulnerable to being hurt or abused because they have a disability, illness or impairment and need help and support. Sometimes their carers are vulnerable to abuse or neglect as well due to their youth, health or the relationship with the cared for person or pressures in the overall situation. This can result in isolation and problems being kept hidden from view. For more information:

for adults see: www.safefromharm.org.uk or phone 0845 050 7666

for children see: www.oscb.org.uk or phone 0845 050 7666

OTHER USEFUL NUMBERS AND WEBSITES

OXFORDSHIRE CARERS CENTRES

For full details of services provided by each individual **Carers Centres in Oxfordshire** please contact the individual centre or go to www.carersoxfordshire.org.uk

South and Vale

Confidential and independent services for unpaid carers of all ages in South Oxfordshire and Vale of White Horse, including parent carers, adult carers and young carers (aged 8-18)

For example:

For adult carers and parent carers services include:

Emotional support, help with benefits checks, help with complex form filling.

For young carers:

One to one emotional support, regular trips and activities.

To find out more phone 01235 510212 or email carers@svcarers.org.uk

North and West

- Phone access 10 a.m. to 3 p.m.
- Oxfordshire Volunteer Befriending Service

Phone 01295 264545 (Monday to Friday 10 a.m. to 3 p.m.)

Answer machine out of hours.

Carers Line 08457 125546

Email carers@ccnwoxon.org.uk

Oxford City Services for **Young Carers, Young Adult Carers and Parent Carers** based at the Young Carers Project, 174a Cowley Road.

- **Young Carers Project** phone or leave a message on 01865 205192 or by email to youngcarers@carerscentre.co.uk
- **The Parents Plus Service for Parent Carers** phone 01865 726444 or email to parentsplus@carerscentre.co.uk

EMERGENCY CARERS' SUPPORT SERVICE

This is a 24-hour emergency support service for adult carers of adults in Oxfordshire. The service provides emergency care for the cared for, when the carer has an emergency and is unable to do so.

The service provides emergency care, which can range from 1 to 48 hours (in exceptional circumstances up to 72 hours) depending on need.

To register or find out more: Telephone: 0845 050 7666

Email: carersoxfordshire@oxfordshire.gov.uk

Visit: www.carersoxfordshire.org.uk

HELP IN EMERGENCIES

The Social & Community Services Access team can be contacted if there is a social care emergency for a child or an adult:

- During working hours telephone 0845 050 7666
- Out of normal working hours contact the Emergency Duty Team on 0800 833408

NHS DIRECT

Nurse advice and health information 24 hours a day

Telephone 0845 4647

www.nhsdirect.nhs.uk

CARERS DIRECT

The Government's new online resource and helpline for carer information

Helpline: 0808 802 0202

www.nhs.uk/carersdirect

THE OXFORDSHIRE CARERS FORUM

The voice of carers in Oxfordshire is **run by carers for carers**. Providing consultation and involvement opportunities on carers' issues.

2nd Floor, The Charter, Abingdon, OX14 3LZ

Telephone: 01235 547180

Email: carers@oxoncarersforum.org.uk

www.oxoncarersforum.org.uk

RETHINK CARER SUPPORT SERVICE (MENTAL HEALTH)

Carers of adults of working age with mental illness may benefit from specialist support.

Manzil Way Resource Centre, Manzil Way, Cowley, Oxford, OX4 1XE

Telephone: 01865 455877

Email: oxfordshirecarers@rethink.org

www.rethink.org

AGE UK OXFORDSHIRE

Information and advice, including welfare benefits, advocacy, day centres and clubs, exercise classes and IT learning, specialist services for older people with dementia and depression.

St. Edmunds House,
39 West St. Helens Street, Abingdon, OX14 5BW

Telephone: 01235 849400

Email: admin@ageukoxfordshire.org.uk

www.ageukoxfordshire.org.uk

ALZHEIMER'S SOCIETY

Support for people with dementia and their carers

Oxfordshire Branch

Telephone: 01865 876508

Email: AlzheimersOxford@aol.com

Abingdon & Vale

Telephone: 01235 205 407

Banbury & District

Telephone: 01295 267504

www.alzheimers.org.uk

OXFSN – OXFORDSHIRE FAMILY SUPPORT NETWORK

A support network for all family carers and relatives of people with a learning disability (of any age).

Adults

Telephone: 01189 723270

Children & Young People

Telephone: 01865 890326

Email: fis.enquiries@oxfordshire.gov.uk

www.oxfsn.co.uk

OXFORDSHIRE FAMILY INFORMATION SERVICE (OFIS)

Oxfordshire Family Information Service offers parents and carers information on a range of topics such as childcare, early years, help with childcare costs, family support, resources for disabled children, and activities.

Telephone: 08452 262636 www.oxonfis.org.uk

CONTACT A FAMILY

Advice, information and support for parents of disabled children.

209-211 City Road, London, EC1V 1JN

Tel: 020 7608 8700 Fax: 020 7608 8701

Helpline: 0808 808 3555 or Textphone: 0808 808 3556

Freephone (Mon-Fri, 10am-4pm & Mon, 5.30-7.30pm)

Email: info@cafamily.org.uk www.cafamily.org.uk

SPURGEONS YOUNG CARERS SERVICE (for services in North and West Oxfordshire)

Unit 2, Begbroke Science Park, Sandy Lane, Yarnton,
Kidlington, OX5 1PF

Telephone: 01865 309602 Mobile: 07854 726678

Email Kate Walsh, Service Manager: kwalsh@spurgeons.org
or Sara Crompton, Project Worker: scrompton@spurgeons.org

THE BENEFITS ENQUIRY LINE

For people with disabilities and for carers

Telephone: 0800 882200

CARERS UK

Carers' organisation lobbying and providing information, research and support for carers

Telephone: 0207 3784999 Carersline: 0808 808 7777

www.carersuk.org

PRINCESS ROYAL TRUST FOR CARERS

Provides support through network of carers centres, information, research, lobbying

Telephone: 0207 480 7788 www.carers.org

and for young carers www.youngcarers.net

For the details of the many Carers organisations and other helpful resources, contact

Carers Oxfordshire 0845 050 7666

Email: carersoxfordshire@oxfordshire.gov.uk

Visit: www.carersoxfordshire.org.uk

If you have a concern or complaint about County Council Services, first try to discuss this with the staff or manager. If this does not resolve the problem, contact the Comments and complaints Team on 0845 050 7666 or e-mail commentsandcomplaints@oxfordshire.gov.uk.

CARERS PERSONAL NOTES CONTINUED

(ie. organisations contacted - dates, outcome of contact)

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आपनि यदि अनुरोध करेन तहले এই पुस्तिकाटि विकल्प छैदे, येमन, अना कोनओ भाषाय, बड हर्फे, ब्रेइले, अडिओ-क्यासेटे, कमपिउटारेर डिस्क वा ईमेलेर मारफत पेते पारैन।

Bengali

“本刊物備有其他的格式可供索取。這些包括有其他語言版，大字版，盲人用版，錄音帶版，電腦磁碟版或電子郵件版。”

Chinese

प्रार्थना करने पर यह प्रकाशन दूसरे रूपों में प्राप्त किया जा सकता है। जिस में सम्मिलित है, दूसरी भाषाओं में, बड़े छापे में, ब्रेअल, सुनने की टेप पर, कम्प्यूटर की डिस्क पर या ई-मेल द्वारा।

Hindi

“ਇਹ ਪੁਸਤਕ ਬੇਨਤੀ ਕਰਨ ਤੇ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ। ਜਿਵੇਂ ਕਿ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਛਾਪੇ ਤੇ, ਬ੍ਰੇਲ ਵਿਚ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ, ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਈ ਮੇਲ ਤੇ।”

Punjabi

“اس اشاعت کو متبادل اشکال میں درخواست کرنے پر حاصل کیا جاسکتا ہے۔ اس میں دوسری زبانیں، براہرنت، بریل (جسے انڈس چھوکر پڑھ سکیں)، آڈیو کیسٹ، کمپیوٹر ڈسک یا ای میل شامل ہیں۔”

Urdu

يمكن توفير نماذج بديلة من هذا المنشور عند الطلب. هذه تشمل اللغات الاخرى ، الطباعة الكبيرة ، وطريقة بريل ، الكاسيتات ، قرص الحاسوب او البريد الالكتروني.

Arabic

Na życzenie publikacja jest dostępna w innych formatach. Do nich należą wersje w innych językach, drukowane dużą czcionką, alfabetem Braille'a, na kasecie audio, na dysku komputerowym lub jako email.

Polish

Mediante pedido, esta publicação pode ser-lhe disponibilizada em formatos alternativos, os quais incluem outras línguas, letra grande, Braille, cassette audio, disquete e email.

Portuguese

Alternative formats of this publication can be made available on request. These include other languages, large print, Braille, audio cassette, computer disk or email.



OXFORDSHIRE
COUNTY COUNCIL

www.oxfordshire.gov.uk

