

Support for Carers



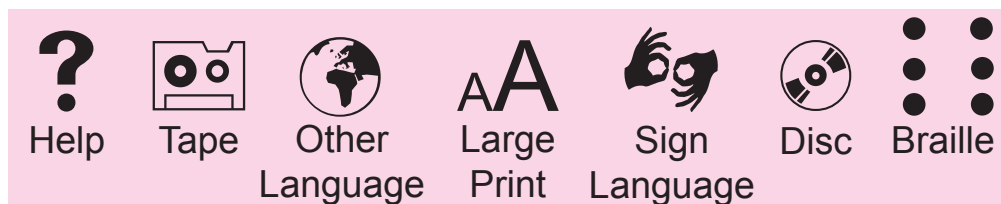
If you look after a relative or friend who has a physical disability, learning disability, mental illness, or is ill or frail, this leaflet is for you.



Community Care Services



Help to understand this information



Please ask us if you'd like help to understand this information or you would like it on audio-tape, in another language, in large print, in sign language, on computer disk or in Braille.

Community Care Services (CCS) Publications

Telephone: 020 8547 6123

Email: ccs.publications@rbk.kingston.gov.uk

About being a 'carer'

You are a carer if you provide regular and substantial support to either a child or an adult who cannot manage on their own at home because they have a physical disability, a learning disability, they have mental health needs, or they are ill or frail.

If you are looking after or supporting someone in this situation, you are a carer and we may be able to help you.

This leaflet describes the help available for carers of adults aged 18 years and above.

If you look after a child or young person, please contact the Disabled Childrens' Team on 020 8547 6523.

How we may help you carry on caring

There are different ways that we may be able to help you. This could be by helping the person you look after, or by helping you directly.

Before we can offer you any services or support, we will need to consider your needs, and the needs of the person you care for, and work out the best way we can help. This is called an '**assessment**'. We tell you more about assessments on page 8 of this leaflet.

Help for the person you look after

We may be able to offer a range of services to support the person you care for, so long as they agree to having them. Our services include:

- ⦿ **Home Care** - help with personal care such as dressing and washing, and practical help such as cleaning and shopping. There is a charge for this service.
- ⦿ **Emergency Night Assistance Scheme** - this scheme provides a 'rapid response' night time service in an emergency. It provides practical and personal assistance for the person you care for to give you a break. There is no charge for this service, but you need to be registered before you can use it.
- ⦿ **Support Workers** - for people with learning disabilities and mental health needs. There is no charge for this service.
- ⦿ **Hot or frozen meals** - delivered to their door. All diets can be catered for. There is a charge for each meal.
- ⦿ **Laundry services** - laundry is collected, washed, dried and delivered back to the person's home. There is a small charge for this service.
- ⦿ **Day Services** - providing social and therapeutic activities for the person you care for, with lunch and transport provided. There is a small charge for this service.

- ⦿ **Housing adaptations and special equipment** - can make living at home safer and easier. The person you care for may be asked to make a contribution for adaptations and there may be a charge for some small items of equipment.
- ⦿ **Transport schemes** - including the Taxicard Scheme, Travel passes, and Blue Badge parking permits.
- ⦿ **Community Telecare Alarm Service** - offers 24 hour support and reassurance in the case of an emergency with the help of technology. A wide range of sensors and detectors can be installed into the home which, when activated will trigger a response from the call centre, for example by a fall, a fire, gas leak or a dramatic drop/increase in temperature. We also have a Telecare and Daily Living Shop where you can view equipment.
- ⦿ **Handy Person Scheme** - employed by our Home Care service, the scheme provides a range of practical services in the home. There is no charge for this service, but it is only available for people on income related or disability benefits who have no other way of getting practical assistance. Tasks the Handyperson can help with include:
 - assisting with moving furniture, for example a bed downstairs;
 - changing light bulbs;
 - fitting locks, door chains and door viewers;

- one off gardening jobs and grass cutting;
- fitting smoke alarms;
- minor household repairs.

⊙ **Short breaks** - we can arrange a temporary stay in a residential or nursing home for the person you care for. There may be a charge for this service. However, if this type of break would not suit you or the person you care for, we may be able to give you some money to contribute to the cost of a break away together.

⊙ **Personal Budgets** - a Personal Budget is a sum of money the person you care for can use to choose the support they need to stay independent, safe and well. A Personal Budget can be used instead of, or in combination with, services such as Home Care or a Day Service. Help is available to support people to use their Personal Budget. The charge is the same as it would be if getting a service from us.

Help for you as a carer

We may be able to offer you services which will help you to take a break such as:

⊙ **Relief Care** - that gives you a few hours break on a regular basis. We arrange for a trained care worker to look after the person you care for at home. There is no charge for this service.

- ⦿ **Handy Person Scheme** - as described on page 5, this scheme is also available to you as a carer if you are not able to do the tasks yourself and have no other way of getting practical assistance.
- ⦿ **Mobile telephone** - we can provide you with a mobile telephone for you to keep in touch with the person you care for if that would help you to take a break. To qualify you and the person you care for must be receiving an income related benefit, for example Income Support or Housing Benefit. There is no charge for this service, but you have to pay for the calls.
- ⦿ **Flexible Breaks Payment for Carers** - you can have money to use to have a break of your choice such as swimming, theater, cinema, use towards membership at a gym or golf club, etc. There is no charge for this service but you must be on a low income and have difficulty taking a break through other means.
- ⦿ **Kingston Leisure Card** - gives reduced rates at most of the leisure centres in Kingston. This card is available for people who are disabled, over 60 years of age and for carers receiving Carers' Allowance.
- ⦿ **Short Breaks** - if the short breaks described on page 6 would not suit you or the person you care for, we may be able to contribute towards the cost for you to take a break without the person you care for if you make alternative private arrangements for their care. Although you may be the one to get the break

away, the person you care for may need to contribute towards the service.

- ⦿ **Carers' Emergency Alert Card Scheme** - details of the person you care for are registered with our 24 hour call centre, in case anything happens to you.
- ⦿ **Training Courses** - such as basic first aid, back care, manual handling, and much more are arranged for carers each year. There is no charge for training.

Getting the help you need

Assessing your needs

Before we can arrange any services to support you as a carer, we need to consider what your needs are and work out with you the best way to help you.

This is called a 'carer's assessment'. The assessment is carried out in complete confidence. You will not have to pay for your assessment.

How carers' assessments are carried out

A member of staff will meet with you to talk to you about your caring role and how this affects your life. They will work with you to decide what kind of help you need to support you to carry on looking after your friend or relative. If English is not your first language, or if you use Sign Language for communication, we can arrange an interpreter.

Some carers prefer to have their needs considered at the time the person they care for is having their assessment, others prefer to have a separate assessment. The choice is yours.

You are entitled to a carer's assessment as long as the person you care for qualifies to receive services from us, even if they decide they do not want them.

We are not able to provide support to you which involves the person you care for unless they agree. If the person you care for does not agree to receiving our support, we may be able to support you in ways that do not affect the person you care for.

We may, for example, be able to provide help with gardening or cleaning jobs if this would help you continue to carry on caring for your relative or friend.

Confidentiality

We will not tell the person you care for that you are being assessed if you would rather they did not know. We will only use the information you give us to provide you with services. We won't share information about you without your permission.

Asking for an assessment

To ask for an assessment, or to find out more information, please contact the Community Care Services team the person you care for will come under, even if they do not want to be assessed.

Community Care Services Teams

For carers of older people

Kingston Team	Telephone: 020 8547 6012 Email: optk@rbk.kingston.gov.uk
New Malden Team	Telephone: 020 8547 6049 Email: optnm@rbk.kingston.gov.uk
Surbiton and Chessington Team	Telephone: 020 8547 6845 Email: opts@rbk.kingston.gov.uk

For carers of people over 65 with mental health needs

Older People's
Team

Telephone: 020 8296 1336
Email: cmhtop@rbk.kingston.gov.uk

For carers of people under 65 with mental health needs

Kingston Team

Telephone: 020 8547 6057
Email: kcmht@rbk.kingston.gov.uk

Chessington Team

Telephone: 020 8296 1361
Email: chessingtoncmht@rbk.kingston.gov.uk

New Malden Team

Telephone: 020 8336 2848
Email: nmcmht@rbk.kingston.gov.uk

Surbiton Team

Telephone: 020 8390 8161
Email: scmht@rbk.kingston.gov.uk

For carers of people with misuse drugs and alcohol

Telephone: 020 8549 9279

Email: cdat@rbk.kingston.gov.uk

For carers of people with a learning disability

Telephone: 020 8547 6558

Email: cldt@rbk.kingston.gov.uk

For carers of people with physical disabilities

Telephone: 020 8547 6364

Email: hdt@rbk.kingston.gov.uk

For carers of people with hearing and sight loss

Telephone: 020 8547 6600

Email: sit@rbk.kingston.gov.uk

More general information and advice

Carers' Directory

A guide to local services and support for people looking after a relative or friend in the Royal Borough of Kingston.

Telephone: 020 8547 6123 (CCS Publications)

Website: www.kingston.gov.uk/communitycareservices

Kingston Carers' Network (KCN)

KCN is a local voluntary organisation which provides information, advice and support to carers, including Young Carers' Project, Mental Health Carers' Worker and more.

Telephone: 020 3031 2751.

Carers' UK

Carers' UK provide a free "Carers' Information Pack" which includes information about assessments and your rights as a carer.

Telephone: 0808 808 7777

Carers' Direct

NHS run website and helpline providing comprehensive information advice and support for carers.

Telephone: 0808 802 0202 (7 days a week)

Website: www.nhs.uk/carersdirect

Job Center Plus Carers' Advisor

If you want advice about remaining, returning or getting into work please contact Job Centre Plus and ask to speak to their Carers' Advisor.

Telephone: 0845 6043719

Website: www.jobcentreplus.gov.uk

My notes

To order more copies of this leaflet,
or to tell us what you think of it,
please contact:

CCS Publication

Telephone: 020 8547 6123

Email: [ccs.publications@
rbk.kingston.gov.uk](mailto:ccs.publications@rbk.kingston.gov.uk)

For more information about our services,
visit our website:

www.kingston.gov.uk/communitycareservices