



Carers Matter Norfolk

CARERS HANDBOOK

Are you looking after someone in your family or a friend?
We're here to support you, 7 days a week.

Call us 0800 083 1148

Email us

info@carersmatternorfolk.org.uk

Visit www.carersmatternorfolk.org.uk





Carers Matter Norfolk is here to help you while you care for a member of your family or a friend. You may not consider yourself a 'carer'; you are simply a husband, a wife, a son, a daughter, brother, sister, relation, friend or neighbour who is looking after someone you care for.

Recognising that you are a 'carer' and that you sometimes need help and support is an important step. Getting information, advice and support at an early stage can enable you to continue caring with confidence and help prevent crisis.

Being a carer can be both challenging and rewarding. For some it might be the difficulty of navigating the broad range of health and care services. For others it's the chance to develop a rare bond with someone. Caring can make some people feel invisible and anonymous. This is why, no matter what, we want to make sure that you feel you have a voice.

The intention of this handbook is to assist you in many of the situations you might find yourself in as a carer. It was developed by carers, for carers, but it's not meant to replace the immediate human support you may need.

Whether you have a question about funding or have something to say about local policies and resources, whether you'd like to provide assistance to other carers or if you just need to talk to someone about yourself, we want to make sure you feel heard. That's really what this booklet is for, a quick guide to finding someone who will listen and help.

Our handbook provides all the information you need, from information to help you in your caring role, from how to get help around the home, to understanding your rights and explaining benefits with handy numbers to help you get in touch with organisations quickly in an emergency.

Remember our friendly team are here to support you, 7 days a week. Save our advice line number **0800 083 1148** in your phone contacts.

All information correct at time of press in February 2021

www.carersmatternorfolk.org.uk

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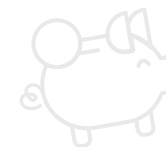
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WHO WE ARE



Carers Matter Norfolk (CMN) is the county-wide support service for unpaid carers, offering support that is personalised to meet what matters to you. Carers are involved in designing and shaping the service. We put you firmly at the heart of everything we do.

Carers Matter Norfolk is funded by Norfolk County Council and Norfolk's NHS Clinical Commissioning Group and provides the following services:

Advice Line

Open 7 days a week, the Carers Matter Norfolk Advice Line provides free, independent and confidential information, advice and guidance on a wide range of caring-related topics and issues affecting you, the people you care for and your wider

family. When you speak to an Advisor they will undertake a low level Carers Assessment. If they feel you will benefit from additional support, they can refer you to our Community Support Team who will continue your Carers Assessment and support plan.

Advisors are trained to provide listening and emotional support, and many have personal experience of caring. Call free from landline telephones or mobiles or chat to an advisor online on the website www.carersmatternorfolk.org.uk

.....
“Fantastic support from the Advice Line, they were so understanding.”
.....

Community Support

You can access free one-to-one support in your home, the community or a place of your choice from a local Family Carer Practitioner who will personalise support around what matters to you. We can help you to understand and navigate local services support you to access entitlements, assessments or grants, help you with benefits, housing and adaptations or assist you to speak up for yourself in accessing services and support.

The Community Support team are working with the Advice Line and Norfolk County Council to provide Carers Assessments for carers in Norfolk. They can discuss with you the different ways caring affects your life and explore ways in which you can carry on with what's important for you and your family.

.....
“I was drained mentally and emotionally. Speaking to a counsellor has helped me so much.”
.....

Carers Breaks

Carers Breaks provide a personalised, flexible break from caring. A break could help you improve your physical and emotional wellbeing and give you opportunities to have a life outside of caring. Breaks can help you take more control of your life and manage your caring role.

The breaks are provided by Caring Together. You can discuss Carers Breaks and whether you are eligible for them with a member of the Community Support Team. If you want to explore them further Caring Together will come to meet you and chat about how best they can support.

Health and Wellbeing Fund

To improve the health and wellbeing of carers and support them in their caring role, CMN, has access to a health and wellbeing fund. To access the fund, you will need to be receiving support from CMN.

The use of the fund is flexible, to suit individual carers' needs, some carers have used the fund to access counselling, others have used it to rekindle an old hobby like fishing, gardening or art. The advice line will determine whether you may be eligible and if so, refer you to our community team, who will work with you to identify how best to access the fund to meet your needs.



WHO WE ARE

Education and Training

In partnership with Norfolk and Suffolk Care Support, we can support you to care with confidence through education and training. To access it, you need to register with us. You can register by completing the form on the website or by calling the Advice Line, and your referral will then be picked up by the Advice Line Team. An advisor will contact you to talk through your caring role and establish whether you would benefit from one of the training sessions on offer.

Community Engagement Team

We have a new team dedicated to raising awareness and promoting the enhanced service. The team work with professionals and voluntary sector groups throughout the community in Norfolk to raise the profile of carers, to ensure we support as many carers as possible. We want to ensure carers know where to go to get the support they need, when they need it.

If you would like a member of our Community Engagement team to come along to any local groups or events to explain the service further, please contact the Advice Line.

Carers Self-Help Hub

The Carers Self-Help Hub is a free online platform for carers which brings you online learning all in one inclusive place. This has been created so that you can manage the practical and emotional aspects of caring in addition to your own health and wellbeing. Whether you are an adult caring for another adult, a child or young person caring for a parent or sibling, or a parent caring for a child, there is learning on the hub that will meet your needs.

The Self-Help Hub has been designed and developed by Carers Matters Norfolk in order to bring online learning to carers throughout Norfolk in the most convenient way possible.

www.carersselfhelphub.org

"I could not have coped without my Family Carer Practitioner. They have been wonderful and have been to meetings and the hospital with me, and helped me to come to terms with him needing 24 hour permanent care. They have been such a help"



Young Carers & Families

Carers Matter Norfolk works to a whole family approach; young carers and their families can access specific information to them, advice & guidance online and in the community through their local Carer Connector. See the website for further information.

www.youngcarersmatternorfolk.org

If there is a Young Carer in your family, or you know a young person under the age of 19 who is regularly looking after a parent, grandparent or sibling who cannot manage without their support, we're here to help. We offer tailored support for the whole family, addressing the practical and emotional needs of the young carer, the person they are caring for and other family members.



Carers Voice

Carers Voice is an independent charity representing carers in Norfolk and Waveney. It works to ensure that the voice of carers is heard and listened to in the design and delivery of support and services.

Carers Voice is at the heart of Carers Matter Norfolk ensuring that the services carers receive are co-produced and reflect their needs and interests. Through information and data at regular meetings Carers monitor the service and are able to have their say in policies and decisions that affect them and the people they care for.

Carers Voice administers a small grants fund for local support groups for carers. The decision on allocating funds lies with local carers who sit on the panel.

E: info@carersvoice.org
www.carersvoice.org

YOU AND THE CARE ACT



THE CARER'S ASSESSMENT

The Care Act 2014 aims to improve people's independence and wellbeing. A Carer's Assessment is about you and your wellbeing. Carers Matter Norfolk (CMN) will discuss with you the different ways caring affects your life and explore ways in which you can carry on with what's important for you and your family. This is because from September 2020, CMN are now able to deliver Carers Assessments on behalf of Norfolk County Council.

It should cover your caring role, your feelings about caring, your physical, mental and emotional health, and the effect caring has on your work, leisure, education, wider family and relationships. It also gives you the chance to find out more about support services, emergency help, breaks, and financial help to support your wellbeing and to help you continue caring.

You can ask CMN to carry out a Carer's Assessment at any time.

The purpose of the assessment is not to judge the care that you provide. CMN might ask you about the impact the cost of caring is having on your finances but won't carry out a financial means test.

Some people may be able to receive a Carer's Allowance from the Department for Work & Pensions for

caring, but this is different and does require a means test. If you're eligible to receive services to support your role as a carer, you'll receive these free of charge.

If you can't attend CMN realise that some people can't take part directly in the assessment. If that's the case for you, CMN will make sure you have a friend or family member who can help and stand in for you. If you don't have anyone who can help, and you have no other way of attending, you will need to be supported by NCC to undertake your assessment as they may need to arrange an independent advocate.

NCC retain the legal & statutory duty to conduct Carers Assessments. If you would prefer to receive a Carers Assessment from NCC, you can contact them on 0344 800 8020.

"I found the advice line very helpful. The lady I spoke to really understood my situation and was interested and able to talk through options and provide helpful information. It was fantastic to have someone to listen to me."

Also, if you want a combined assessment with the person(s) you are caring for, these are undertaken by CMN.

After the assessment

Once completed, CMN will decide whether you need their support. To be eligible, the impact of caring has to have (or be likely to have) a significant effect on your wellbeing.

If you are found to be eligible for support, CMN will agree a Support Plan with you.

This may include support in accessing the services in your community, arranging for breaks from caring on a regular or one-off basis, equipment to make caring easier, or leisure activities to reduce stress.

Even if you aren't eligible, CMN will provide you with information on where you can find support within your community.

To request a carers assessment, please contact CMN first, or head to the CMN website.

Norfolk County Council
T: 0344 800 8020
www.norfolk.gov.uk/carers

KNOW YOUR RIGHTS!

YOUR RIGHTS

We understand the pressure of caring for someone and want to make sure that you feel supported. Besides the right to a CMN Carer's Assessment, you have access to services from voluntary organisations and other independent providers; including support for you and your cared for from NCC. You also have other rights covered by the law.

The Care Act (2014)

The Care Act came into effect in April 2015 and made widespread changes to adult social care in England. Importantly for you, as a carer, it gives you the same rights to assessment and support as the person or people you're caring for. This means that your rights are recognised as equally important.

For more information on the Care Act, visit our website, or head to the government's webpage using the links below.

Carers Matter Norfolk
T: 0800 083 1148
www.carersmatternorfolk.org.uk/information-and-advice/your-rights/care-act-2014/

Government webpage
www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets





For a brief overview, some of the principles covered in the Care Act (2014) are:

- Wellbeing
- Assessment for local authority support
- Eligibility for funded services
- Financial schemes and support
- Information and advice from local authorities
- Preventing further needs, rather than allowing situations to reach a crisis point
- Diversity in the range of quality care you can choose from
- Personalised care and support plan for you and the person under your care
- Continuity in support if you or the person you care for chooses to move home
- Transition, meaning better planning for young people (including young carers) during their transition between Children's and Adult's services

The Citizens Advice Equality Act Brochure:

www.carersmatternorfolk.org.uk/wp-content/uploads/2020/09/Equality-Act-2010.pdf

Equality Act 2010

Some carers and/or the people they care for may experience discrimination or harassment because of their age, disability, caring role, or for any other number of reasons, such as race, gender, or sexual orientation. Because this can affect your ability to work, get involved in leisure activities, or use services that should be available for everyone, the Equality Act aims to help you and the person under your care:

- In the workplace
- When shopping for goods and services
- In education
- With housing
- When using facilities like public transport, taxis, cafes, cinemas, restaurants etc

For more information on the Equality Act, you can contact us. Citizens Advice Bureau has also produced a brochure on the Equality Act and how it affects you as a carer. You can download the brochure on our website.

www.carersmatternorfolk.org.uk/information-and-advice/your-rights/equality-act-2010/

citizens
advice



Your right to complain

There may be times when you need or want to make a complaint about the services you've received. The NHS and local government organisations have complaints procedures if you're unable to resolve the problem directly with the worker involved.

POhWER works with Equal Lives and Age UK Norfolk to provide the NHS Complaints Service in Norfolk.

POhWER

T: 0300 456 2370

TEXT: 81025 (text the word 'pohwer' with your name and number)

E: pohwer@pohwer.net

www.pohwer.net/norfolk

POhWER
advocacy, making your voice heard

After the County Council has completed its investigations, the **Local Government Ombudsman** can investigate complaints on the way cases were handled.

An advocate can support you in finding out about your rights and help you to resolve issues. For more details on your rights and complaints services, call one of our advisors or head to our website.

Local Government and Social Care Ombudsman

T: 0300 061 0614

T: 0800 083 1148

www.lgo.org.uk

Your right to be heard

Patient Advice and Liaison Services (PALS)

Each healthcare service has advice and liaison officers that can explain procedures to you, provide confidential advice and support, as well as act as your point of contact and help resolve problems.

To find your local PALS officer, either visit the NHS website www.nhs.uk (search for PALS) or contact our Advice Line **0800 083 1148**.

HAVE YOUR SAY



Carers Voice is an independent charity representing carers in Norfolk and Waveney. It works to ensure that the voice of carers is heard and listened to in the design and delivery of support and services.

Carers Voice is at the heart of Carers Matter Norfolk ensuring that the services carers receive are co-produced and reflect their needs and interests. Through information and data at regular meetings Carers monitor the service and are able to have their say in policies and decisions that affect them and the people they care for.

Carers Voice administers a small grants fund for local support groups for carers. The decision on allocating funds lies with local carers who sit on the panel.

E: info@carersvoice.org
www.carersvoice.org

Visit www.CarersMatterNorfolk.org.uk where carers share their experiences



Healthwatch Norfolk gather people's views of health and social care services in the county and make sure they are heard by the people in charge. The people who fund and provide services have to listen to you, through Healthwatch. So, whether you have had a good or bad experience, your views can help to make changes to services in Norfolk. Their work covers all areas of health and social care. This includes GPs, hospitals, dentists, care homes, pharmacies, opticians and more. You can share your experiences with them on line.

T: 0808 168 9669
E: enquiries@healthwatchnorfolk.co.uk
www.healthwatchnorfolk.co.uk



Family Voice Norfolk is the parent carer forum for Norfolk. It represents the views of families with children and young people with special educational needs and/or disabilities (SEND) to decision-makers and service providers in education, health and social care.

It is funded by the Department for Education, the local authority and the NHS via Clinical Commissioning Groups (CCGs), but it operates completely independently. Representatives of Family Voice are all parent carers of 0 – 25 year olds with SEND. They attend meetings at which all of these bodies make decisions that affect families, to ensure that money is spent in the most useful and cost effective way to benefit parent

carers and the children and young people they care for.

Family Voice Norfolk
T: 07950 302937
E: membership@familyvoice.org.uk
www.familyvoice.org.uk



PRACTICAL HELP WITH CARING



COMING HOME

The Norfolk First Support Service provides support and reablement in a person's own home. This service is provided by Norfolk County Council (NCC) and it helps people (aged 18 and over) after a stay in hospital.

Norfolk First Support will discuss with you and the person needing support how much care is needed and whether they are eligible for support from Norfolk First Support.

Providing up to 6 weeks of free support, the service helps individuals regain the skills and confidence they need to remain independent in their home.

If the team feels someone needs longer-term support, Norfolk First Support will assist with onward referrals, advice, and information. To find out more, you can contact Carers Matter Norfolk, or you can talk to the staff on the hospital ward or contact NCC.

Norfolk County Council
T: 0344 800 8020
E: information@norfolk.gov.uk
www.norfolk.gov.uk/stayathome

ADDITIONAL SUPPORT

Provides help with practical tasks and to regain independence.

The British Red Cross
T: 0345 0547171
www.redcross.org.uk

Offers support for older people going into hospital and coming home.

The Royal Voluntary Service
T: 0330 555 0310
www.royalvoluntaryservice.org.uk



RECEIVING HELP AROUND THE HOME

Keeping on top of household tasks can be a pressure when you're caring for someone. If you think you might need help, please call our Advice Line so we can try to put you in touch with the right support.

Meal delivery services

Norfolk County Council operates the Trusted Trader website, where you can find information on private companies in Norfolk, as well as voluntary organisations and even pubs and cafes that provide meal delivery services. These can include freshly cooked hot or cold meals, or frozen meals that you can reheat as and when you want them.

Trusted Trader
www.norfolk.gov.uk/trustedtrader

Norfolk County Council
T: 0344 800 8020
E: information@norfolk.gov.uk

The Norfolk Community Directory provide details of lunch clubs and day centres in your area.

Lunch clubs and day centres
T: 0344 800 8020
www.communitydirectory.norfolk.gov.uk

Continence service

If you are caring for someone aged 18 or over who has difficulties with continence you can obtain help from Norfolk Community Health and Care, which provides a continence service across most of Norfolk, and East Coast Community Health in Great Yarmouth. You do not need to be referred by your GP.

Norfolk Community Health and Care
T: 01603 216021
www.norfolkcommunityhealthandcare.nhs.uk/

East Coast Community Health
T: 01493 809977
www.ecch.org

The Norfolk Community Directory lists the location of individual continence clinics under continence.



PRACTICAL HELP WITH CARING

HOME SAFETY AND SECURITY

When you're caring for someone, it's important to make sure your home environment is safe. We can help you find the right people to assist with essential repairs, or assess your home for fall risks.

Help if someone suffers from falls

If the person under your care has had two falls in the last six months or a single fall that has led to injury or being admitted to hospital, the Norfolk Community Health and Care (NCH&C) Falls Service provides a Falls Workbook as well as a home-based assessment to identify the factors and risks, which may contribute to this person's falls. The purpose of the assessment is to develop a personalised action plan to help the person improve their confidence, balance, strength and stamina.

While this service is provided for people who are 65 years or over, you, your GP, or any other health professional can refer under 65s to a therapist or nurse for assessment.

NCHC Falls Service
T: 01553 668 673
www.norfolkcommunityhealthandcare.nhs.uk

ADDITIONAL RESOURCES

For a wide range of information material and guidance.

Age UK Norfolk
T: 0300 500 1217
www.ageuk.org.uk/norfolk/

For free fire safety checks.

Fire Safety:
Norfolk Fire and Rescue Service
T: 0300 123 1669
www.norfolk.gov.uk/safety/norfolk-fire-and-rescue-service

Handy person services and care and repair agencies

For help and advice on repairing and adapting homes. You can find these through your local district council, and you can find your local district council number in the Useful Contacts section of this handbook, page 56.



USING WHEELCHAIRS AND MEDICAL AND HOUSEHOLD AIDS

Equipment to help with caring

When it comes to support for mobility and independence, your GP or any other healthcare professional can have the person under your care assessed for any walking or medical aids they may need. If they have a permanent or long-term physical disability, you can also ask Norfolk County Council for an assessment, to include occupational therapy.

As part of that assessment, you can discuss any equipment you think you might need to help you as a carer.

Norfolk County Council
T: 0344 800 8020
www.norfolk.gov.uk/care-support-and-health
www.norfolk.gov.uk/stayathome



Key safe

If you or the person under your care has multiple visitors but has difficulty in getting to the door to let them in, a simple means of support is a key safe, which is a combination-code protected secure box, used for keeping a spare key outside the main door.

The Supra C500 key safe is police approved, and there are a number of organisations in Norfolk that provide key safes. Costs and conditions may apply, and we recommend that you contact your home insurance provider for further advice.

To find a local key safe supplier, you can call Norfolk County Council, or email them for more information. Alternatively, you can head to the Norfolk county council Keysafes web page.

Norfolk County Council
T: 0344 800 8020
E: information@norfolk.gov.uk
www.norfolk.gov.uk/keysafes

PRACTICAL HELP WITH CARING

Assistive Technology

If the person under your care is an adult over the age of 18, and lives in their own home, Norfolk County Council has an Assistive Technology team that can carry out a free assessment to see whether the person under your care would benefit from such assistance.

Assistive Technology refers to a range of electronic devices such as alarms that can help people feel safer and more secure, and to live more independently at home. You may be provided with equipment free of charge, although this is not guaranteed.

Norfolk County Council
T: 0344 800 8020
E: information@norfolk.gov.uk
www.norfolk.gov.uk/assistivetechology

“There are some really useful resources in Norfolk, a quick phonecall can help you find out more.”

ADDITIONAL RESOURCES

If you're not eligible for support from Norfolk County Council, you can contact the following services directly.

For advice on mobility aids and to purchase equipment contact:

n-able
T: 01603 894 120
E: n-able@ncsgrp.co.uk
www.n-able.org.uk

Able to lend mobility aids, including wheelchairs, on a short-term basis, and provide details on where to find their local centres.

The British Red Cross
T: 01603 426361
www.redcross.org.uk

Able to lend mobility aids, including wheelchairs, on a short-term basis.

Norfolk Coastal Centre for Independent Life
T: 01493 663 626
E: nccfil@redcross.org.uk

For free, impartial advice and information on the use of daily living equipment for the public.

DLF (Disabled Living Foundation)
T: 0300 999 0004
www.dlf.org.uk/living-made-easy

GETTING OUT AND ABOUT

Whether it's attending important hospital appointments, getting the shopping in or enjoying some much-needed leisure time, find out how you can get help with travel and transport.

The Community Transport Scheme

Some carers don't have access to a car or any other means of transportation. If that's the case with you and you can't use or access normal public transport, you may be eligible to use a Community Transport scheme. Depending on the scheme's criteria, you could use it to go shopping, enjoy leisure activities or to attend hospital or GP appointments. In addition to the Community Transport schemes (Transport Plus), there are 4 Flexibus services that run a Ring and Ride service in rural areas.

You can view your options or contact Norfolk County Council at:

Norfolk County Council
T: 0344 800 8020
www.norfolk.gov.uk/roads-and-transport/public-transport
www.norfolk.gov.uk/communitytransport

Travel passes for bus travel

The Disabled Travel Pass entitles permanently disabled people, or those with a disability lasting at least 12 months and who meet the eligibility criteria, to travel for free on all off peak bus services, as well as at any time on weekends and bank holidays. There are no travel period restrictions, however, on anyone who is registered as blind or partially-sighted.

If the person under your care can't travel alone, they can apply for a companion enhancement, so that you or whoever travels with them can do so for free, as long as the journey starts in Norfolk. To be eligible for a companion pass, the person under your care must be unable to walk to a bus stop or get on or off a bus without assistance.

Norfolk County Council
T: 0344 800 8020
E: information@norfolk.gov.uk
www.norfolk.gov.uk/concessionarytravel

PRACTICAL HELP WITH CARING

ERS Hospital Transport service.

Free transport to and from hospital for patients living in Norfolk, can be for regular visits or one off appointments. Subject to eligibility (not available to patients in Gt Yarmouth & Waveney).

T: 0333 240 4999

E-Zec Medical Non-emergency Patient Transport Services

For patients living in the Gt Yarmouth & Waveney area, E-Zec provide free, non-emergency transport to certain patients who are eligible, i.e. there must be a real medical need and / or severe mobility issues.

T: 0333 240 4100

Parking

The Blue Badge Scheme is a disabled parking permit that allows people who are registered blind, or those with severe mobility issues, who would otherwise be unable to access the shops or facilities that a Blue Badge would allow them to visit.

For further details and to check if this could apply to you or the person you care for, please visit the website below. You can apply using the web link below or by contacting Norfolk County Council.

If you would like support to complete your application, you can contact the Carers Matter Advice Line on 0800 083 1148 who can assist.

Norfolk County Council
T: 0344 800 8020
www.norfolk.gov.uk/bluebadge

Vehicle Tax

The person you're looking after may be entitled to free, or half-price vehicle tax if their mobility is affected and they are claiming certain payments and allowances.

Vehicle Tax Information
T: 0300 790 6802
www.gov.uk/vehicle-tax

Railcards and travel discounts

If the person under your care is eligible, the Disabled Persons Railcard gives both them and their adult companion 1/3 off most rail fares throughout Great Britain.

Disabled Persons Railcard Office
T: 0345 605 0525
E: railcardhelp@nationalrail.co.uk
www.disabledpersons-railcard.co.uk

Greater Anglia can provide information on assisted travel.

Greater Anglia
T: 0800 028 2878
E: assistedtravel@greateranglia.co.uk
www.greateranglia.co.uk

ADDITIONAL RESOURCES

Information on public transport journeys throughout Norfolk.

National Express Assisted Travel Helpline
T: 0371 781 8181
E: addl@nationalexpress.com
www.nationalexpress.com

Traveline
www.traveline.info

For the loan of manual and powered wheelchairs and scooters. There is a charge for the service.

The Shopmobility Scheme Norwich Shopmobility
T: 01603 753 350
E: norwichshopmobility@gmail.com
www.norwichaccessgroup.org.uk

West Norfolk Community Transport
T: 01553 770 310
E: shopmobility@wnct.co.uk

Great Yarmouth Broadland Mobility
T: 0800 1510 255
T: 01493 330 455
www.broadlandmobility.co.uk

Beactive
Norwich – T: 01603 666 803
Great Yarmouth – T: 01493 444 348
Diss – T: 01379 643 962
www.beactivemobility.co.uk

Toilet keys allow access to toilets adapted for people with disabilities. Contact The R.A.D.A.R Key Company directly for more information.

RADAR NKS National Key Scheme
T: 01395 222 588
www.radarkeys.org

This website provides a range of information about accessible places in the city.

The Norwich Access Group
www.norwichaccessgroup.org.uk

Provides information on accessible walks and places to visit in Norfolk and in the East of England.

Accessible Countryside for Everyone
www.accessiblecountryside.org.uk/norfolk



HANDLING EMERGENCIES

Being prepared for an emergency means that, should something unexpected happen to you, or the person you care for, you know exactly what to do.

The carer's emergency card

Norfolk County Council provides a free carer's emergency card to all adult carers in the county. The card clearly states that the person carrying it is a carer and that someone is relying on them to keep them safe and well. It provides the NCC's 24-hour emergency helpline number: 0344 800 8020.

If someone carrying a carer's emergency card is taken ill or involved in an accident, they or the emergency services can ring the helpline and the council will use the information in the carer's emergency plan.

Getting your carer's emergency card

To get a card you'll first need to complete the online form on the NCC website. If you're unable to fill in the online form, you can call them on their helpline or ask the Carers Matter Advice Line to help you complete the form.

Once complete, you'll be sent your carer's emergency card, which you should then always carry with you.

In the case of an emergency

The card will also show your emergency plan number. In the case of an emergency, you, or someone on your behalf, should ring NCC's telephone number and give them your emergency card number. This will allow the Council to quickly reach your named emergency contacts. Carers Matter Norfolk can support you to develop your own emergency plan; contact our Advice Line 0800 083 1148 or speak to your local Family Carer Practitioner.

Finally, if after the emergency there is no one to look after the person in your care, NCC will make sure that they remain safe until alternative arrangements can be made. This service is available to young carers and young adult carers alike.

To contact the emergency helpline, receive your carer's emergency card, or to find out more, contact Norfolk County Council.

Norfolk County Council

T: 0344 800 8020
TEXT: 0344 800 8011
www.norfolk.gov.uk/carers

Young carers emergency plan

Carers Matter Norfolk and Norfolk County Council can support young carers to put together an emergency plan, so they and their families are better prepared if emergencies happen.

To find out more speak to your local Family Carer Practitioner or contact Norfolk Council Council.

www.youngcarersmatternorfolk.org

ADDITIONAL SUPPORT

Norfolk Swift Response

(Swifts/Night Owls) provide a 24-hour, 365 day a year service which provides help, support, and reassurance if you or the person under your care have an urgent, unplanned need at home. This could be because they had a fall, or if their carer is suddenly taken into hospital and they need help with personal care, meal preparation etc.

There are four teams of two people working in the Swifts/Night Owls across Norfolk at any point in time.

Swifts/Night Owls will attend a person who has fallen, if requested, if the person has not suffered an injury or has any medical symptoms that have been exacerbated by the fall. The team work in pairs and carry special lifting equipment to help make moving people as safe as possible.

Norfolk County Council

Swift Response
T: 0344 800 8020 – Select option 1
www.norfolk.gov.uk/care-support-and-health/start-with-social-care/urgent-help/get-urgent-help-at-home-norfolk-swift-response-team

Message in a bottle

By putting your (and the person under your care's) important information in a plastic container in the fridge and with a special sticker to tell emergency services where to find it, you can help them respond properly if you are taken ill or have an accident. For more information, ask your GP or pharmacy or call Lions Club International.

Message in a bottle

T: 0845 833 9502
E: enquiries@lionsclubs.co.uk
www.lionsclubs.co/Public/

Community Alarm

A new Buddy Button Alarm you can wear is becoming available. In an emergency, the alarm activates your home phone line to call for help. There is a charge for this service.

Breckland and Norwich - Wellbeing Lifeline

T: 01323 644 422

Broadland – Centra Pulse

T: 0300 123 3232

Great Yarmouth – Yare Care

T: 01493 330 369

West Norfolk – Care Line

T: 01553 616 200 – Select option 6

North Norfolk – Care Line

T: 01553 616 200 – Select option 6

South Norfolk – Contact Care Lifeline Alarms

T: 0800 917 4680

MONEY MATTERS



FINDING LOCAL GRANTS AND SUPPORT

Our advisors are always on hand to help you access grants and other support. We may be able to award you a small grant if you're part of a carers' group or are thinking of starting one up.

Funded by Norfolk County Council, this grant aims to improve the support services available to carers across Norfolk. The carers' group must be for carers over the age of 16, caring for people over the age of 18, and more than half the group have to be current carers. The group may also offer spaces for new carers and provide them with a break.

To find out more, call us on our Advice Line **0800 083 1148** or visit our website www.carersmatternorfolk.org.uk



The Norfolk Millennium Trust for Carers

The Norfolk Millennium Trust for Carers is administered by the Norfolk Community Foundation and gives out grants to unpaid carers to provide them and their loved ones with a better quality of life.

The Millennium Trust grant is for practical items like washing machines and wheelchairs, as well as for short breaks and leisure activities which relieve the 24/7 pressures of caring.

Norfolk Millennium Trust for Carers
T: 01603 623 958
E: grants@norfolkfoundation.com
www.wecareappeal.co.uk

The Rank Group and Carers Trust

This is another great source of support for adult carers offering a range of grants for equipment or caring skills, and help to take care of the carers' wellbeing. To find out more, or to apply, contact the Carers Trust.

Carers Trust
T: 0300 772 9600
www.carers.org/grants-and-discounts/introduction

Disabled Facilities Grant

This is a maximum grant of £30,000 that may be available to you from your local council if you need to adapt your home to the needs of a disabled person.

You may want to improve access to rooms and facilities by installing ramps, put in a stairlift, a downstairs bathroom, or adapt heating or lighting. The amount awarded depends on your household income and savings, and your local council will normally want to assess the disabled person's needs.

For more details, you can find your local council's contact details in the Useful Contacts section, page 56.

"With help from Carers Matter Norfolk to access a grant, I could take a weekend away with my husband. It wasn't much but it helped me feel less worn out."

Gloria from Kings Lynn, caring for her mother who has dementia

FUNDING FOR CARE SERVICES

Norfolk County Council can provide funded services to support you and the person you care for if you're found to be eligible for support under the Care Act.

If you are eligible the Council will agree a Support Plan with you. This may include support to access the services in your community, arranging for breaks from caring on a regular or one-off basis, equipment to make caring easier, or leisure activities to reduce stress.

To find out whether you, or they, are eligible, you can find more details in the Carer's Assessment section of this booklet, page 8, or you can call Norfolk County Council.

Norfolk County Council
T: 0344 800 8020
www.norfolk.gov.uk/payingforcare

You can pick up or download a copy of Norfolk County Council's 'Your Guide to Care and Support for Adults', which has the contact details to a range of care services from which you can choose.

Norfolk County Council
T: 0344 800 8020
TEXT: 0344 800 8011
www.norfolk.gov.uk/careservices

UNDERSTANDING BENEFITS

As a carer, you and the person you care for can access financial support. Claiming these benefits can be confusing though and some benefits can affect others. Our advisors can inform you on which benefits are available to you, how to claim, and can guide you through the application process.

If you're interested in this assistance, call us on our advice line, or head to our website to find out more.

Carer's Allowance

This is one of the main benefits available to you as a carer. If you're caring for someone at least 35 hours a week, you may be eligible for Carers Allowance, provided all of the following apply:

- You're 16 or over
- You spend at least 35 hours a week caring for someone
- You're not in full-time education or studying for 21 hours a week or more.
- You don't earn more than the set earnings cap from employment or self-employment (after deductions)
- You're not subject to any immigration controls that would stop you getting benefits

Carer's Allowance is not based on you or your partner's income and capital. However, there's a cap on how much you can earn from work and still be entitled to Carer's Allowance, this will take into account any deductions (i.e. tax, cost of replacement care, and 50% of what you pay into your pension). If you need to pay for care to allow you to continue working, you can include these costs in your deductions.

The person you are caring for must receive one of the following benefits:

- Personal Independence Payment (PIP) daily living component
- The middle or highest care rate of Disability Living Allowance (DLA)
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit, or basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment (AFIP)

You may also be able to claim other benefits, such as an income-related benefit or Pension Credit. If you're pension age and on a low income, you may also be able to claim the Carers Premium of Pension Credit.

If you're claiming benefits such as Maternity Allowance, Contributory ESA or a state pension you might not be eligible for Carer's Allowance, but you should still apply. This is because these other benefits may be paid at a higher rate than Carer's Allowance and you will be paid whichever is the highest.

You should also be aware that claiming Carer's Allowance may affect the benefits that the person you're caring for may be receiving, so you should always check with an advisor before applying. Our advisors can help you apply. Contact them by phone or visit our website for more details.

To apply for Carer's Allowance, go to www.gov.uk or call 0800 731 0297 to request a claim pack.

Carer's Credit

If you don't qualify for Carer's Allowance, but you're caring for someone for at least 20 hours a week, you may still qualify for Carer's Credit, as your income, savings, or investments won't affect eligibility for this benefit. Carer's Credit helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record, and if you're eligible for Carer's Credit, you can get credits to help fill these gaps. This means that you can take on caring responsibilities without affecting your State Pension.

To get Carer's Credit you must be:

- Aged 16 or over, and under State Pension age
- Looking after one or more people for at least 20 hours a week

The person you're looking after must get one of the following:

- The middle or highest care rate of Disability Living Allowance (DLA)
- Attendance Allowance
- Constant Attendance Allowance
- The standard or enhanced Personal Independence Payment (PIP) daily living component
- Armed Forces Independence Payment (AFIP)

MONEY MATTERS

If the person you're caring for doesn't get one of these benefits, you may still be able to get Carer's Credit. Just fill in the 'Care Certificate' part of the application form and get a health or social care professional to sign it.

You don't need to apply for Carer's Credit if you get Carer's Allowance – you'll automatically get the credits. You can also still get Carer's Credit even if you have breaks from caring (up to 12 weeks in a row). A break is any time you spend less than 35 hours a week caring for the other person. An example of a break is if you take a short holiday, or the person you look after goes into hospital. Just make sure to keep the Carer's Allowance Unit updated if you have a break in caring of more than 12 weeks in a row.

Disability Living Allowance (DLA)

Disability Living Allowance (DLA) is a benefit paid to a disabled child or a child with a long term health condition or illness, the rate paid is dependent on the level of help the child needs. The aim of the benefit is to **help with the extra costs** of looking after a child who:

- Is under the age of 16
- Has difficulties walking or needs much more looking after than a child of the same age who doesn't have a disability

To be eligible, this child will need to meet all of these requirements. To find out more, call the Disability Living Allowance helpline or head to the government website.

Disability Living Allowance helpline
T: 0800 121 4600
www.gov.uk

Attendance Allowance

This is a benefit for people of pension age or over who need help looking after themselves because of a long-term illness or disability, which can be either physical and/or mental. The Attendance Allowance helps with the extra costs of this care, and the disability has to be severe enough for the person to be unable to care for themselves, or for someone to need to supervise them for their safety in their daily tasks.

To find out more, or to apply, call 0800 731 0122 or go to www.gov.uk

Personal Independence Payment (PIP)

This is paid to a person aged 16 up to pension age who is disabled or has a long-term health condition (physical or mental), and can be spent however this person chooses. Persons of pension age or over will need to claim Attendance Allowance, and it's worth noting that the PIP is slowly replacing the Disability Living Allowance.

Getting the PIP doesn't reduce other benefits, and may even increase them. The rate will depend on how the person's condition affects them, rather than on the condition itself, and so the person you care for will need to have an assessment to work out the proper level of help for them. The award will then be regularly reassessed to make sure the person you're caring for is getting the right amount of support.

To find out more, or to apply, call 0800 917 2222 or go to www.gov.uk/pip

Universal Credit

A monthly payment that has started to replace income and work-related benefits. If you or the person you're caring for are already receiving tax credits, you won't need to do anything. Just make sure that you continue to claim any benefits you're entitled to and report any changes in circumstances.

To apply, go to www.gov.uk/universal-credit
For help and support call 0800 328 5644



The State Retirement Pension

The amount of state pension you receive depends on your National Insurance contributions and how many years you have paid.

To find out more, call the Pension Service at 0800 731 7898 or go to www.gov.uk/state-pension/overview

RECEIVING HOUSING BENEFITS

If you receive a low income, there are a number of schemes in place to help with paying your rent or mortgage.

Housing Benefit

It's best to contact your district council. You can find their contact details in the Useful Contacts section of this handbook, page 56.

New claims for help to pay your rent must be made through Universal Credit unless you are in supported accommodation such as supported living.

Discretionary Housing Payment

You can also talk to your local district council if you need help paying any rent that is not covered by Housing Benefit or Universal Credit.

MONEY MATTERS

Council Tax Disability Reduction Scheme

You can apply for this if you have to accommodate or adapt your property for a person with a disability.

Discount Scheme

Where there is only one person living in the property you can apply for a 25% discount. There may be other conditions when the 25% reduction may apply please contact your local district council for more information.

Council Tax Reduction Scheme

This has replaced Council Tax Benefit and each local council operates its own scheme to reduce your council tax liability based on low income. Please contact your local district council for more information.

Support for Mortgage Interest (SMI)

You may be eligible for help towards interest payments on your mortgage or on loans if you have had to make certain repairs or improvements to your home. It's paid to you as a loan, which you'll need to repay (with interest) when you sell or transfer ownership of your home. For eligibility details, visit the www.gov.uk website.

SAVING AND MANAGING MONEY

There are now a number of trusts that can assist you if you're struggling with your utility bills (gas, electricity and water).

For more information, contact your utility provider or contact Norfolk's Citizens Advice Bureau.

Norfolk's Citizens Advice Bureau

T: 03444 111 444

E: public@ncab.org.uk

Warm Homes Discount Scheme

You may be able to get £140 off your electricity bill if you're either receiving Pension Credit (Guarantee Credit element) or on a low income. To qualify, the bill has to be in your name and your electricity supplier has to be part of the scheme. Visit www.gov.uk/the-warm-home-discount-scheme or contact your electricity supplier directly.



Winter Fuel Payment

You could also get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 November 1954. To find out more, contact the Winter Fuel Payment Centre on **0800 731 0160**.



Cold Weather Payment

If you're already receiving certain benefits, you may be entitled to a cold weather payment. You don't need to apply for this, as you'll get it automatically if you are eligible.

ADDITIONAL RESOURCES

The Government's Money Advice Service

T: 0800 138 7777

www.moneyadvice.service.org.uk

For credit and access to a range of financial services.

Eastern Savings and Loans Credit Union

T: 0333 600 0690

E: office@esclu.co.uk

www.esclu.co.uk

For advice on personal budgets and welfare benefits.

Equal lives

T: 01508 491 210

E: info@equallives.org.uk

www.equallives.org.uk

Free, confidential, and impartial advice.

Norfolk's Citizens' Advice Bureau

T: 03444 111 444

www.ncab.org.uk

For anyone living in Norfolk can apply.

Norwich Credit Union

T: 01603 764904

www.norwichcreditunion.org.uk

YOUR HEALTH AND WELLBEING



LOOKING AFTER YOURSELF

Like you, many of our advisors have personal experience in caring for other people, so we understand the mental, emotional, and sometimes even physical toll that caring for someone can take on you. By calling our Advice Line on 0800 083 1148, we can guide you through the whole range of solutions and support available to you, whether you're looking for social groups to make friends, are thinking of taking up an activity, or anything else.

All of our advisors are trained to provide emotional support, so they know how to listen, and may help you feel less isolated. If you're an adult and do have emotional issues around caring, we can offer you free counselling by phone, Skype, Facetime, Twitter, or Facebook.

If this is a service you're interested in, you can discuss it with one of our advisors on the Norfolk Carers Matter Advice Line, and they'll be able to make a referral.

If you're in training or at college, or if you're thinking of taking up training or returning to college, you can also talk to your Student Services for information on their student support or wellbeing team. This team can give you advice or support in combining your caring role with your studies.

It's important you let your GP know that you're a carer and to find out how they may be able to support you with such things as more suitable appointment times, the flu jab, health checks, carers' groups, or a referral to other sources of information and support.

PHARMACIES

Pharmacies in Norfolk offer much more than just medicines. They can also help you to look after yourself, make a lifestyle change, or advise you on other services available both within the pharmacy and from other local providers.

Medication

Your pharmacist will always be able to give expert advice on how to use medication and discuss any issues and solutions if you or the person you care for is having any difficulties. They also offer a review of any new medication that may be prescribed.

Medicines Usage Reviews

This is an opportunity to sit down in private with the pharmacist and discuss what you or the person you care for are taking and ensure that they or you are getting the maximum benefit from the medicines. The person you care for must be present if you are discussing their medication and you can accompany them.

Flu Jabs

This service is free of charge and usually runs from October. Flu vaccination is funded by the NHS to help carers stay well over the winter season. You may be asked to sign a declaration to say that you are a carer.

Healthy Living

Many local pharmacies now offer a range of healthy living services; from one-to-one support for quitting smoking to emergency contraception or NHS Health Checks. Ask a member of your pharmacy team or visit www.brochure.norfolklivingwell.org.uk/

Self-Care

If you, or someone you look after, is feeling under the weather ask your pharmacist first. They can give you advice about many common minor illnesses, such as diarrhoea, coughs, headache, travel health advice or sore throats. They can also advise which medicines can be taken together or when you may need to see your GP.

Your pharmacy may also offer home delivery, prescription management, Electronic Prescription Service (EPS) and more. If you have any questions about medications, staying well, or services available from your pharmacy ask your local pharmacy team.

Medicine Disposal

If you have medicines in your home that are no longer needed return them to the pharmacy so that they can be safely disposed of. Check your medicine cabinet regularly for medicines which are out-of-date or no longer needed and never put them in the bin or down the toilet.

The Norfolk Medicines Support Service

For helping people over 18 years old with a GP and who are confused or finding it otherwise difficult to manage their medication particularly when it is important to comply with the dosage. Ask your pharmacist for a referral.

SAFEGUARDING

We all have the right to a life free from abuse and harm. Everyone should feel they are safe, able to make their own decisions and be respected and listened to.

When these rights are abused, some of us are less able to stand up for our rights and protect ourselves.

Abuse can be physical, sexual or psychological (such as threats of harm or abandonment). It also includes modern slavery, self-neglect and financial scamming (theft and fraud).



YOUR HEALTH AND WELLBEING

If you or someone you know may be suffering abuse, contact us straight away. You can remain anonymous if you wish, but please give us as much information as you can. If it's an emergency, call the Police on 999. **You are not alone. We can help.**

Norfolk County Council

T: 0344 800 8020

www.norfolk.gov.uk/care-support-and-health

Norfolk Safeguarding Adults Board

www.norfolksafeguardingadultsboard.info

Norfolk Safeguarding Children Board

www.norfolkscb.org

National Domestic Violence Helpline

T: 0808 2000 247 (24 hours)

www.nationaldahelpline.org.uk/

ADDITIONAL RESOURCES

The Counselling Directory can help you find a local counsellor or therapist.

The Counselling Directory

T: 0333 325 2500

E: info@counsellingdirectory.org.uk

www.counselling-directory.org.uk

A national out-of-hours mental health helpline, a non-emergency email and text service, and an online forum.

SANE

T: 0300 304 7000

www.sane.org.uk

24 hour emotional support to anybody experiencing distress, despair, or suicidal feelings. You can also talk to someone face to face if needed.

The Samaritans

T: 116 123

E: jo@samaritans.org

www.samaritans.org

A free, 24-hour, confidential national helpline for people over the age of 55, offering information, friendship, and advice.

The Silver Line

T: 0800 470 8090

www.thesilverline.org.uk

A range of support for people with common mental health and emotional issues. It's free for anyone aged 16 and over, and you can refer yourself or be referred by your GP, or any other health or social care professional.

Wellbeing Norfolk and Waveney

T: 0300 123 1503

www.wellbeingnands.co.uk

An online, Facebook-based, peer support group for family carers across the UK.

Chill4us

T: 01603 340193

www.chill4uscarers.co.uk

 [Carers/groups/chill4uscarers](https://www.facebook.com/Carers/groups/chill4uscarers)

A listening service and chat room. The helpline is available on Monday and Tuesday, 10am - 4pm while the webchat forum is available 24-hours a day.

Carers UK

T: 0808 808 7777

www.carersuk.org/forum

Details of hundreds of services that can help you to make positive changes to your lifestyle, from quitting smoking to losing weight.

Norfolk's Living Well Service

www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing

A partnership aimed at improving and increasing opportunities for the people of Norfolk to be physically active. They have activities to suit every level in order to encourage everyone to participate in sport and physical activity, and to support people of all ages to lead healthy and active lifestyles.

Active Norfolk

T: 01603 732 333

www.activenorfolk.org

Following this call I was able to take a step back and take care of me!!! Then I was able to re-evaluate the situation and place boundaries in place. I arranged some reflexology for myself and took a six day break. I think, from this experience, and the situation remains the same, I realise the complexity of caring... Thanks so much for the support I received, very grateful indeed."

norfolk's
living well



Local services for a healthier, happier you

Provides details on self-help and support groups for diseases and conditions.

Heron

www.heron.nhs.uk

YOUR HEALTH AND WELLBEING

Age UK Norfolk

Provides a range of services to support older people in later life. They provide respite care and a wide range of facilities and activities at a specially designed centre in Norfolk for people aged over 50. Age UK Norfolk also operate Day Support Clubs and have details of care homes that can accept short-term residents. Their Norfolk Care Home Finder is a free service that can help you choose the right care home for your circumstances.

Age UK Norfolk
T: 0300 500 1217
www.ageuk.org.uk/norfolk/
www.norfolkcarehomefinder.co.uk

.....
"With support from Carers Matter Norfolk, I took up a course of counselling to help me with the emotional side of caring and had a short break to relax and go horse riding."

.....
Joan from Hoveton, who cares for her husband who had a brain haemorrhage

ADDITIONAL RESOURCES

Alzheimer's Society
T: 01603 763 556
E: norfolk@alzheimers.org.uk
www.alzheimers.org.uk

Open Britain
T: 0845 124 9971
E: info@tourismforall.org.uk
www.tourismforall.org.uk

A one-stop shop for accessible tourism in the UK.

Get me out the 4 Walls
E: referrals@getmeout.org.uk
www.getmeout.org.uk

Offers respite breaks and holidays for disabled people and carers.

Revitalise
T: 0303 303 0145
E: info@revitalise.org.uk
www.revitalise.org.uk

Offers short-term respite care for when you need a break.

The Respite Association
T: 01566 783 383
E: help@respiteassociation.org
www.respiteassociation.org

The
Respite
Association



SEEKING WORK

If you've had time out of work to care for someone, you may find the transition back to paid employment a little daunting, but caring can give you skills and experience that employers value.

National Careers Service

This service helps you highlight the skills you have acquired to choose or change your career. They even have a free "Skills Health Check" that can help you decide what jobs might be right for you. The National Carers Service is free and available locally by appointment.

National Careers Service
T: 0800 100 900
www.nationalcareers.service.gov.uk



Work Preparation Support for Carers

This government scheme provides you with the help and support you need to make a successful transition into work. In some cases, you may get assistance to cover the cost of replacement care while you attend interviews or take part in training.

To find out more, go to www.gov.uk/moving-from-benefits-to-work/help-for-parents-and-carers

Council run programmes

Some councils run schemes to help you get back into paid employment. Ask your local council about similar schemes or call us for advice.

.....
"Those attending had different reasons for being out of work - from bringing up children to caring for elderly relatives - and some had not been in paid employment for more than 20 years."

.....
Broadland District Council Choices Programme

YOUR HEALTH AND WELLBEING

JUGGLING CARING AND WORK

Working and caring for someone can be a tricky balancing act. We can put you in touch with organisations that can either help you into work, or explore what alternate care might be available if you need to go to work, or want to take up training, or other learning opportunities.

Talking to your employer

The best way to start is to let your employer know that you're a carer and to ask them whether they have a carers policy and whether they offer counselling services or other support for carers. You can also speak to your union, as they can offer support.

Flexible working

You should also be aware that, as a carer, if you have worked for the

same employer for 26 weeks or more, you have the right to request flexible working arrangements with regard to hours, times, or place of work. You also have the right to take "reasonable" time off for a dependent-related emergency, although this time off may be paid or unpaid, at your employer's discretion, and you'll need to let your employer know as soon as possible.

Unpaid parental leave

You may also be entitled to unpaid parental leave if you are caring for a disabled child under the age of 18 years. Under all circumstances, however, you have the right to legal protection from discrimination at work.

To find out more, contact our Advice Line on 0800 083 1148



PLANNING AHEAD



LOOKING AFTER SOMEONE'S AFFAIRS

By law, health and care professionals always have to assume that an individual can make his or her own decisions, unless a capacity assessment proves otherwise. As a carer, you can only start making decisions for the person under your care if you've already tried, but haven't been able, to help them make their own decisions. Should this be the case for you, there are two options you can put into place.

Lasting Power of Attorney (LPA)

If the person you care for is 18 years of age or over and has full control of their mental faculties, they can apply for a Lasting Power of Attorney (LPA), which names a person by law to act on their behalf. There are two types of LPA, one is to handle someone's personal welfare and the other is to look after their financial matters. There is usually a fee to register an attorney, but the applicant may be entitled to a reduction or exemption, and acting as someone's attorney, or legal representative, doesn't mean that you need any legal experience – it's simply the legal term used within the LPA.

Appointing a deputy

If, on the other hand, the person you're caring for does not have the mental capacity to make decisions about their health, welfare, or finances, you can apply to be a deputy for some, or all, of these decisions. To become someone's deputy, you need to be 18 years of age or over and have completed an assessment for the relevant skills.

TO APPLY, CONTACT:

The Court of Protection
T: 0300 456 0300
E: customerservices@public-guardian.gsi.gov.uk
www.gov.uk/government/organisations/office-of-the-public-guardian

Carers Matter Norfolk can help guide you through this process with information and advice.

Advance Decisions

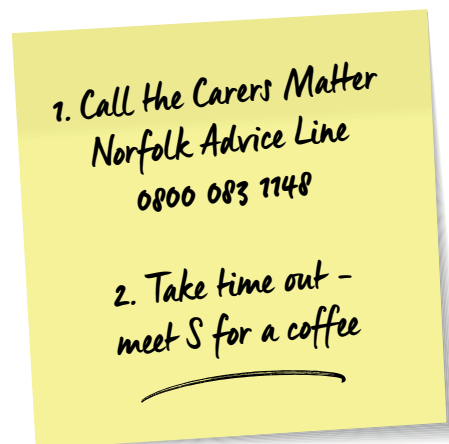
If the person under your care is aware that their mental faculties are or may be deteriorating, they can make legally binding decisions now about the specific treatments they may not want to receive in the future.

Advance Statements

Unlike Advance Decisions, Advance Statements are not legally binding but give the person under your care the opportunity to set out verbally or in writing any wishes or values, such as diet, lifestyle, or religious views which they would like to be respected. This allows you to take their preferences into account as you and others care for them.

Changing locations

If you need to move the person you're caring for into independent, residential, nursing, or sheltered housing, this will come with a number of considerations. You can download a useful checklist for changing care accommodation from our website or you can contact us on our Advice Line. We can also provide more information on LPAs or appointing a deputy, and for advice or help with the paperwork.



ADDITIONAL RESOURCES

Provides advice and support to anyone experiencing mental health problems.

MIND
T: 0300 123 3393
E: legal@mind.org.uk
www.mind.org.uk

A free and confidential service that offers practical help and support.

NHS choices
www.nhs.uk/conditions/end-of-life-care

Age UK Norfolk
T: 0300 500 1217
www.ageuk.org.uk/norfolk

The Cinnamon Trust may be able to help if you own a pet and are taken into hospital or care.

Cinnamon Trust

.....
"It saved me a lot of stress and worry."
.....

T: 01736 757 900
www.cinnamon.org.uk

PLANNING AHEAD

DEALING WITH END OF LIFE

Palliative care services are aimed at making the person in your care as comfortable as possible at the end of their life. You can discuss this person's needs with their GP or other health or social care professional. You can also contact us for details about palliative care services, including local hospices.

Advance Care Plan

This gives the person you're caring for the chance to prepare for their future by writing down their preferences and care preferences for the end of their life. The documents are kept in a **Yellow Folder** called **Thinking Ahead** which the person you are caring for keeps at home and takes with them when receiving treatment elsewhere. The contents can be shared with GPs and other health and care professionals. You can get a copy of the **Thinking Ahead Yellow Folder** from your GP or district nurse.

The ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) plan is an important part of this. It contains personalised recommendations for the clinical care you want to receive in an emergency where the person is not able to make decisions or express their wishes. It is completed through conversations between the person you are caring for and health professionals.

It should be kept in the Yellow Folder so that it is immediately available to professionals such as ambulance crews and out-of-hours doctors. More details can be found on the Norfolk and Waveney Health and Care Partnership's website:

www.norfolkandwaveneypartnership.org.uk

"Tell us Once"

To help you during this difficult time, when the person you've been caring for dies, you'll need to contact a number of organisations to inform them of the death. This can be time-consuming and stressful. To help, Norfolk Council operates a "Tell Us Once" service that can help you get into contact with the necessary central and local government departments to notify them of the death.

Norfolk County Council
T: 0344 800 8020
www.norfolk.gov.uk/tellusonce

A helpful online service which assists you in contacting a number of banks and building societies simultaneously to notify them the person you've been caring for has died.

Death Notification Service
T: 0333 207 6574
www.deathnotificationsservice.co.uk

ADDITIONAL RESOURCES

Solicitors for the Elderly provide impartial advice.

Solicitors for the Elderly
www.sfe.legal

For a wealth of information about issues associated with death and dying.

Dying Matters
www.dyingmatters.org



The Norfolk Hospice
T: 01485 601700

Bereavement doesn't just start when the person you care for passes away, you may have feelings of regret, fear, anger, denial, despair, depression and guilt when the person you care for, changes from the person you knew before or when you are less able to continue managing your life as you did before due to caring. These feelings are normal. The Advice Line can help you talk through these feelings and can refer you to other services to help support you.



PLANNING AHEAD

COPING WITH BEREAVEMENT

We're here to help you with emotional support if you or the person under your care is recently bereaved. Just call our Advice Line. We can also put you in touch with a range of agencies throughout Norfolk through our website.

Bereavement benefits

You may be entitled to Bereavement Allowance, Bereavement Support Payment, and funeral payments. To find out if you are, contact:

Bereavement Service Helpline
T: 0800 731 0469
www.gov.uk/browse/benefits/bereavement

ADDITIONAL SUPPORT

A free and confidential service that offers practical help and support for older people who are recently bereaved. They also provide a factsheet that can be found on their website.

Age UK Norfolk's Bereavement Advice Service
T: 0300 500 1217
E: advice@ageuknorfolk.org.uk
www.ageuk.org.uk/norfolk/

Support for those bereaved through cancer. Details for local centres are on their website.

Big C Centres
www.big-c.co.uk

Cruse Bereavement Care
T: 0808 808 1677
www.cruse.org.uk

Support for bereaved children and young people.

Nelson's Journey
T: 01603 431 788
E: enquiries@nelsonsjourney.org.uk
www.nelsonsjourney.org.uk

Norfolk County Council also provides a range of care options in Your Guide to Care and Support for Adults. You can call them on the number below or download the guide from their website.

Norfolk County Council
T: 0344 800 8020
www.norfolk.gov.uk/care-support-and-health



YOUNG CARERS AND FAMILIES

THERE ARE THOUSANDS OF YOUNG CARERS AND YOUNG ADULT CARERS IN NORFOLK LOOKING AFTER SOMEONE IN THEIR FAMILY WHO MAY NEED SUPPORT BECAUSE OF ILLNESS, DISABILITY, MENTAL ILL HEALTH OR DIFFICULTIES WITH DRUGS OR ALCOHOL.

YOU ARE NOT ALONE

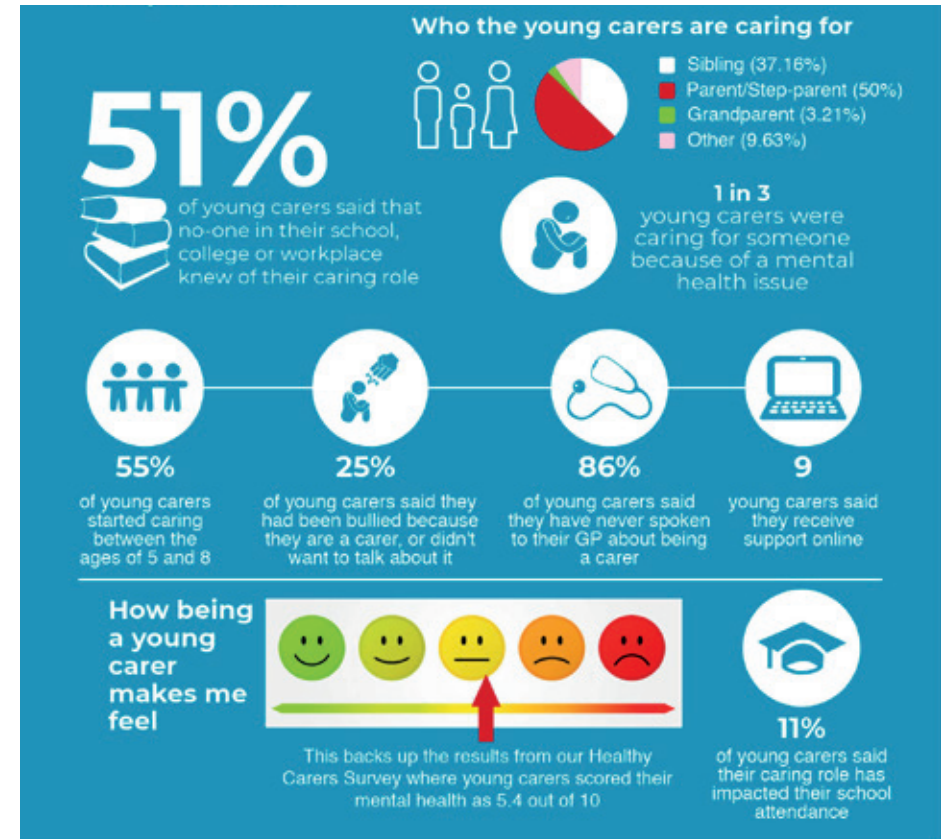


As a Young Carer, here are some things you might do to help:

- > Emotional Support
- > Helping with medication
- > Cooking and cleaning
- > Shopping
- > Supporting with washing and dressing
- > Going to appointments
- > Helping sort out money and pay bills
- > Encouraging, supporting and reminding



IN FACT, IT IS ESTIMATED THAT THERE ARE OVER 20,000 YOUNG CARERS IN NORFOLK.



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YOUNG CARERS AND FAMILIES

YOUNG CARERS (UNDER 18)

Keiran, for example, is 12 and looks after his mum who has a physical disability. He belongs to a Young Carers Support Group.

"I DIDN'T THINK I WAS A YOUNG CARER, I THOUGHT HELPING MUM LIKE THIS WAS NORMAL. NOW I KNOW I AM A YOUNG CARER AND I'VE BEEN ABLE TO GET SOME HELP. I'VE FOUND NEW WAYS TO COPE. IT REALLY HELPED TO TALK IT THROUGH WITH SOMEONE AND I LIKE TO TALK TO OTHER YOUNG CARERS."

If you are a Young Carer your school can help with:

- > Support and guidance for schoolwork
- > Emotional support and wellbeing
- > Signposting for further help

YOUNG ADULT CARERS (UP TO AGE 25)

Emily is 19 and she's a Young Adult Carer from Attleborough.

"MY SUPPORT WORKER ENCOURAGED ME TO DO THINGS LIKE BOWLING. IT'S GOOD TO BE WITH OTHER YOUNG ADULT CARERS - AND WE DON'T ALWAYS TALK ABOUT CARING!"

1 IN 4 YOUNG CARERS REPORT FEELING LONELY IN THE PAST WEEK

HOW DO YOU GET HELP?

Carers Matter Norfolk provides a number of services to support young carers and their families in Norfolk. We can:

- > Advise which local services are right for you
- > Get further support for the person you're caring for
- > Ensure you receive the right support at school or college
- > Help you to understand your rights
- > Connect you with local groups and services
- > Look out for your health and wellbeing

For more information, you can call us on our Advice Line. If you need extra help or guidance, we'll put you in touch with a Family Carer Practitioner in your local area, who'll sit down with you and your family to consider what further support you need.

Our website, www.youngcarersmatternorfolk.org is full of useful information to help you understand what's involved in being a young carer in Norfolk. Plus, if you'd like to talk to someone online, our advisors are here to help through our live chat.

NORFOLK YOUNG CARERS FORUM

For Young Carers and Young Adult Carers aged up to 24, they have the chance to get involved with Norfolk Young Carers Forum. This is a project hosted by Caring Together which enables young carers and young adult carers across Norfolk to have their voices heard both locally and nationally. From planning and running their own campaigns and events, to creating ways to hear from lots of different young carers about what life is like for them and their families, to training up professionals and other young people about young carers. There are lots of ways to get involved, gain new skills and make a real difference.

"SINCE JOINING THE FORUM, IT HAS HELPED WITH MY MENTAL HEALTH AND I HAVE GAINED MORE CONFIDENCE." BETH

1 IN 5 SECONDARY AGED YOUNG PEOPLE ARE YOUNG CARERS. AVERAGE AGE 12

4 IN 10 YOUNG CARERS REPORT FEELING SAD IN THE PAST WEEK

1 IN 12 YOUNG CARERS IS CARING FOR MORE THAN 15 HOURS A WEEK

1 IN 20 MISSES SCHOOL BECAUSE OF THEIR CARING RESPONSIBILITIES

1 IN 2 YOUNG CARERS REPORT FEELING ANGRY IN THE PAST WEEK

Norfolk County Council (NCC) can also help support you and your family.

NCC's main focus is ensuring all children in Norfolk have the opportunity to reach their full potential, meeting their needs as early as possible, so that no child in Norfolk is disadvantaged.

CARE FOR THE WHOLE FAMILY

To make sure the needs of your whole family are met, NCC will carry out a needs assessment.

YOUNG CARERS AND FAMILIES

"THEY ASKED ME AND MY FAMILY ABOUT THE HELP I NEED."

This is part of the council's 'Duty of Care'. The duty of care is a set of requirements that ensures every young carer and family member is given the support they need.

WHAT DOES THE NEEDS ASSESSMENT COVER?

The needs assessment will look at how caring affects you, both physically and emotionally, and how it affects your progress at school, college or work. It will also include how caring affects your social life, friendships and spare time. Your feelings and wants will be taken seriously, along with the needs of your family as a whole. This assessment may lead to plans to support more than one member of your family and could include services and organisations including Children's and Adult's Social Services, your school or college, your Doctor or Nurse or your Support Worker. You can ask for a needs assessment by contacting the local council (NCC).

A needs assessment can help.

"I TALKED TO SOMEBODY ABOUT HOW CARING AFFECTS MY STUDIES, MY RELATIONSHIPS AND MY SOCIAL LIFE!"

THE TRANSITION ASSESSMENT

If you are a young carer approaching 18, the ways in which you receive and access support and services will change. A transition assessment will make sure that you have the right information, options and choices about your role as a carer, help you to plan for the future, and ensure your day-to-day wishes are achievable. You can ask for a Transition Assessment by contacting Norfolk County Council.

Carers Matter Norfolk

T: 0800 083 1148
www.youngcarersmatternorfolk.org

Norfolk County Council Children's Services

T: 0344 800 8020
www.norfolk.gov.uk/care-support-and-health/looking-after-someone/young-carers

www.norfolk.gov.uk/care-support-and-health/get-help-with-looking-after-someone/young-carers

Norfolk Young Carers Forum

T: 01480 499090
E: nycf@caringtogether.org
TWITTER: @NorfolkYCForum
FACEBOOK: /NorfolkYCForum

Talk to your school or college Student Services because they can help you too!



WHAT ARE MY RIGHTS?

1 All Young Carers (under the age of 18) and Young Adult Carers (age 16+) living in Norfolk have the right to an assessment of their help and support needs from Norfolk County Council (NCC). It doesn't matter who you care for, how much, or what kind of care you provide or are planning to provide in the future. If caring is affecting your health, education, friendships or social life ask for a Young Carers Needs Assessment by ringing your local (NCC) Early Help Team.



- 2 Once you ask for a Young Carers Needs Assessment, a member of the Early Help Family Focus Team in your local area will contact you within two weeks to arrange to meet with you and your family. You will be able to talk to the assessor alone, or with someone else there to support you.
- 3 If you or someone in your family needs help and support, the assessor will work with you to create a support plan, guiding you through to what will happen next.
- 4 You'll be given a written copy of the assessment and plan to keep. This is to make sure everyone knows, and is doing, what they agreed. The plan will include a date for a review to make sure the help and support is still working for you and your family.
- 5 Your privacy will be respected, and only people who need a copy of the assessment and plan will have one.

YOUNG CARERS AND FAMILIES

QR CODES FOR QUICK SUPPORT

Carers Matter
Norfolk



Childline



ChatHealth



Young Minds



Young Carers
Matter



Carers Matter Norfolk

T: 0800 083 1148
www.youngcarersmatternorfolk.org

Norfolk County Council

T: 0344 800 8020
www.norfolk.gov.uk

Norfolk Young Carers Forum

T: 0345 241 0954
www.nycf.org.uk

To find your Local NCC Early Help Team:

T: Breckland - 01362 654515
T: Norwich - 01603 224101
T: Broadland - 01603 217612
T: South - 01508 533933
T: East - 01493 448188
T: North - 01603 217612
T: West Norfolk & Kings Lynn - 01553 669276

HANDY NUMBERS & CONTACTS

Emergency numbers

Fire, Police, Ambulance: 999
Non life-threatening medical: 111
Non-emergency Norfolk Police: 101

Carers Matter Norfolk

T: 0800 083 1148

Open 24 hours and for emergencies (in case of a serious emergency call 999)

Norfolk County Council Adult and Children's Social Services

T: 0344 800 8020

Urgent and/or unexpected care of an adult, aged over 18.

Norfolk Swift Response

T: 0344 800 8020 – Select option 1

A helpline for young people.

Childline

T: 01480 499090

Support for if you're affected by someone else's drug, substance, or alcohol misuse.

Matthew Project: Unity

T: 01603 216420
T: 0800 970 4866

www.matthewproject.org/unity

Talk to your school or college student services because they can help you too!

Mental Health

Text YM to 85258
www.youngminds.org.uk

Wellbeing Service – Mental Health

T: 0300 123 1503

NHS approved text messaging service for 11-19 years old.

ChatHealth Norfolk

TEXT: 07480 635060



GYGYC

We're there because we care!



The Benjamin Foundation



USEFUL CONTACTS



If you've found this handbook useful, have feedback for future editions, or want more copies please get in touch with us:

Carers Matter Norfolk
T: 0800 083 1148
E: info@carersmatternorfolk.org.uk
www.carersmatternorfolk.org.uk

EMERGENCIES

ICE (In Case of Emergency) – use this smartphone app to store your emergency and next-of-kin details.

Fire, Police, Ambulance – in case of an emergency, dial 999 Non life-threatening medical: 111 Non-emergency Norfolk Police: 101

Open 24hrs and for emergencies. You will need to give details of the next-of-kin of the person you care for.

Norfolk County Council's Adult and Children's Social Services
T: 0344 800 8020

Samaritans
T: 116 123

SAMARITANS

LOCAL COUNCILS

Breckland
T: 01362 656 870
www.breckland.gov.uk

Broadland
T: 01603 431 133
www.broadland.gov.uk

Great Yarmouth
T: 01493 856 100
www.great-yarmouth.gov.uk

King's Lynn and West Norfolk
T: 01553 616 200
www.west-norfolk.gov.uk

North Norfolk
T: 01263 513 811
www.north-norfolk.gov.uk

Norwich
T: 0344 980 33 33
www.norwich.gov.uk

South Norfolk
T: 01508 533 701
www.south-norfolk.gov.uk

NATIONAL CARER SUPPORT SERVICES

Confidential information and advice for carers.

Carers Direct
T: 0300 123 1053

Carers UK Helpline
(Mondays & Tuesday, 10am – 4pm)
T: 0808 808 7777
www.carersuk.org

Carers Trust
T: 0300 772 9600
www.carers.org

PHYSICAL AND MENTAL DISABILITIES/DIFFICULTIES

Alzheimer's Society Norfolk
T: 01603 763 556
www.alzheimers.org.uk

Empowering people to live independent lives and remove disability barriers.

Equal Lives
T: 01508 491 210
www.equallives.org.uk

Information and support for sufferers of people with Myalgic Encephalomyelitis and their carers.

M.E. Support Norfolk
T: 07823 407 966
E: mesnorfolk@btinternet.com
www.mesupportnorfolk.co.uk

A mental health charity. Find your local service through the website.

Mind
T: 0300 123 3393
www.mind.org.uk

OLDER PEOPLE

Age UK Norfolk
T: 0300 500 1217
www.ageuknorfolk.org.uk/

A resource for residents, e.g., lunch clubs, outdoor pursuits, financial advice, activities, help around the home.

Norfolk Community Directory
www.norfolk.gov.uk/directory

Parent carers can find advice and support from the Norfolk SEND Local Offer.

www.norfolk.gov.uk/children-and-families/send-local-offer

family voice
norfolk
together improving services



USEFUL CONTACTS

GENERAL

Preventing and reducing loneliness and social isolation.

Better Together Norfolk
T: 0300 303 3920
www.bettertogethernorfolk.org.uk

Information and support for Black, Asian and Minority Ethnic people.

The Bridge Plus
T: 01603 617 076
E: office@bridgeplus.org.uk
www.bridgeplus.org.uk

A directory of services and activities for people in West Norfolk and Swaffham.

LILY
T: 01553 616 200
www.asklily.org.uk

Norfolk LGBT project
T: 01603 219 299
E: info@norfolklgbtproject.co.uk
www.norfolklgbtproject.co.uk

West Norfolk Befriending
T: 01553 763 500
www.wnbefriending.org.uk

Information on volunteering opportunities in Norfolk.

Voluntary Norfolk
T: 01603 614 474
www.voluntarynorfolk.org.uk

ADDITIONAL CONTACTS

For urgent and/or unexpected caring needs.

Norfolk Swift Response
T: 0344 800 8026

A helpline for young people.

ChildLine
T: 0800 1111

A helpline for older people.

Silverline
T: 0800 470 8090
www.thesilverline.org.uk

For mental health/emotional issues.

Wellbeing Service
(Monday to Friday, 8am - 8pm)
T: 0300 123 1503
www.wellbeingnands.co.uk

Support for vulnerable people in a power cut.

UK Power Networks
T: 0800 316 3105
www.ukpowernetworks.co.uk

Carers Matter Norfolk Advice Line
(Monday to Friday, 8am - 8pm,
Saturday 4pm - 8pm and
Sunday 8am - 12 noon)
T: 0800 083 1148
www.carersmatternorfolk.org.uk

Please write any comments or notes here:

GP Name:

GP Number:

Local hospital:

Social/Support Worker:

Emergency contact numbers:



Carers Matter Norfolk

Are you looking after someone in your family or a friend?
We're here to support you, 7 days a week.

Call us on 0800 083 1148

Monday – Friday 9am – 8pm, Saturday and Sunday 10am – 2pm



**In an emergency call 111 (medical)
999 (life-threatening)**

Norfolk Adult & Children Services 0344 800 8020 (24 hour)

Norfolk Swift Response 0344 800 80 26 (24 hour)