

Information for carers

Do you look after someone?



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Are you a carer?



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

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

The support you provide could be:

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

You are still a carer if you:

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

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

The information is mostly for adults who are caring for other adults. If you are caring for a child with a disability, you can find out more at <http://www.nottinghamshire.gov.uk/care/childrens-social-care/integrated-children-s-disability-service>

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Information, advice, and support for 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 Nottinghamshire County Council and health services may be able to provide additional support.

To find out what is available you can:

- contact the Nottinghamshire carers Hub: **0115 824 8824**
- look up information using the Nottinghamshire Help Yourself website **www.nottshelpyourself.org.uk**
- contact the Nottinghamshire County Council Customer Service Centre: **0300 500 80 80**

Nottinghamshire carers Hub

Carers Trust East Midlands provides timely, personalised information and support via the Nottinghamshire carers Hub to make caring for a loved one easier. The scheme is funded by Nottinghamshire County Council and the local NHS.

The Nottinghamshire carers Hub can offer:

- information, advice and guidance
- signposting to other organisations
- access to carers groups and drop-ins
- free health and well-being memberships
- access to carers breaks
- free training and caring support
- ‘Carers Smart’ benefits and discounts
- carers grants
- peer support

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Information, advice, and support for carers



To contact the Nottinghamshire carers Hub

call: 0115 824 8824

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

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

email: **hub@carerstrustem.org**

web: **www.carerstrustem.org/hub**

connect:  CTEastMidlands

 @CarersTrustEM

Nottinghamshire Help Yourself

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

You can:

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

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

If you are looking for advice about caring for someone with dementia, you can also use the Nottinghamshire Dementia Carer website **www.dementiacarer.net**

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Information, advice, and support for carers



Nottinghamshire County Council Customer Service Centre

Customer Service Centre advisers can provide you with information about services for you or the person who you care for. They can also arrange for you or the person you care for to have a further assessment.

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

call: **0300 500 80 80**

Monday to Friday 8am to 8pm

Saturday 8am to noon.

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

The NHS provides a national advice and information service for carers:

NHS Carers Direct

call: **0300 123 1053**

visit: **www.nhs.direct**

A care and support guide is available at:

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

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Benefits and financial advice



If you are looking for support and guidance on any financial matters or about claiming welfare benefits there are a range of organisations that can help you.

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

Age UK provide a free financial information and advice service. This includes:

- options for paying for long term care
- Power of Attorney and/or Courts of Protection
- assessing entitlement to state benefits.

call: **0800 678 1174**

visit: **www.ageuk.org.uk/money-matters**

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

call: **03444 111 444**

visit: **www.citizensadvice.org.uk**

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

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

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

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Carer's Emergency Card



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

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

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

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

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

How do I apply for a card?

Complete the online application form at

<https://forms.nottinghamshire.gov.uk/MyServices>

call: **0300 500 80 80**.

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

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Crisis Prevention Scheme



The Crisis Prevention Scheme provides care at home for the person you care for if you can't do so due to an unforeseen crisis. The service is available to adult carers (over 18) who are caring for an adult who lives in Nottinghamshire (excluding Nottingham city residents).

Some examples of crisis situations where the scheme could provide support include:

- your admission into hospital
- you need to attend an unplanned medical appointment
- a family emergency, including if another family member becomes seriously ill
- the funeral of a close relative or friend
- a significant risk to your employment on a particular occasion.

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

How do I access crisis prevention?

The Crisis Prevention Scheme is available across all districts and is provided by home based care providers. To arrange for this service, you will need to phone your local provider and ask for the Crisis Prevention Service.

To find the phone number for your local provider:

- Go to the Nottinghamshire Help Yourself website **www.nottshelpyourself.org.uk** and search for 'crisis prevention'
- Contact us on **0300 500 80 80**



Services for carers

Inspire is a Community Benefit Society launched by Nottinghamshire County Council that manages libraries, archives, and provides community learning and cultural services across the county.

Inspire Libraries in Nottinghamshire offer the following services

- **Home Library Service** If you are unable to visit your local library books can be brought to you by an RVS volunteer
- **Health Hubs** Health and wellbeing information in one place (in larger libraries)
- **Reading Well books on prescription** Self-help books to help you manage conditions such as depression and anxiety. Endorsed by health professionals and available in all libraries. Books can be recommended or 'prescribed' by your GP or another health professional but you can also access them independently without a prescription
- **Reading Well books on prescription for dementia** Books including information and advice, support for carers and personal stories. Available in all libraries
- **Memory Lane bags** Reminiscence kits to encourage interaction and communication with people living with dementia. You can request to collect one from any library
- **Reading, arts, local history, and learning activities** Including regular reading cafes and groups, IT training, talks, performances and workshops



- **Books** Grab books quickly from our Quick Choice titles. Borrow a Quick Read (short stories by big authors). Listen to an audiobook while on the go (loan charge may apply)
- **Electronic resources** Free access to books, audiobooks, magazines, and newspapers online through the library catalogue
- **Mobile libraries** Mobile libraries cover the majority of Nottinghamshire's villages and are a great alternative if you don't have a local library nearby. Mobile libraries provide books for loan to adults and children, large print books, and talking books.

Disabled access

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

Inspire Community and Family Learning offer courses in Nottinghamshire

- Community Learning & Skills Service (CLASS) offer a range of short courses on health and wellbeing, employment skills and family learning, as well as discrete course for learners with learning difficulties and disabilities. These courses are run across Nottinghamshire in venues local to you e.g. libraries. They are usually two hours a week for six weeks and are a great way to meet people and gain new skills



How do I find out more?

- Ask at your local library
- Contact Ask Libraries on **01623 664943**
ask.libraries@inspireculture.org.uk
- Visit the online library catalogue at
https://emlib.ent.sirsiidynix.net.uk/client/en_GB/nelib
- Find out more about books on prescription
www.nottinghamshire.gov.uk/culture-leisure/libraries/reading-well-books-on-prescription
- Find out more about courses in your local community
www.inspireculture.org.uk/skills-learning or follow us
on Facebook **www.facebook.com/classlearn**

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Carer's assessment



If your caring role is affecting your health or wellbeing, you may want to ask for a carer's assessment from Nottinghamshire County Council. Someone else can request a carer's assessment on your behalf – for example, a doctor, social worker, mental health professional or care coordinator.

The assessment is about you, not the person you care for. It is about the impact on your health, work, social life, finances, education, or family and personal life.

A carer's assessment can be offered in a number of ways:

- you can complete a self-assessment online and then a worker will telephone you to discuss this further
- you can request a telephone assessment with a worker
- you can talk to a worker face-to-face, for example at a social care clinic or in your own home.

After the carer's assessment, we will provide you with information and advice. You may be eligible for additional support, such as help with a break from caring or a carer's personal budget.

You can have a carer's assessment whether or not the person you care for has had a care and support assessment. There is no charge for the carer's assessment or any support provided directly to you. (If the person you care for has a care and support assessment, there may be a charge for some services provided to them.)

To request a carer's assessment:

call: **0300 500 80 80**

visit: **www.nottinghamshire.gov.uk/care/adult-social-care/contact-us**

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Support for carers



If you have a carer's assessment, this may identify that you are eligible for additional support such as a Carer's Personal Budget. This is a payment to support you in your caring role or to help you look after your own health and wellbeing.

We will take your individual circumstances into account when we work out a personal budget. Not everyone is eligible and not everyone gets the same amount. A personal budget won't necessarily cover everything you want. We need to make sure that the decisions we make about personal budgets are consistent, fair and based on need. We give priority to carers where there is a significant risk to their ability to continue with their caring role.

A Carer's Personal Budget can be used to pay for equipment, services or activities that will help you to continue caring. Some examples of how this may be used include:

- equipment to help caring - for example a washing machine, dishwasher, or a mobile phone
- home improvements, gardening, domestic help
- help to return to work
- college courses
- driving lessons
- activities that support your health and wellbeing.

The payment is non-taxable and will not be taken into account for benefit purposes.

How do I find out more?

call: **0300 500 80 80**

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



The NHS in Nottinghamshire funds breaks for carers by paying for care for the person who is cared for. This enables the carer to take a short break from caring.

You will need to have a carer's assessment to see if you meet the criteria for an NHS short break. This will consider your individual circumstances and needs. Not everyone is eligible for a short break and not everyone gets the same amount of funding.

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

- the person that you care for is registered with a GP practice that is part of a Nottinghamshire Clinical Commissioning Group (not including Nottingham City)
- you are registered with a GP practice that is part of a Nottinghamshire Clinical Commissioning Group (not including Nottingham City).

The breaks usually take the form of one-off residential or home-based services. Usually, breaks are arranged through the NHS carers breaks administration team. In some circumstances, you may instead be provided with a direct payment to arrange care services.

If you or the person you care for are registered with a GP in Bassetlaw a direct payment may be made for you to arrange a short break with a provider.

How do I find out more?

call: **0300 500 80 80**

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

NHS support for carers

Register as a carer with your GP



There are many benefits to letting the GP practice you are registered with know you are a carer. These include:

- access to a 'carer champion'
- practice staff will be aware of your caring role (reducing the need for you to explain your role each time you contact the practice)
- signposting you to useful information and support
- providing appointments at convenient times
- providing health checks and flu vaccinations for you
- asking the person you look after for permission to share information with you and noting this on medical records
- involving you in planning the care of the person you look after
- the practice may invite you to join their patient participation group to enable you to have your say about services
- being kept up to date about events via text messaging on your mobile phone

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

To find out more about GP services

visit: [www.nhs.uk/NHSEngland/AboutNHSservices/
doctors/Pages/gp-referrals.aspx](http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-referrals.aspx)

For NHS advice for carers:

NHS Carers Direct

call: **0300 123 1053**

visit: www.nhs.direct



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

We provide some services which you can access at any time, without the need for any type of assessment.

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

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

Meals at home

County Enterprise Foods provides an award winning service, delivering delicious, great value, hot and frozen meals to homes across Nottinghamshire. For more information:

call: **01623 490 015**

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

web: **www.countyenterprisefoods.co.uk**

Handy Person's Adaptations Service

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

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



Connect

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

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

Bassetlaw: NCHA

- www.personalisedsupport.co.uk/Bassetlaw-Connect
- **0115 844 3541**

Ashfield, Mansfield and Newark & Sherwood: Age UK

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

Broxtowe, Gedling and Rushcliffe: Metropolitan

- www.metropolitan.org.uk/support-services/connect/
- **0115 939 5406**



Care and support assessment

After exploring the options available, the person that you care for may feel that they need more support. They might need to have a care and support assessment from Nottinghamshire County Council. This will allow them to explain the things they are finding hard to achieve and we will discuss how we might be able to help them. There may be a charge for some services provided, depending on the person's financial situation.

The aim of the assessment will always be to help a person regain or maintain a level of independence. We will carry out the assessment in the most proportionate way depending on their needs, this could be over the telephone or at one of our clinics.

How do I find out more?

call: **0300 500 80 80**

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



There is a range of equipment that can help to keep the person you care for independent in their own home and provide you with peace of mind. Monitors and alarms can detect if there is an emergency and alert a carer or support centre.

To access this technology, the person that you care for needs to have a care and support assessment and be eligible for care and support. There is no charge to install equipment but there is a small weekly charge for 24 hour telecare.

We can supply three types of systems:

- **Telecare** - sensors in the home are linked through a telephone line to a 24 hour monitoring centre and will automatically contact the centre if they detect danger
- **Standalone assistive technology** - sensors in the home send an alarm to a portable pager unit, which a carer can carry with them
- **Just Checking** - uses a number of movement sensors to monitor which rooms a person uses and any times they leave the home. This can assess how well a person with dementia is managing daily living activities.

Equipment can raise alerts in a number of situations. Examples include: falls, a person wandering, epilepsy seizures, smoke or extreme temperature detection.

How do I find out more?

call: **0300 500 80 80**

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



Extra care housing allows people to live as independently as possible with the reassurance of support with personal care when needed. It is an extension of traditional supported housing, for people aged 65 and over who want to retain their independence but who would otherwise need long-term residential care.

It offers:

- high quality accommodation
- access to on-site communal facilities
- care staff on site 24 hours a day, 7 days a week
- your own tenancy

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

To live in extra care housing a person will need to have a care and support assessment and be eligible for care. They must also be assessed as eligible for some financial support towards the cost of care.

What support is provided?

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

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



On site staff are not nurses and cannot change dressings or catheters or give medication.

How much does extra care cost?

There are three parts to the cost of living in an extra care scheme:

- cost of housing, payable to the housing provider - the cost of buying, renting or shared ownership of the person's home
- service charge, payable to the housing provider - for home maintenance and communal facilities
- care and support costs, payable to Nottinghamshire County Council

Care and support costs will vary depending on needs.

The amount required to contribute to the cost of care will depend on your individual circumstances. We will do a financial assessment to work out exactly how much you can afford to pay.

How do I find out more?

Please contact the customer service centre to speak to someone about extra care housing.

call: **0300 500 80 80**

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



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

- need support to live in the community
- are over 18
- who have had a Care and Support Assessment and have been assessed as eligible for social care services.

This includes people who have:

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

What support does Shared Lives offer?

Shared lives carers can deliver support in several different ways:

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

How do I find out more?

call: **0300 500 80 80**

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



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

Young carers are those who are aged between five and 18 years old and who are looking after someone.

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

Young carers might help with:

- tasks such as washing, or shopping, dressing or taking medicines
- emotional or practical support
- managing the behaviour of someone
- providing support by 'keeping an eye' on someone.

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

Help and support for young carers

If you feel you need more help or support, you can contact the County Council and ask for a young carer's assessment. This will look at how caring affects you. After your assessment, you may be offered:

- financial assistance to help you attend activities such as school trips or holidays
- help to purchase equipment to support your education, such as books or a computer
- support to attend leisure activities
- opportunities to meet with other young carers
- information about other organisations who may help you.



Help and support for the person you care for

If you are caring for an adult, the person that you care for may feel that they need more support. They might need to have a Care and Support Assessment. This will allow them to explain the things they are finding hard to achieve and we will discuss how we might be able to help.

How can I find out more?

Contact Nottinghamshire County Council to ask for a young carer's assessment – you can do this by phone, by email or through our website. You can do this yourself, or someone else can do this for you.

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

call: **0300 500 80 80**

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

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

You can also find out more about support for young carers by contacting Nottinghamshire Carers Hub:

call: **0115 824 8824**

email: **hub@carerstrustem.org**

web: **www.carerstrustem.org/hub**

connect:  CTEastMidlands

 @CarersTrustEM

Useful Contacts for Nottinghamshire

Information and advice for carers

Nottinghamshire Carers Hub
0115 824 8824
www.carerstrustem.org/hub

Nottinghamshire Help Yourself website
www.nottshelpyourself.org.uk

Customer Service Centre
0300 500 80 80
enquiries@nottsc.gov.uk

Health information

NHS Carers Direct
0300 123 1053
www.nhs.direct

NHS Care and Support Guide
www.nhs.uk/conditions/social-care-and-support-guide

Financial advice and information

Citizens Advice Bureau
03444 111 444
www.citizensadvice.org.uk

Financial Advice (Age UK)
0800 678 1174
www.ageuk.org.uk/money-matters

Benefits information
www.gov.uk
www.nottinghamshire.gov.uk/care/benefits-and-finance

Equipment to help you look after someone

Disability Living Centre Nottinghamshire
0115 985 5780
dlcnotts.co.uk

Help to live at home
0300 500 80 80
www.nottinghamshire.gov.uk/care/adult-social-care/help-living-at-home

Carer Wellbeing

information about activities and training
0115 824 8824
www.carerstrustem.org/hub

Books on Prescription
01623 664943
www.nottinghamshire.gov.uk/culture-leisure/libraries/reading-well-books-on-prescription

Support networks

Carer Support Groups
To find out more about groups local to you
0115 824 8824
www.carerstrustem.org/hub
www.nottshelpyourself.org.uk

Rainbow Parents Carers Forum
0115 934 8451
rainbowparents-carersforum.org.uk

Local contact information

Bassetlaw Clinical Commissioning Group

Bassetlaw CCG

01777 274 400

www.bassetlawccg.nhs.uk

Bassetlaw CVS

01909 476118

www.bcv.s.org.uk

Bassetlaw District Council

01909 533 533

www.bassetlaw.gov.uk

Bassetlaw Action Centre

01777 709 650

www.bassetlawactioncentre.org.uk

Health Information

www.bassetlaw-health.co.uk

Single Point of Access (SPA)

01777 274422

Mansfield and Ashfield Clinical Commissioning Group

Mansfield and Ashfield CCG

0800 028 3693 option 1

www.mansfieldandashfieldccg.nhs.uk

Mansfield CVS

01623 651177

www.mansfieldcvs.org

Ashfield District Council

01623 457004

www.ashfield.gov.uk

Ashfield Voluntary Action

01623 555551

www.ashfieldvoluntaryaction.org.uk/wordpress/

Mansfield District Council

01623 463463

www.mansfield.gov.uk

Mansfield and Ashfield Clinical Commissioning Group

Newark and Sherwood CCG

0800 028 3693 option1

www.newarkandsherwoodccg.nhs.uk

Newark and Sherwood CVS

01636 679539

www.nandscvs.org

Newark and Sherwood District Council

01636 650000

www.newark-sherwooddc.gov.uk

(Some patients live in Gedling District – details listed under Nottingham North and East CCG)

Useful Contacts for Nottinghamshire

Nottingham North and East Clinical Commissioning Group

Nottingham North and East CCG

0115 883 1838
www.nottinghamnortheastccg.nhs.uk

Carers in Hucknall

0115 953 0746
carersinhucknall@yahoo.co.uk

Gedling Borough Council

0115 901 3901
www.gedling.gov.uk

(Some patients live in Newark and Sherwood District or Ashfield Districts – details listed under Newark and Sherwood CCG or Mansfield Ashfield CCG)

Nottingham West Clinical Commissioning Group

NHS Nottingham West CCG

0115 883 5100
www.nhsnottinghamwestccg.nhs.uk

Voluntary Action Broxtowe

0115 917 8080
www.vabroxtowe.org.uk

Broxtowe Borough Council

0115 917 7777
www.broxtowe.gov.uk

Lifeline Personal Alarm Service

Broxtowe Borough Council
0115 917 3358
www.broxtowe.gov.uk

Rushcliffe Clinical Commissioning Group

NHS Rushcliffe Carers Health and Information Network (CHAIN)

0115 969 9060
admin@rushcliffecvs.org.uk

Rushcliffe CVS

0115 969 9060
admin@rushcliffecvs.org.uk

Rushcliffe Borough Council

0115 981 9911
www.rushcliffe.gov.uk

Home Alarm Service

Rushcliffe Borough Council
0115 981 3227