



Do you look after someone?

Support for you if you're a carer

2019/20 edition

Getting this information in other formats

English

You can get all of our leaflets in a format and language to suit your needs. If you would prefer this information in another language or alternative format (for example Easy Read, Braille, on audio tape or CD, or in large print), please contact us using the details below.

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191 (Calls are charged at your phone company's local rate.)

Text: 07797 878 111

Minicom via type talk – 18001 0345 60

If you use sign language we can offer you an interpreter for conversations with us.

Albanian

Mund të merrni të gjitha broshurat tona në një format dhe gjuhë të përshtatshme për nevojat tuaja. Nëse preferoni të keni këtë informacion në një gjuhë ose format tjetër (për shembull, për lexim të lehtë, me Braille, me shirit kasetofonik ose CD, ose me germa të mëdha), ju lutemi na kontaktoni me hollësitë e mëposhtme.

Arabic

يمكنك الحصول على جميع منشوراتنا الإعلانية بالشكل واللغة التي تناسب احتياجاتك. إذا كنت تفضل الحصول على هذه المعلومات بلغة أخرى أو بتنسيق بديل (مثل طريقة القراءة السهلة أو برايل أو على شريط صوتي أو فرق مضغوط أو بخط كبير)، فيرجى الاتصال بنا عبر الفاصل أدناه.

Bengali

আপনি আমাদের সকল প্রচারপত্র আপনার জন্য উপযুক্ত আকারে এবং ভাষায় পেতে পারেন। আপনি এই তথ্য অন্য ভাষায় বা বিকল্প আকারে পেতে চাইলে (যেমন ইঞ্জি রিড, ব্রেইল, অডিও টেপ বা সিডি-তে, অথবা বড় ছাপা অক্ষরে), অনুযাহ করে শীতে দেওয়া বিবরণ ব্যবহার করে আমাদের সাথে যোগাযোগ করুন।

Cantonese

我們可以根據您的需求，以適合的格式和語言提供所有宣傳單。如需此資訊的其他語言版本或其他格式（如易讀版、盲文、錄音帶或CD或大字印刷體），請使用上述詳細資訊與我們聯絡。

Kurdish

دەتوانیت ھەمەو نامیلکە کانمان وەریگریت بە فۆرمات و زمانیک کە لە گەل پێداویستییە کانت دەگونجیت. ئەگەر دەتهەویت ئەم زانیاریانە بە زمان یان فۆرماتیکی تر بۆ تو تامادە بکەین (بۆ نموونە، ئىزىزىرىد/ئاسان خویىنەوە، خەقى بىردىل، کاسىت یان سىدىي دەنگ، یان بە چاپى گەورە)، تکايىه لەپىگەي ئەم ژمارە و ناوىشانانە خوارەوە پەيوەندىمەن پیوه بکە.

Mandarin

我们可以根据您的需求，以适合的格式和语言提供所有宣传单。如需此信息的其他语言版本或其他格式（如易读版、盲文、录音带或 CD 或大字印刷体），请使用上述详细信息与我们联系。

Polish

Wszystkie nasze ulotki można otrzymać w formacie i języku dostosowanym do indywidualnych potrzeb. W razie chęci otrzymania niniejszych informacji w innym języku lub formacie (np. wersja do łatwego czytania, alfabet Braille'a, kaseta audio, płyta CD lub wydruk dużej czcionką), należy się z nami skontaktować korzystając z danych podanych poniżej.

Portuguese

Pode obter todas as brochuras num formato e num idioma que se adeqúe às suas necessidades. Se preferir estas informações em outro idioma ou formato alternativo (por exemplo, Leitura Fácil, Braille, em cassete de áudio ou CD, ou em impressão grande), por favor, contacte-nos utilizando os detalhes abaixo.

Russian

Наши буклеты предоставляются в том формате и на том языке, которые подходят вам. Если вы хотите получить информацию на другом языке или в другом формате (например, в упрощенной форме, шрифтом Брайля, в виде аудиозаписи, компакт-диска или в напечатанном виде), свяжитесь с нами по данным, указанным ниже.

Turkish

Tüm broşürlerimizi, ihtiyaçlarınıza uygun formatta ve dilde edinebilirsiniz. Bu bilgiyi başka bir dilde veya (kolay okuma, Braille alfabetesi, ses bandı, CD veya büyük harflî baskı gibi) alternatif bir formatta edinmek isterseniz, lütfen aşağıdaki bilgileri kullanarak bizimle iletişime geçiniz.

Do you look after someone?

Who is a carer?

If you look after, help or support someone who wouldn't be able to manage everyday life without your help, you are a carer. You don't have to live with the person, and the help you give doesn't have to be physical care – it might be emotional support, or more practical help. You may be caring for a partner, another family member, a friend or a neighbour. This includes young carers who look after an adult family member.

The person you look after, help or support might:

- be an older person
- have a physical disability
- have a long term health condition
- live with a mental health condition
- have issues with substance misuse, or
- have a learning disability, or autism.

If you look after, help or support an adult, but are not paid for doing so, this leaflet is for you.

If you are caring for a child who needs care and support, contact:

Amaze – SENDIASS (Special Educational Needs & Disability Information, Advice and Support Service) East Sussex

Email: eastsussex@amazebrighton.org.uk

Phone: 01273 772289

If you are a parent carer of a disabled child up to age 18 you can ask for a carer's assessment. For more information visit: www.eastsussex.gov.uk/childrenandfamilies

Assessing your support needs

If you provide, or plan to provide, unpaid support to someone who could not manage without your help, the law says you have a right to your own needs assessment, even if the person you care for has refused an assessment of their own needs.

Your needs assessment will look in more detail with you at your needs, strengths, wider support network and community, as well as the difficulties you're experiencing, and work with you to find solutions.

You can complete a carers assessment online or by contacting Health and Social Care Connect:

www.eastsussex.gov.uk/socialcare

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191

If you need help completing your carers assessment yourself the East Sussex Carers Centre, Care for the Carers is also able to help you. Contact Care for the Carers:

www.cftc.org.uk

Email: info@cftc.org.uk

Phone: 01323 738390

Text: 07860 077300

Eligibility Criteria

To confirm if you are eligible for support we use 'eligibility criteria' set by the government. There are three questions that we will look at in relation to eligibility for carers:

1. Are your needs the result of you providing necessary care?
2. Does your caring role have an effect on you? This could be an effect on your physical or mental health, or that caring prevents you from doing something that is important to you. We call these outcomes and these are listed below.

- caring responsibilities for a child
- providing care to other persons
- maintaining a habitable home environment
- managing and maintaining nutrition
- developing and maintaining family/personal relationships
- engaging in work, training, education or volunteering
- making use of accessing necessary facilities or services in the community
- engaging in recreational activities.

3. Is there, or could there be, a significant impact on your wellbeing

Supporting you to care

If you are struggling to look after the person you care for, it might be helpful for them to have their own social care needs assessment. If it shows they have eligible needs, we can discuss options available to support them and reduce some of your caring responsibilities.

Respite care

Respite care allows you to take a break from caring, while the person you care for is looked after by someone else. Respite care is considered a service to the person you care for and they will have to have their own needs assessment to find out if they meet the ‘eligibility criteria’.

There are a range of respite care options that could be provided

to support you and the person you care for, this can be:

- in the home of the person you care for,
- in a residential or nursing home, or
- through activities in the community.

These services are normally chargeable to the cared for person. You can find out more in the leaflet ‘What you will need to pay towards the cost of your care and support’.

Respite for healthcare appointments and training

You can apply for funding to meet the cost of respite care so you can attend your own healthcare appointments, for example the GP, dentist or hospital. We will cover the cost of replacement care for the person you support, so there is no extra cost to you or the person you care for.

You can also use this service to make time to learn new skills to help you in your caring role, such as first aid or dealing with stress.

For more information, and to apply for a health appointments respite grant contact the East Sussex Carers Centre, Care for the Carers, you can find their contact details on page 5.

If the person you support has home care or respite at home arranged by us, you can contact the provider directly to arrange for a care worker to look after the person you care for while you are out, or to accompany you and the person you care for to the appointment. You need to contact the provider in good time to allow them to arrange the replacement care. Please tell them as soon as possible if your appointment is changed or cancelled.

Telecare

Telecare is a range of assistive technology to help vulnerable people live independently and give you peace of mind the person you look after is safe and well.

The main Telecare unit is a phone-operated system which can be linked to a variety of sensors. The sensors can detect various problems, such as a fall, fire, a flood, wandering, or if the person you look after has a problem and needs help alerting either you or someone else. Help is on hand 24 hours a day, 365 days a year.

Telecare could allow you to leave the house, go to work or get a good night's sleep knowing you will be alerted if there is a problem.

TeleCheck

TeleCheck is a personal, proactive phone service to ensure adults are supported to live safely and securely in their own community and with information to maintain their wellbeing.

It offers a schedule of phone calls for up to six months, the calls could be welfare checks, prompts to eat or drink, reminders for medication or just a brief informal chat to relieve anxiety.

Please contact Health and Social Care Connect using the contact details at the front of this leaflet.

Flexi TeleCheck

Flexi TeleCheck gives carers access to short breaks without too much planning ahead or a regular planned short break. The carer can leave home for up to four hours at a time and the cared for person can have as many calls over this time as the carer and the cared for person feel is appropriate.

You will need to register with the free Carers Respite Emergency Support Service (CRESS) if you haven't already. CRESS allows you to store an emergency plan with contact and medical information, so relatives/friends can be contacted in an emergency, and the emergency services can quickly find out about any medical conditions.

Get in touch with the East Sussex Carers Centre, Care for the Carers for more information about the scheme and for information about the businesses taking part in the scheme, you can find their contact details on page 5.

The Carers Breaks & Engagement Team (CBET)

The service has particular expertise in supporting people living with dementia and their carers and provides post diagnostic dementia support across East Sussex.

If you are caring for someone with dementia you can contact Health and Social Care Connect (HSCC) using the contact details at the front of this leaflet to be referred into the service.

Support for you

Back care

Back pain is common among carers. Even the simple task of helping someone to dress or move from a bed to a chair can take its toll on your back. If you have back pain, don't ignore it, contact your GP for help and advice.

Health and Social Care Connect (HSCC) can also refer you to an Occupational Therapy clinic for information and advice about protecting your back.

The clinics can help provide equipment and small adaptations around your home quickly to support the person you care for. Please contact Health and Social Care Connect using the contact details at the front of this leaflet.

East Sussex Carer's Card

As an unpaid carer you might worry about what would happen to the person you care for if you had an accident or were suddenly taken ill.

The East Sussex Carers Card is free to all carers looking after someone in East Sussex and enables you to set up an emergency plan with CRESS (Carers Respite Emergency Support Scheme) to include up to three people who could provide support in an emergency.

You can register your CRESS either by contacting Care for the Carers or through ASC as part of your carer's assessment. Once registered you are given a card to carry with you which includes a 24/7 Phone number to activate your plan at any time.

The East Sussex Carer's Card also offers carers savings and discounts at a variety of retail and leisure venues in East Sussex, businesses that take part in the scheme may display a Carer's Card sticker in their window.

Get in touch with the East Sussex Carers Centre, Care for the Carers for more information about the scheme and also for information about the businesses taking part in the scheme. You can find there contact details on page 5.

Young carers

If you are under 18 and looking after a family member, this could be a parent or a brother or sister, then you are a considered to be a young carer. The family member you care for may have health concerns such as alcohol addiction, drug misuse, depression, personality disorders, MS or cancer.

Many young carers often do extra jobs in and around the home, such as cooking and cleaning or helping someone to get washed and dressed. Being a young carer can sometimes get in the way of concentrating on school work or being able to get out and spend time with friends; it can impact on day to day living.

East Sussex Young Carers offer support to young carers aged 5 to 17.

This can be information, advice, guidance and signposting through the Young Carers Hub. They also offer opportunities to meet other young people in similar situations, get support and have fun!

If you need it, you can also get face to face support from trained staff, and in some situations this can be for the whole family.

East Sussex Young Carers

Email: info@eastsussexyoungcarers.org.uk

Phone: 0300 777 2011

Making decisions for someone else

When you are caring for someone you may be required to make decisions on their behalf. A lasting power of attorney (LPA) is a legal document that lets someone appoint one or more people (known as ‘attorneys’) to help make decisions or to make decisions on their behalf.

This gives people more control over what happens if they can’t make decisions at the time they need to be made.

You can find helpful information on how best to manage someone else’s affairs at www.gov.uk/make-decisions-for-someone

You can also contact Health and Social Care Connect using the details at the start of this leaflet to request a copy of our factsheet ‘Information about managing someone’s affairs’.

Keeping people safe

Everyone has a right to live a life free from abuse and neglect. Safeguarding adults is about how people can get help to stop abuse and neglect from happening.

Caring for another person can be very rewarding and also very demanding. Sometimes people who are being cared for can harm or abuse their carer. This may happen because they have a

condition that changes their behaviour. When a carer is managing a challenging situation, this may lead to them abusing or neglecting the person they care for whether this is intentional or unintentional.

Abuse and neglect can come in many different forms, including:

- **Physical abuse** (includes being hit, slapped, kicked, pinched or misuse of medication)
- **Domestic abuse** (includes any incident or patterns of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members)
- **Psychological or emotional abuse** (includes being shouted at, ridiculed, bullied, threatened or controlled by intimidation or fear)
- **Neglect and acts of omission** (when medical, physical and / or emotional needs are ignored)
- **Financial abuse** (when someone misuses or steals money or property, including scams and being pressurised into giving people money or paying for things)
- **Sexual abuse** (includes any sexual activity that someone does not agree to or cannot agree to)
- **Organisational abuse** (includes neglect and poor professional practice in a care setting such as a hospital, care home, or in a person's own home)
- **Self-Neglect** (when a person is unable and / or unwilling to care for themselves or allow others to do so)
- **Modern Slavery** (this can take many forms including but not limited to slavery, sexual exploitation, forced labour, domestic servitude)

- **Discriminatory abuse** (occurs when people are harassed, insulted or treated badly because of age, culture, mental health needs, disability, gender, race, sexual orientation or religion or belief).

What you can do

If a crime is in progress, in an emergency or if life is at risk, call 999.
To report a crime when it is not an emergency call 101.

If you have a concern about someone else, let the person know that help is available and talk to them about what they want to do.

If you suspect abuse or neglect, contact Health and Social Care Connect on 0345 60 80 191 at any time (calls out of HSCC opening hours will be connected to the Emergency Duty Service).

What will happen next?

We will always take any report of abuse or neglect seriously, and will ensure the circumstances are looked into fully in a fair and confidential way.

We will:

- talk with the person who is at risk to find out what they want to happen in relation to the concern
- support the person to have an advocate (someone to represent them) if they need one
- talk to the police if a crime may have been committed
- talk to other agencies that need to be involved
- agree the best way of helping, including considering other types of support.

What can I do for myself?

This is a checklist of things to consider doing to help yourself in your caring role – it includes tips from carers who often tell us that they wish they had done these things earlier in their caring role.

Look after yourself

Caring can be exhausting and it is important to look after your own health and to make time for yourself. If you struggle to attend your own health appointments because of your caring role, you can access the Healthcare Appointments Respite funding, there is more information about this on page xx.

Get Online

The internet is full of information, support and discussion forums relating to carers. There are also ‘apps’ you can download on your smartphone or tablet that can help you to make the most of technology, this includes using apps to help with your caring role. A good first step is to decide what area of your life you might need help with and then search the app store to see what is available. Many apps are free or very cheap but make sure you check before you download!

Jointly App

Jointly is an app that makes caring for someone a little easier, less stressful and a lot more organised by making communication and coordination between those who share the care as easy as a text message.

The internet can also help to make some caring tasks easier, such as internet banking or online shopping.

Tell your GP

Tell your GP that you are a carer, this can be recorded on your medical records and you may be eligible for additional support like a free flu vaccination or health check.

If you are experiencing stress, anxiety or depression due to your caring role tell your GP.

register for online services with your GP so that you can:

- book and cancel appointments
- order repeat prescriptions
- look at your medical records

Include your family and friends

Coping alone may have an impact on your health. Many carers turn to family and friends for support, and to help them to take a break from caring

Let people at work know

Continuing to work whilst caring can help you to have a better balance in your life and provide you with social interaction outside of your caring role but it can also be daunting.

You are likely to need a range of support at different times; it might be helpful to talk to your employer about taking some time off or working flexibly. Your employer may already have advice and support in place for employees with caring responsibilities.

Many carers consider giving up work but it is important to understand the implications this could have on your income, quality of life and future pension entitlements.

Find out more about caring for someone whilst working, including your rights at work, at www.carersuk.org.uk

Make sure you and the person you care for are receiving the right benefits

There is a range of financial support available for people with disabilities, their carers and those on a low income, including benefits, tax credits, grants and concessions.

If you live in Hastings and Rother or in the Eastbourne, Hailsham, Seaford and surrounding areas and you need help with a benefits issue call or email, Monday to Friday, 9am to 5pm:

Email: benefitseastsussex@harcuk.com

Phone: 0333 344 0681

If you live in the High Weald, Lewes Havens area and need advice you can call the Citizens Advice Bureau Monday to Friday, 9am to 5pm:

Phone: 03444 111 444

Some energy and water suppliers will cap your bills if there is someone in the household receiving a qualifying benefit. Contact your supplier to see if you or the person you care for qualify. This can be particularly helpful for people who may use more heating or water as a result of their illness or disability.

If you are living with or caring for someone with cancer Macmillan Cancer Support can provide free and confidential benefits advice.

Website: www.macmillan.org.uk

Email: macmillan@moneypartnership.com

Phone: 01323 635989

Connect with the East Sussex Carers Centre

The Carers Centre, operated by Care for the Carers provides information & advice, support groups and activities. Meeting with other carers can help to reduce the isolation you might experience as a carer and provides a good opportunity to get advice from other people in a similar situation.

Website: www.cftc.org.uk

Email: info@cftc.org.uk

Phone: 01323 738390

Text: 07860 077300

Other support available

East Sussex Carers' Directory

The Council and the Clinical Commissioning Groups fund a range of services to carers who look after someone in East Sussex. You can get information and helpful support from the organisations listed by getting in touch with them directly. Visit the county council website and search 'Carers' Directory'.

Website: www.eastsussex.gov.uk

East Sussex 1Space

East Sussex 1Space is an online directory of care, support and wellbeing services. There is a whole section containing information for carers about the range of support provided in your area, from formal health and social care organisations through to local community groups and initiatives.

Website: www.eastsussex1space.co.uk

Library services

If you are caring for someone who can't be left alone, East Sussex Library and Information Services can help you use their services. Please contact them to find out more about the help available such as the Home Library Service or reminiscence boxes.

You can also use computers and access the internet for free at your local library. Computer Buddy Volunteers at the libraries can help people who need help using computers, the internet and may also be able to help you with your own device too.

Website: www.eastsussex.gov.uk/libraries

Phone: 0345 60 80 196

Care Choices

Care Choices Ltd produces directories of care services and includes advice on choosing a care home. Contact them for a copy of the East Sussex edition:

Website: www.carechoices.co.uk

Email: enquiries@carechoices.co.uk

Phone: 0800 389 2077

Support with Confidence

The Support with Confidence scheme can help you find care and support services that you can trust from people, businesses and organisations that have been checked and approved for quality, safety and staff training.

Website: www.eastsussex.gov.uk/supportwithconfidence

Phone: 01323 463440

Care Quality Commission

You can also get information on care providers from the Care Quality Commission (CQC), the organisation that regulates health and social care services.

Website: www.cqc.org.uk

Phone: 03000 61 61 61

Service Placement Team

The Service Placement Team (SPT) in Adult Social Care provide free advice and guidance to adults with care and support needs, their families and carers who are paying for the support they need. SPT can negotiate rates on behalf of individuals and provide advice about the quality of services.

Email: ASC.SPT@eastsussex.gov.uk

Phone: 01323 464060

East Sussex Community Information Service

East Sussex Community Information Service is a website full of local and community information, developed and managed by East Sussex County Council.

Website: www.escis.org.uk

Email: escis@eastsussex.gov.uk

Phone: 01273 481754

National helplines

Carers UK

Carers UK is a national charity providing information and advice to carers and the professionals who support carers.

Website: www.carersuk.org

Email: adviceline@carersuk.org

Phone: 0808 808 7777 (10am to 4pm, Monday to Friday)

Carers Trust

Carers Trust is a national charity providing help and advice to carers. Their website includes a section ‘Online Communities’ where carers of all age groups can chat with other carers as well as a relationship guide offering advice about the strain caring can put on relationships.

Website: www.carers.org

Email: info@carers.org

Phone: 0300 772 9600

The Carers Trust also offer advice to help carers cope with the strain that caring can put on relationships – whether caring for a partner, family member, neighbour or friend. You can find this guidance at www.relationships.carers.org or by contacting them using the details above.

Getting involved

Carers Voices Network

The Carers Voices Network is facilitated by Care for the Carers and helps carers play an active part in planning, developing, monitoring and evaluating services.

Carer Representatives sit on relevant local service planning and development groups and partnerships enabling them to raise issues of importance and make sure the views, needs and experiences of carers in East Sussex are heard.

For more information on the Carers Voices Network please contact Care for the Carers:

Website: www.cftc.org.uk

Email: info@cftc.org.uk

Phone: 01323 738390

Text: 07860 077300

Small Grants for Carers Groups

Small grants, up to £500 per year, are available for groups to fund projects, events, activities or training which directly benefit carers. Application forms can be found here: www.cftc.org.uk/smallgrants

The People Bank

If you would like to be involved in shaping our services, we are always looking for new members to join the People Bank. The People Bank is a database of volunteers who have an interest in our services. Membership is voluntary and there are many ways you can be involved. Once you have joined and told us how you'd like to be involved, the People Bank team will be able to match you with opportunities when they are available.

Find out more:

Website: www.eastsussex.gov.uk/socialcare

Email: Consultation.ASC@eastsussex.gov.uk

Phone: 01273 481565

If you want to make a complaint or give feedback about your experience of social care

We want to provide quality services for everyone in East Sussex, so it's always helpful when you tell us what you think whether this is good or bad.

If you want to compliment a member of staff or service you can contact the team directly.

If you want to make a complaint, it's also a good start to contact the person or team who has been involved in the situation you want to complain about. They will try to sort things out quickly.

If you would rather speak to someone else contact our Complaints and Feedback Team to give us any feedback including suggestions or compliments.

Adult Social Care Complaints and Feedback Team

East Sussex County Council

St. Anne's Crescent

County Hall

Lewes, BN7 1UE

Phone: 01273 481242

Text message: 07797 877777

Email: asccommentscomplaints@eastsussex.gov.uk

For more information about making comments or complaints please read our leaflet 'Your feedback is important to us.' You can get this leaflet from our website eastsussex.gov.uk/socialcare if you want someone to make a complaint on your behalf, please also read our factsheet 'Independent advocacy – someone to speak up for you'. You can also request these by contacting Health and Social Care Connect using the details at the front of this leaflet.

Notes

