

# Supporting carers



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## Do you look after someone?

- Census data shows there are over 6.5 million people in the UK providing unpaid support to a family member, friend or neighbour who would otherwise not be able to manage.
- It is estimated that just over one in ten patients on any GP practice list is a carer, although many go unrecognised.
- Carers are extremely valuable to the people they take care of. They enable their cared for to maintain their independence and quality of life. As a society, we do not have the financial resources to provide this level of individual support without them.

## What do we mean by a carer?

A carer is someone who spends a significant proportion of his/her life giving unpaid support to a family member, friend or neighbour who would otherwise not be able to manage.

You can become a carer at any time and be of any age.

The person you care for may have a physical disability, learning disability, dementia, mental health or substance misuse problem, or may be ill or frail.

The person may live with you or somewhere else and rely on you for support.

If any of this applies to you, then you are a **CARER**.

## Types of caring

### Parent carer

A parent or guardian who supports an ill or disabled child including a child or young person who is misusing or abusing substances and/or alcohol, where the support is greater than would be expected in a parenting role.

### Young carer

A child or young person under 18 who provides regular, ongoing care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances.

### Working carer

Where a person is in employment or education whilst caring.

### Multiple carer

Someone who cares for more than one person.

### Older carer

A carer over the age of 65.

### Sandwich carer

A carer who has caring responsibilities for different generations, such as children and parents at the same time.

### Mutual caring

Where people with their own care needs are providing care to their ageing or disabled relatives or friends.



...▶ **Tell your GP**

Register your carers status with the receptionist or ask to speak with the carers link based within the practice.

Book an appointment with your GP if your caring role is affecting your health

## How to get support as a carer

...▶ **Leicestershire County Council**

[www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone](http://www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone)

...▶ **Young Carers**

First Response Children's Team 0116 305 0005  
Children's Emergency Duty Team 0116 454 1004  
6pm to 8am

...▶ **Adult Carers**

Adult Social Care Customer Services 0116 305 0004  
Monday - Thursday 8.30am to 5pm  
Fridays 8.30am to 4.30pm  
Adult Emergency Duty Team 0116 255 1606  
Evenings, weekends and bank holidays

# If you need medical help fast, but it is not life threatening – call



## What is ?

If you need medical help fast but it's not a life-threatening situation, you can now call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free, from landlines and mobiles.

## When do I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP.

If a health professional has given you a number to call for a particular condition, you should continue to use that number.

## Who can use it?

The NHS 111 number is currently only available in certain areas of England.

If you're outside of these areas, you should call NHS Direct on 0845 4647.



when it's less urgent than 999

## More information

For more information on where the NHS 111 service is available or to get this leaflet in other languages, visit [www.nhs.uk/111](http://www.nhs.uk/111)

# Take care of yourself

Step out of your routine and do something different.

Choose something that is good for **you**.

## Look after your own health and wellbeing

Eat properly, try and get some exercise when you can. Register as a carer at your GP Practice. Surgeries may offer carers a free flu jab, flexible appointments and yearly health checks.

## Look after yourself emotionally

Many carers suffer with depression or become very anxious. Speak to your support networks about how you feel, this could be friends or family members. Tell your doctor you are feeling low, and ask them what help they can give you.

## Ask others to help

Many people want to help but don't know how. Give them specific things you need doing and specific times you need them to come.

## Top tips from local carers

Go for a long or short walk in the fresh air.



Listen to your favourite music and sing along.



Take up offers of help if you need it.



### Learn a relaxation technique

Relaxation techniques can help you feel more rested. They can help you make time for yourself and they don't have to take lots of time.

### Take a break

Caring can be hard work and stressful. Having a break can make all the difference although it can be difficult. If you can only manage a few minutes a day this can make all the difference.

### Don't feel alone

Try to keep up with your social contacts, so that you and the person you care for do not become isolated. Get in touch with other carers in your local area or join a local carers support group, where you can share your experiences and get emotional support from other carers who understand what you are going through.

Give yourself 5 minutes a day or 3 times a week on your own and have a cuppa.



Take time to read or watch your favourite programme.



Catch up with friends or family by phone or in person.



## **You are entitled to a carers assessment from your local authority**

A carer's assessment is a way of identifying your needs and the effect that being a carer has on you and your life. You may be eligible for help to support you in your caring role.

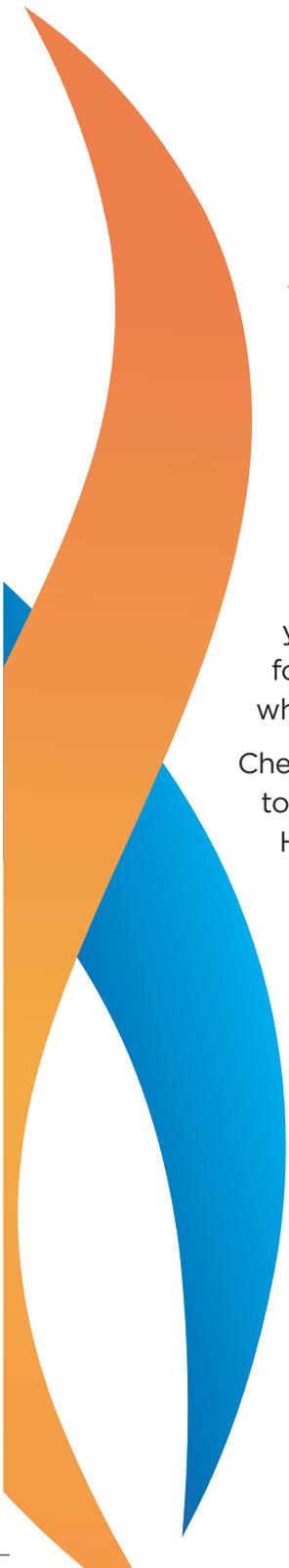
For more information call Leicestershire County Council customer services on 0116 305 0004 or visit [www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone](http://www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone)

## **Parent Carers**

Parents and Carers of children with special educational needs and disabilities can be referred to Children and Families Services at Leicestershire County Council where an assessment of need will identify the most appropriate response. Referrals should be made using the 'Request for Service form' which can be found on the County Council website [www.leicestershire.gov.uk/education-and-children/social-care-and-supporting-families/early-help-for-children-and-young-people](http://www.leicestershire.gov.uk/education-and-children/social-care-and-supporting-families/early-help-for-children-and-young-people)

However if there are also safeguarding concerns please use the safeguarding request form.

[www.leicestershire.gov.uk/education-and-children/child-protection-and-safeguarding/report-abuse-or-neglect-of-a-child](http://www.leicestershire.gov.uk/education-and-children/child-protection-and-safeguarding/report-abuse-or-neglect-of-a-child)



### **Apply for carers allowance**

To qualify you must spend at least 35 hours a week caring for someone who is receiving a disability benefit.

For more information call 0345 604 5312 or visit [www.gov.uk/carers-allowance/how-to-claim](http://www.gov.uk/carers-allowance/how-to-claim)

### **Feel Supported at work**

It is your choice whether to tell your employer about your caring role, however there may be extra support for carers in your workplace. It is worth finding out what extra support, if any, might be available.

Check your employment contract or staff handbook to see if they have a carers policy or speak to your HR department.

# Useful Contacts

**Leicestershire County Council Adult Social Care Customer Service Centre** **0116 305 0004**

Monday - Thursday 8.30am-5pm, Fridays 8.30am-4.30pm

**Adult Social Care Emergency Duty Team** **0116 255 1606**

Evenings, Weekends & Bank holidays

[www.leicestershire.gov.uk/adult-social-care-and-health](http://www.leicestershire.gov.uk/adult-social-care-and-health)

**First Response Children's Team** **0116 305 0005**

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### **Carers UK Advice line**

**0800 808 7777**

Our listening service is there for you to talk through your caring situation with a trained volunteer who understands what you are going through.

Open Monday & Tuesday 10am to 4pm.

Note: listening service available Mondays and Tuesdays, from 9am to 7pm.

[www.carersuk.org](http://www.carersuk.org)

### **Samaritans**

**08457 909 090**

[www.samaritans.org](http://www.samaritans.org)

### **Citizens Advice**

**0300 330 1025**

For general advice please call between 9am-4pm

Free, impartial, confidential and independent advice

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Carers rights at work**

[www.carersuk.org/help-and-advice/work-and-career](http://www.carersuk.org/help-and-advice/work-and-career)

**Space for your notes  
and useful numbers**

