

Compliments, Comments and Complaints

If you have any comments or complaints about our services, please let us know. Any member of staff will be pleased to help you, or you can contact the Customer Relations team at:

**P.O. Box 9
Shire Hall
Warwick
CV34 4RR.
Tel. 01926 414102
Fax. 01926 476622**

Additional Copies of the Leaflet

You can get more copies of this leaflet by contacting General Services on 01926 742501

Website: www.warwickshire.gov.uk/carers

For Further Information

If you require further information about our services please contact Warwickshire County Council on Tel: 01926 410410



If this information is difficult to understand, we can provide it in another format, for example, in large print, on audio tape, or in another language. Please contact the Interpreting and Translation Unit on 01926 412698 or 01926 412532.

Are You a Carer?

If you provide regular support to a friend, neighbour or a member of your own family, then yes you are a Carer and there is support available for you.



www.warwickshire.gov.uk/carers



Supporting You to Care

One of the biggest challenges in our society today is helping people to recognise and value the role they play. Caring can happen to anyone, it is no respecter of gender, or race, or religion; young or old, caring could happen to you. Caring can be very rewarding, but it can also be isolating and very tiring, physically and emotionally.

Warwickshire Adult Health and Community Services wants to make sure that Carers living in the County have access to good information, advice and support. That is why we have developed a range of local services to provide help and support.

Here Are Some Ways We Have Helped:

1. Mrs. A has been caring for her brother, who is registered blind and has mild learning difficulties, since her parent's death 3 years ago. Through one of our services Mrs A. now gets to take regular breaks and can spend more time doing things she wants to do.

2. Mr. C has a number of serious health complaints. Mrs. C was supporting her husband with all his personal care as well as the general daily living tasks. Through Direct Payments Mrs C was able to find someone to provide him with personal care that he was happy and comfortable with. This now enables Mrs C to have more time for herself.



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Getting an Assessment

If you think you need more than just information and advice, then you may benefit from talking to someone to find out exactly what type of support you need.

A Customer Service Advisor will ask you some questions about your needs and any problems you face in your day-to-day life. We call this an assessment.

We will only ask questions which help us to understand your needs or problems and those of the person you care for. This will include basic information such as your name and address, date of birth, next of kin, and GP. We may also need to discuss health, medical history, family, housing and financial situation or personal care needs.

We will not normally collect or record any information about you, or share it with anyone else, without your permission. We call this consent to share and record information - the person who does your assessment will explain this to you.

The assessment is an opportunity for you to say what you think and to ask us questions. We will listen carefully to your views and take your wishes and feelings into account. If you need an interpreter because your first language is not English or you use sign language, we will arrange this.

Having an assessment does not mean you will always get a service from us as we have to ensure that our resources are used to support those people with the highest levels of need. If you're not able to get a service from us we will give you advice and information about organisations that could help you.

For more information about the levels of need please ring us on 01926 410410 or visit the website:
www.warwickshire.gov.uk/AdultSocialCareEligibility

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What help may be available for you and the person you care for?

There are a range of ways you can get help. Below are some examples that you can either access yourself, as a self-funder, or that can be provided by us, subject to an assessment of your eligibility for services:

- A Direct Payment that you can use to arrange your own choice of support to assist you in your caring role.
- Home-based breaks of up to 72 hours provided in your own home by qualified care staff.
- Carers Emergency Card. A card that identifies you as a Carer and gives a number to contact in the event of an emergency.
- Carers Emergency Plan which offers you the opportunity to plan with a member of staff the actions you wish to be taken in the event of you being temporarily unable to provide care e.g. illness or hospital admission.
- We also work in partnership with Voluntary Agencies to offer other types of support such as training for Carers and Carer Support Groups.

Health - looking after yourself

Carers UK have highlighted the fact that without the right support, caring can damage your health. We are committed towards ensuring that Carers are able to continue in their role by reducing the negative impact on their health. Below are three useful tips around health that may help you.

1. Tell your GP as soon as you start caring, they will understand the pressures of the role and it may help in future diagnosis.
2. Watch your stress levels. Varying levels of stress are a fact of life for all Carers. It's easier said than done, but it's important that you recognise the signs of stress and take action.
3. Look after your back. Caring for others can often include a lot of lifting so make sure you know how to lift correctly.

Useful links:

Carers UK - www.carersuk.org

NHS Direct - www.nhsdirect.nhs.uk

Carers in Employment

Working and caring can sometimes feel like holding down two full-time jobs and in many cases this can lead to Carers leaving employment to concentrate on their caring role. We are supportive of Carers who are in employment and if you want to stay in employment and continue your caring role you have certain employment rights, such as:

- the right to take time off in an emergency, for example, if there is a problem with the arranged care package;
- the right to request flexible working around your caring responsibilities.

Your employer may also have policies specifically for Carers, for example career breaks and early retirement, which you should discuss directly with them.

Useful links:

The Citizens Advice Bureau - www.citizensadvice.org.uk

Direct Gov - www.direct.gov.uk/en/index.htm

Advisory, Conciliation and Arbitration Service (ACAS) - www.acas.org.uk

Carers Rights

As a Carer you may be entitled to a number of benefits that you may not know about and have never claimed. You are not alone, a large proportion of people in a caring role have not claimed all the benefits that they are entitled to. These benefits can include:

- Carers Allowance;
- Carer Premium/addition; and
- discounts on Council tax bills.

We have produced a leaflet on Carers Rights (SSAL421) which looks at the benefits that you may be able to claim and also offers tips to make the most of your money. This leaflet can be viewed on our dedicated Carers Rights web section: www.warwickshire.gov.uk/carersrights or for a paper copy please call 01926 742501.

Events and Training

Details of Carers events and training can be found on our website: www.warwickshire.gov.uk/carerslatestnews
www.warwickshire.gov.uk/carersstraining

Or call Warwickshire County Council's Carers and Customer First Team on 01926 745142.



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You Can Find Out More By Visiting Or Contacting

Warwickshire County Council One Stop Shops –To find your nearest One Stop Shop please see: www.warwickshire.gov.uk/onestopshops or contact us on 01926 410410.

Visit our Carers section on the Warwickshire County Council Website: www.warwickshire.gov.uk/carers

South Warwickshire Carers Support Service (SWCSS)

Tel: 01926 485486

Email: info@swcss.org.uk

Website: www.swcss.org.uk

Guideposts Carers Support Service

Tel: 02476 385888

Email: carerssupport@guidepoststrust.org.uk

Website: www.guidepoststrust.org.uk/warwickshire
www.guidepostswarks.org.uk/

Carers Direct

Helpline: 0808 802 0202 8.00am – 9.00pm Mon to Fri

11.00am – 4.00pm Sat and Sun

Email: carersdirect@nhschoices.nhs

Website: www.nhs.uk/Carersdirect.uk

Carers UK

Tel: 020 7378 4999

Email: info@carersuk.org

Website: www.carersuk.org

CarersLine Tel: 0808 808 7777

Service operates Wednesday and Thursday

10am-12pm and 2pm-4pm

Rethink in Warwickshire

Tel: 01827 715730

Email: ciss@rethink.org

Website: www.rethink.org

The Princess Royal Trust for Carers

Tel: 0844 800 4361

Email: info@carers.org

Website: www.princessroyaltrust.org.uk

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