



Information for Carers



Department of Adult Social Care,
Health and Housing

Please note: The wording in this publication can be made available in other formats such as large print. Please call 01274 432111.

Introduction

We know how important carers are in supporting the health and wellbeing of the people they look after. Carers often give up parts of their own lives to make sure others get the help they need. Caring can feel rewarding and give a sense of purpose, but it can also be hard. Many carers feel stressed, lonely, or struggle to balance caring with work and looking after themselves. We want every carer to feel supported to live a happy and healthy life, and we are committed to giving them the help they need to achieve this.

Our commitment to carers

- Carers feel valued and recognised
- Carers have access to the information and advice they need
- Carers are offered an assessment in their own right



Are you a carer?

“A carer is anyone who cares, unpaid, for a friend or family member who due to illness, frailty, disability, mental health issues or an addiction, cannot cope without their support”.



The person you care for could be:

- Family member
- Friend
- Neighbour



The support you provide could be:

- Shopping and meal preparation
- Helping with paperwork and appointments
- Supporting with washing and getting dressed
- Housework, laundry and cleaning
- Helping with medication
- Companionship



What are your rights as a carer?



- A free flu vaccine
- The right to be identified as a carer
- The right to protection from discrimination
- The right to receive a Carer's Assessment
- The right to discuss flexible working options
- The right to be consulted on hospital discharge

Where to go for support



We have the following support in place for carers:



Access to a digital resource for Carers run by **Carers UK** packed with information, e-learning modules, hands-on guides and tools to help all carers living in or supporting someone in West Yorkshire to manage their caring responsibilities.

You can click on this link to take you to their website <https://carersdigital.org/login/>



The Community Directory on **Connect to Support** has details of local community groups that offer activities and support.

You can click here on this link to get details of these groups

https://bradford.connecttosupport.org/s4s/WhereLive/Council?pagelid=4686&Search=*



Carers' Resource is a Carers Service across Bradford District and Craven, run by Carers' Resource which is open to all carers.

They can help with:

- Practical care and support
- Access to a Wellbeing Review and to a small carer wellbeing grant where appropriate
- Support to plan for emergencies
- Help for working carers and parent carers
- Support and training in using a computer at home or in the community, with a small number of devices available to loan

You can click on this link for more information <https://carersresource.org> or call: **0808 5015939**

The **Young Carer Team** offers a range of support to help young carers get a break from their responsibilities, have fun, meet other young carers and cope when times are tough.

- Youth clubs
- Trips and activities
- One to one support

You can click on this link for more information <https://carersresource.org/young-carers/how-we-can-help> or call: **0808 5015939**



Social workers can support adult carers by talking with them about what they need and what would make caring easier. They can offer clear advice, helpful information and connect carers to the right support services. Their aim is to make sure carers feel listened to and get the help that works best for them.

To discuss either of the above you can use this online form from **Bradford Council:**

https://onlineforms.bradford.gov.uk/ufs/contact_us_social_services.eb?ebd=0&ebz=1_1768297776087

or phone the Independence Advice Hub on **01274 435400:**

Monday to Thursday: 8.30am to 5pm, Friday: 8.30am to 4.30pm



Bradford Children and Families Trust offer information on support available to young carers you can use the following link:
<https://fyi.bradford.gov.uk/directory-search-page/>

Young Carers are also welcome at any of the **Children and Families Trust Family Hubs**.

You can click on this link for more information
<https://fyi.bradford.gov.uk/directory-search-page>

Young Carers and their families can pop into their local family hub during opening hours and ask to speak to one of our navigators or phone to speak to our friendly staff who will be able to help.

- **Bradford East: 01274 437523**
- **Bradford West: 01274 436700**
- **Bradford South: 01274 434940**
- **Keighley/Shipley: 01535 618005**



Family Navigators will be able to support Young Carers and their families to get information and advice, and support to access family support services if their needs are more complex and/ or talk to a social worker if there are any **safeguarding worries**.



**Challenging
Disabling Barriers**

A respite service run by **Equality Together** called **Holibreaks+**. This is a one stop shop that offers new and creative opportunities for all carers and people with social care needs. It gives them a chance to take a break and join in with activities that support their wellbeing. The service is open six days a week including one late evening and Saturday mornings.

You can click on this link for more information
<https://equalitytogether.org>
Or call **01274 594173**



Making Space supports carers of people facing mental health challenges. They offer the following types of help:

- Emotional support
- Advice and guidance to assist you as a carer
- Supporting carers to enjoy life outside of their caring role
- Signposting carers to other services and organisations
- Providing information on mental health conditions, treatments and local services
- Supporting carers to communicate with mental health services

You can click on this link for more information:

<https://www.makingspace.co.uk/support-for-carers/bradford-and-airedale-carer-support-service>

Phone: **07843 268115**



New Vision provides support for families, loved ones, and concerned others who are worried about someone's drinking and/or drug use.

The team provides:

- Advice and information on the effects of drink and drugs
- Information on how to speak to the person's family about our services
- One-to-one support
- Access to peer groups where affected families, loved ones and concerned others come together to share their experiences and support each other at a difficult time.

Contact them today to find out more.

Email: info@newvisionbradford.org.uk or phone: **01274 296023**



**Healthy
Minds**

Healthy Minds helps you to help you find mental health information, advice and support in Bradford, Airedale, Wharfedale and Craven.

Here, you can learn information about mental health problems and how they may affect you or someone you know. There are also tips on how to keep well.

You can click on this link for more information:

<https://www.healthyminds.services/support/carers>

Email: info@newvisionbradford.org.uk or phone: **01274 296023**

Support from your GP



- **You can let your GP know that you are a carer:**
The GP can register this on your medical record. Ask your surgery for a carer registration form.
- **Carers are entitled to a free flu vaccination:**
It is good practice for GP surgeries to offer some flexibility with appointments for you and the person you care for.

Support with finances



If caring is affecting your finances, there may be ways to boost your income or get extra support.

You may be able to apply for carer's allowance, but this will depend on your living arrangements, assets and income.

- **Carer's Allowance:** Make a claim at <https://www.gov.uk/carers-allowance/how-to-claim>
If you need some help with completing a carer's allowance application the below agencies can support
- **Carers' Resource** - please telephone **0808 5015939** or complete their online contact form
- **Equality Together** - please telephone their duty officer on **01274 594173** (option 1) on Tuesday and Thursday between 9:30am to 1pm or email enquiry@equalitytogether.org.uk
- **Bradford wellbeing Network** – please make a referral via WBN Referral - Bradford Wellbeing Network <https://wellbeingnetwork.org.uk> or telephone **01274 265222** or attend one of their three community hubs

Grants – There are also various grants and other financial support carers can access such as the below organisations:

- **Carers UK** – Grants and schemes
<https://www.carersuk.org/help-and-advice/financial-support/benefits-if-you-are-disabled-ill-or-injured/grants-and-schemes/>
- **Carers Trust** – Grants & Financial Support for Carers
<https://carers.org/grants-and-discounts/introduction>
- **Turn 2 Us** – Apply for Grants
<https://www.turn2us.org.uk/get-support/apply-for-grants>

Emergency planning



Emergency planning helps carers make sure that the person they care for is still looked after if something unexpected happens. This could be an illness, an accident, or any sudden change. Having a plan in place gives carers peace of mind and helps keep the person they support safe.

Bradford Council Emergency Planning Scheme

This is a free service available to anyone over 18 years old who cares for someone who lives within Bradford Metropolitan District. The Emergency Planning scheme is run by Carers' Resource in partnership with Safe and Sound, Bradford Metropolitan District Council's (BMDC) Community Alarm System <https://www.bradford.gov.uk/adult-social-care/living-independently/safe-and-sound/>. It offers carers peace of mind should they be involved in an emergency situation which takes them away from their caring role, by creating an Emergency Plan.

Along with the plan, carers also receive a wallet-sized plastic card and a keyring to ensure they are identified as a carer if they have an accident or are unable to identify themselves in an emergency. The carer's card contains no personal details other than a unique ID number and a 24-hour contact phone number, which is phoned in order to activate the Emergency Plan.

How to register

To use the Emergency Plan service you need to be registered as a carer with Carers' Resource. This will happen as part of the process of registering your Emergency Plan.

Download and complete the **Emergency Plan form** (<https://www.carersresource.org/wp-content/uploads/2022/06/Emergency-Plan-form-2021.docx>) and return it by email to emergencyplanning@carersresource.org

If you need help with the form, please contact Carers' Resource:
0808 5015939.



Requesting a carer's assessment



If you provide regular care and support for someone and are aged 18 and over, you are entitled to a carer's assessment.

The word "assessment" can sound a bit scary, but it is not a test of how good you are at caring. The assessment is simply a way to understand how caring affects your life. It helps to find out what is important to you, what you might need help with, and what support you may be able to get. You can have the assessment in the way that works best for you — face to face, on the phone, by video call, or another option that suits you.

Things to think about before your assessment



- Think about how your caring role affects your day-to-day life
- Make a list of the different tasks you complete for the person you care for such as helping with finances, shopping or cleaning etc
- If the person you care for is going to be there at your assessment, will you be able to speak honestly?

Some topics the assessment will cover



- How you feel about caring
- Your mental and physical health
- Any other caring responsibilities you have
- Your work responsibilities
- Your abilities to continue in your caring role
- What you enjoying doing in your free time
- Emergency planning

What happens after the assessment?



You and your social care worker will discuss whether you are eligible for support.

- a) **If you are not eligible** for support the worker still has a duty to make sure you have information, advice and are signposted to the right services.
- b) **If you are eligible**, you and the worker will talk about what support you can access
- You should have a support plan as to how your desired outcomes will be met
- You may be entitled to a carer's personal budget if your caring role is having a significant impact on your life.

You can request a carer's assessment by contacting the **Independence Advice Hub**.

You can contact them by:

- using this online form https://onlineforms.bradford.gov.uk/ufs/contact_us_social_services.eb?ebd=0&ebz=1_1767966440009
- by phoning the Independence Advice Hub on **01274 435400**

The Independence Advice Hub is open:

Monday to Thursday: 8.30am to 5pm and Friday: 8.30am to 4.30pm

Advocacy support for carers



Advocacy can be very helpful for carers in many ways.

It supports carers to understand services, find the right help, and make sure they and the people they care for are treated fairly and with respect.

An advocate can speak up with you or on your behalf, helping you feel heard and understood. Advocacy can help by:

- Ensuring carers' voices are heard
- Supporting you to access services and support
- Protecting rights and promoting fair treatment
- Emotional empowerment and confidence

Statutory advocacy



You may be entitled to have a statutory advocate support you with your carer's assessment. A statutory advocate helps you understand information linked to your carer's assessment and supports you to protect your rights and makes sure your voice is heard. You are entitled to an advocate if:

- Without the support you would have substantial difficulty being involved in the process
- There is no one else appropriate, able or willing to support you

Bradford's statutory advocacy service is provided by **VoiceAbility**. To access this service, you need a referral from a professional. Speak to your worker if you feel you would benefit from an advocate's support whilst having a carer's assessment.

General advocacy



Unlike statutory advocacy, general advocacy is available more broadly and can support carers who need help speaking up, understanding their options, or challenging unfair treatment. This can be provided by professionals or peers who have lived experience of being a carer.

There are different organisations that can help carers access general advocacy:



Equality Together hosts several user groups and forums. You can come to these groups and meet other people who also want their voice to be heard. 1-2-1 peer support is also available.

Telephone: **01274 594173**

Email: enquiry@equalitytogether.org.uk

Website: <https://equalitytogether.org.uk/get-support/self-group-advocacy/>



Carers resource host different groups across the district which help carers receive peer support and help from Carers' Resource professionals.

Telephone: 0808 5015939

Website: <https://www.carersresource.org/carers/events-groups/>

Short breaks and respite



Respite care and short breaks are important for carers – both for their own wellbeing and the quality of care they provide. Caring for someone can be rewarding, but it can also be physically and emotionally demanding. Respite gives carers the chance to rest, recharge and maintain balance in their own lives.

Accessing short breaks and respite is dependent on the outcome of person you care for social care assessment. You can find more information on how they can access a social care assessment at <https://www.bradford.gov.uk/adult-social-care/i-want-an-assessment/i-want-an-assessment/>

- ★ **Holibreaks +** - Provides support that enables the carer and cared for to take breaks together or separately. Holibreaks + offers short breaks and activities of less than a day, longer breaks of one or two days and breaks of a week or more

<https://www.bradford.gov.uk/adult-social-care/carers/carers-breaks/>

- ★ **Shared Lives** – Shared lives offer short breaks and full-time placements in the home of approved shared lives carers in the community. Short breaks can be anything from an overnight stay to a weekend or a couple of weeks, depending on the needs of the person and their permanent carers

<https://www.bradford.gov.uk/adult-social-care/living-independently/shared-lives/>

- ★ **Direct Payments** – Direct payments for the person you care for can be used to enable you to have a break. Direct payments give the person the flexibility to choose who provides the care and how it is delivered

<https://www.bradford.gov.uk/adult-social-care/paying-for-support/direct-payments/>

- ★ **Compass** - Compass is a day support service for people over the age of 18 years. Compass aims to provide a personalised service and offers flexibility to those who use it

<https://www.bradford.gov.uk/adult-social-care/living-independently/compass/>

- ★ **Short Stays in a care home** – The person you care for could have a short break away in a care home. The length of this break could be from one night to several weeks

<https://www.bradford.gov.uk/adult-social-care/carers/carers-leave-and-breaks/>

Thank you to the members of Bradford Council's Working Carers Group and Adult Social Care's Experts by Experience for their help in creating this leaflet.