

Information for carers - 2019

Do you look after someone?



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Are you a carer?



Are you a carer?

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Are you a carer?



Are you, or is someone you know, providing much-needed care to a family member or friend?

You are a carer if you provide unpaid support to a family member, neighbour or friend. They may need support because they are ill, frail, disabled, or have a mental health or substance misuse problem.

The support you provide could be:

- washing and dressing
- shopping and food preparation
- helping with laundry or housework
- keeping someone company
- helping someone take medication
- emotional support or help managing difficult behaviour
- keeping an eye on someone to make sure they are safe

You are still a carer if you:

- don't live with the person you care for
- are not the only person providing care for someone
- are caring for more than one person
- are not related to the person you care for.

This booklet tells you about the information, advice or support that may be available to you or for the person who you care for.

The information is mostly for adults who are caring for other adults. If you are caring for a child with a disability, you can find out more at:

www.nottinghamshire.gov.uk/care/childrens-social-care/integrated-children-s-disability-service

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Information, advice, and support for carers



Being a carer may affect your health, work, social life, finances, education, or family and personal life. It is important that you know what help is available to help you balance your caring life with a life of your own.

There are a number of local and national organisations that provide support to carers, and Nottinghamshire County Council and local health services may be able to provide additional support.

To find out what is available you can:

- contact the Nottinghamshire Carers Hub
- look up information using the Notts Help Yourself website **www.nottshelpyourself.org.uk**
- contact the Nottinghamshire County Council Customer Service Centre: **0300 500 80 80**

Nottinghamshire Carers Hub

Carers Trust East Midlands provides timely, personalised information and support via the Nottinghamshire Carers Hub to make caring for a loved one easier. The scheme is funded by Nottinghamshire County Council and the local NHS.

The Nottinghamshire Carers Hub can offer:

- information, advice and guidance
- signposting to other organisations
- access to carers groups and drop-ins
- free health and well-being memberships
- access to carers breaks
- free training and caring support
- ‘Carers Smart’ benefits and discounts
- carers grants
- peer support

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Information, advice, and support for carers



To contact the Nottinghamshire Carers Hub

call: **0115 824 8824**

Lines are open Monday to Friday, 9am until 5pm

You can speak to an experienced support worker who will provide a personalised service that meets your individual needs.

email: **hub@carerstrustem.org**

web: **www.carerstrustem.org/hub**

connect:  CTEastMidlands

 @CarersTrustEM

Notts Help Yourself

This website brings together a range of care and support providers with information about activities, events, and groups all in one place.

You can:

- find out what is available for people to improve their health and wellbeing
- access information on housing, carers support, transport and self-help services
- search by location or postcode or by type of support
- search for local groups, activities and support services contact providers.

To find out more go to **www.nottshelpyourself.org.uk**

If you are looking for advice about caring for someone with dementia, you can also access the Nottinghamshire Dementia Carer information website **www.dementiacarer.net**

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Information, advice, and support for carers



Nottinghamshire County Council Customer Service Centre

Customer Service Centre advisers can provide you with information about services for you or the person who you care for. They can also arrange for you or the person you care for to have a further assessment.

Calls cost no more than calls to standard geographic numbers and will also be included in inclusive minutes and discount schemes.

call: **0300 500 80 80** - Monday to Friday 8am to 6pm

email: **enquiries@nottscc.gov.uk**

The NHS provides a national advice and information service helpline for carers, called Carers Direct:

Carers Direct

call: **0300 123 1053**

A care and support guide is available at:

www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/

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Benefits and financial advice



If you are looking for support and guidance on any financial matters or about claiming welfare benefits there are a range of organisations that can help you.

www.gov.uk provides information on benefits and on how to apply for them.

Citizens Advice provide free advice on rights and responsibilities, including benefits and financial advice.

call: **03444 111 444**

visit: **www.citizensadvice.org.uk**

Nottinghamshire County Council's Benefits team can support carers who need advice and information on all issues relating to welfare benefits over the telephone.

Contact Customer Services Centre on **0300 500 80 80** then option 1 followed by option 3 and request a referral to the Benefits Team.

Nottinghamshire County Council's website also provides information about popular benefits and lists local information sources including advice clinics.

Visit: **www.nottinghamshire.gov.uk/care/benefits-and-finance/welfare-benefits**

www.nottshelpyourself.org.uk lists a range of financial organisations that can provide support.

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Carer's Emergency Card



You can apply to Nottinghamshire County Council for a Carer's Emergency Card, free of charge. It is available to carers who are caring for an adult who lives in Nottinghamshire (excluding Nottingham city residents).

The card identifies you as a carer and you can carry it with you. In an emergency, it will alert anyone who finds it that you are a carer and that someone you care for may need assistance.

The card does not give any personal information but instead provides a phone number that anyone can call. This will connect to the Customer Service Centre or to the out-of-hours Emergency Duty Team – this gives 24-hour cover, seven days a week.

When you sign up for the card you can nominate people to be contacted in an emergency to help make arrangements for the person you provide care for. You can also provide other information such as medical details and advice about access to the home. We treat this information with the utmost confidence.

If something happens to you and someone rings the number, our staff will immediately try to contact the people that you have nominated to discuss arrangements regarding the person you care for. If necessary, adult social care staff can help arrange suitable support.

How do I apply for a card?

Complete the online application form at

<https://forms.nottinghamshire.gov.uk/MyServices>

call: **0300 500 80 80**.

We can guide you through the process, send you a card and can answer any questions you have.

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Register as a carer with your GP



There are many benefits to letting the GP practice you are registered with know you are a carer. These include:

- access to a 'carer champion'
- practice staff will be aware of your caring role (reducing the need for you to explain your role each time you contact the practice)
- signposting you to useful information and support
- providing appointments at convenient times
- providing health checks and flu vaccinations for you
- asking the person you look after for permission to share information with you and noting this on medical records
- involving you in planning the care of the person you look after
- the practice may invite you to join their patient participation group to enable you to have your say about services
- being kept up to date about events via text messaging on your mobile phone

To register as a carer, contact your local GP practice.

To find out more about GP services visit:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-referrals.aspx>

For NHS advice for carers:

Carers Direct

call: **0300 123 1053**



Services for carers

Inspire is a Community Benefit Society launched by Nottinghamshire County Council that manages libraries, archives, and provides community learning and cultural services across the county.

Inspire Libraries in Nottinghamshire offer the following services

- **Home Library Service** If you are unable to visit your local library books can be brought to you by an RVS volunteer
- **Reading Well** Nationally recommended books to help you understand and manage your health and wellbeing. The books provide information and advice for people with physical and mental health conditions, their family, friends and carers. There are four different booklists: Reading Well for Mental Health, Reading Well for Long Term Conditions, Reading Well for Dementia and Reading Well for Young People.
- **Memory Lane Bags** Reminiscence kits to encourage interaction and communication with people living with dementia. You can request to collect one from any library
- **Health Hubs** Health and wellbeing information in one place (in larger libraries)
- **Reading, arts, local history, and learning activities** Including regular reading cafes and book groups, IT training, talks, performances and workshops



- **Books** Grab books quickly from our Quick Choice titles. Borrow a Quick Read (short stories by big authors). Listen to an audiobook while on the go (loan charge may apply)
- **Electronic resources** (eResources) Free access to eBooks, eAudio, eMagazines, and eNewspapers online through the library catalogue
- **Mobile libraries** Mobile libraries cover most of Nottinghamshire's villages and are a great alternative if you don't have a local library nearby. Mobile libraries provide books for loan for adults and children, large print books and audiobooks.

Disabled access

Nottinghamshire libraries have been assessed for disabled access. Everyone can use the libraries at ground level. Some libraries are awaiting ramps etc. to reach upper floors. Please ask a member of staff for help if you have difficulty accessing any of the services because of the library layout. Mobile libraries have a lift that can accommodate wheelchair users or people who find steps difficult.

Inspire Community and Family Learning offer courses in Nottinghamshire

- Community Learning & Skills Service (CLASS) offer a range of short courses on health and wellbeing, employment skills and family learning, as well as discrete course for learners with learning difficulties and disabilities. These courses are run across Nottinghamshire in venues local to you e.g. libraries. They are usually 2 hours a week for 6 weeks and are a great way to meet people and gain new skills



How do I find out more?

- Ask at your local library
- Contact Ask Inspire on **0115 804 4363**
ask@inspireculture.org.uk
- Visit the online library catalogue at:
https://emlib.ent.sirsiidynix.net.uk/client/en_GB/nelib
- Find out more about our health and wellbeing resources at: **www.inspireculture.org.uk/reading-information/health-and-wellbeing**

Find out more about courses in your local community

www.inspireculture.org.uk/skills-learning

or follow us on Facebook **www.facebook.com/classlearn**

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Crisis Prevention Scheme



The crisis prevention scheme provides care at home for the person you look after if you can't do so due to an unforeseen temporary crisis. The service is available to adult carers (over 18) who are caring for an adult who lives in Nottinghamshire (excluding Nottingham city residents).

Crisis situations could result from immediate changes in your circumstances, where you are left unable to look after the person you care for safely. These circumstances could include if you are suddenly taken ill, are hospitalised due to illness or accident, a family emergency, including if another family member becomes seriously ill for example.

Care and support will be provided for up to 7 days until alternative arrangements can be made, or for when you are able to return to caring for the person you usually care for.

There is no charge for the service

How do I access crisis prevention?

The Crisis Prevention Scheme is available across all districts and is provided by the Home First Response Service provider. To arrange for this service, you will need to contact the Customer Service Centre on: **0300 500 80 80**



Self-help

If you are feeling tearful, angry or have other symptoms of stress, there are a number of steps you can take to help bring down your stress levels. These include:

- Go out of the room – or right outside if you can – for at least five minutes. Take a deep breath and hold it for a count of three, then breathe out. Repeat again, until you feel more relaxed, but not so often that you feel dizzy
- Relax your muscles. Tense muscles are a physical sign that you are stressed. Training on relaxation techniques is often available locally. Your local healthy living centre or local library may have information about this as well as books or tapes about relaxation
- Don't drink or smoke too much. Alcohol and cigarettes have harmful effects on your body and make you more at risk of the physical effects of stress
- Caffeine can have similar effects on your body as stress, so watch your coffee intake
- Get active. Physical exercise is a simple way to relieve tension. Even a walk to the shops can help reduce your stress levels
- Try to pace yourself and tackle one thing at a time. Be realistic about what you expect of yourself. Learn to say “no” to other people, some of the time at least.



How can I look after myself?

- Try to stay healthy
 - Eat healthily
 - Get enough rest
 - Do regular physical activity
 - Look after your general health and wellbeing
- Share your feelings with someone you trust
- Learn a relaxation technique
- Take a break
- Make time for yourself
- Try to be organised
- Be realistic about what you can do
- Make sure you have all the information you need
- Information about medical treatment
 - The person I am caring for wants me to know about their treatment
 - The person I am caring for is too unwell to make decisions, or may be too unwell to make them in the future
 - The person I am caring for does not want me to know about their treatment
- Find positives in your relationship
- Support the independence of the person you care for
- Make a crisis plan

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Self-help tips for Carers



Useful Links:

<https://www.nottinghamshire.gov.uk/care/adult-social-care/carers/support-for-carers>

<https://www.carersuk.org/help-and-advice/health/looking-after-your-health/>

<https://www.mind.org.uk/media/859562/how-to-cope-as-a-carer-2014-.pdf>

<https://www.mariecurie.org.uk/help/support/being-there/helping-someone-cope/dealing-with-feelings>

<https://www.alzheimers.org.uk/news/2018-06-22/carers-people-dementia-struggling-silence>

<https://www.nopanic.org.uk/help-for-carers/>

<https://www.sueryder.org/how-we-can-help/someone-close-to-me-has-died/advice-and-support/coping-as-a-carer>

<https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/>



What is safeguarding?

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, whilst making sure that the adult's wellbeing is promoted, including consideration of their views, wishes, feelings and beliefs in deciding on any action.

As a carer, you may look after a relative or friend who may be older and frail, or have mental health difficulties, long-term illness, a physical disability or a learning disability.

It could be helpful for you to understand more about Safeguarding in relation to the abuse or harm they can face, what to do if it happens and how to get advice and support as a carer.

It is possible that you as a carer may find yourself being harmed and it could take you a while to realise this is what is happening. Or you may find yourself in a situation where you are the one causing the harm. This could be accidental or in some cases deliberate.

Harm can be unintentional or deliberate. Families all have their own ways of interacting. What may appear abusive to an outsider may be acceptable within a family or friendship. Examples of this include tone and level of voice or words used.

However, behaviour such as constant swearing or shouting that undermines another person or makes that person feel undervalued is harmful. Forms of abuse and or harm could be physical, sexual, psychological, discriminatory or financial. It could also be self-neglect or organisational abuse, where the abuse is a result of the way a service or organisation is run. Abuse might also be linked to modern slavery or domestic abuse.



What to do if you, the carer, is being abused

Carers can be abused. Sometimes it is difficult to acknowledge that you are being abused, especially if it is by the person you care for.

You may:

- have got used to it
- think they do not mean it or they don't know what they're doing
- worry that you may be separated from the person you care for.

A carer who is isolated and not getting any practical or emotional support from anyone can be at greater risk of harm. Carers can access advice services and may be entitled to support with their caring role. It is normal to sometimes feel you can't cope.

The first step to getting help is to contact the Carers Hub service as detailed in section 1 of this booklet - sometimes all you need is someone to talk to.

Alternatively you can contact Nottinghamshire's Multi Agency Safeguarding Hub (MASH) on **0300 500 80 80** to report the abuse. For further information about the MASH please visit **<https://www.nottinghamshire.gov.uk/care/safeguarding/mash>**



What to do if you know or suspect someone is being abused

Some common signs of abuse are:

- multiple bruising or unexplained finger marks
- worsening health or weight loss
- unwillingness to let others have contact with the person being cared for
- shortage of money for no apparent reason.

It is possible that the person you are worried about usually has a variety of these signs due to their condition. However, if they appear worse than normal or are acting differently this could prompt your concerns.

If someone confides in you that they are being harmed or even harming someone, take whatever they tell you seriously and listen carefully. Do not promise to keep it a secret.

Take action and contact Nottinghamshire's Multi Agency Safeguarding Hub on **0300 500 80 80** or visit **<https://www.nottinghamshire.gov.uk/care/safeguarding/mash>** for more information or to make an online referral.



If your caring role is affecting your health or wellbeing, you may want to ask for a carer's assessment from Nottinghamshire County Council. Someone else can request a carer's assessment on your behalf – for example, a doctor, social worker, mental health professional or care coordinator.

The assessment is about you, not the person you care for. It is about the impact on your health, work, social life, finances, education, or family and personal life.

A carer's assessment can be offered in a number of ways:

- you can complete a self-assessment online and then a worker will telephone you to discuss this further
- you can request a telephone assessment with a worker
- you can talk to a worker face-to-face, for example at a social care clinic or in your own home.

After the carer's assessment, we will provide you with information and advice. You may be eligible for additional support, such as help with a break from caring or a carer's personal budget.

You can have a carer's assessment whether or not the person you care for has had a Care and Support Assessment. There is no charge for the carer's assessment or any support provided directly to you. (If the person you care for has a Care and Support Assessment, there may be a charge for some services provided to them.)

To request a carer's assessment:

call: **0300 500 80 80**

visit: **www.nottinghamshire.gov.uk/care/adult-social-care/contact-us**



If you have a carer's assessment, this may identify that you are eligible for additional support such as a Carer's Personal Budget. This is a payment to support you in your caring role or to help you look after your own health and wellbeing.

We will take your individual circumstances into account when we work out a personal budget. Not everyone is eligible and not everyone gets the same amount. A personal budget won't necessarily cover everything you want. We need to make sure that the decisions we make about personal budgets are consistent, fair and based on need. We give priority to carers where there is a significant risk to their ability to continue with their caring role.

A Carer's Personal Budget can be used to pay for equipment, services or activities that will help you to continue caring. Some examples of how this may be used include:

- equipment to help caring - for example a washing machine, dishwasher, or a mobile phone
- home improvements, gardening, domestic help
- help to return to work
- college courses
- driving lessons
- activities that support your health and wellbeing.

The payment is non-taxable and will not be taken into account for benefit purposes.

How do I find out more?

call: **0300 500 80 80**

email: **enquiries@nottsc.gov.uk**



The NHS in Nottinghamshire funds breaks for carers by paying for care for the person who is cared for. This enables the carer to take a short break from caring.

You will need to have a carer's assessment to see if you meet the criteria for an NHS Short Break. This will consider your individual circumstances and needs. Not everyone is eligible for a short break and not everyone gets the same amount of funding.

As NHS Breaks for Carers are funded by the local NHS, they are only available if:

- the person that you care for is registered with a GP practice that is part of a Nottinghamshire Clinical Commissioning Group (not including Nottingham City)
- you are registered with a GP practice that is part of a Nottinghamshire Clinical Commissioning Group (not including Nottingham City)
- you and the person you care for, both reside within Nottinghamshire county (excluding Nottingham City)

The breaks usually take the form of one-off residential or home-based services. Most breaks are arranged through the NHS Carers Breaks administration team, however you may be provided with a direct payment to arrange care services in some circumstances.

If you or the person you care for are registered with a GP in Bassetlaw a direct payment may be made for you to arrange a short break with a provider.

How do I find out more?

- call: **0300 500 80 80**
- email: **enquiries@nottscg.gov.uk**



Nottinghamshire County Council provides help and support to enable people to live independently and safely or improve their quality of life.

We provide some services which you can access at any time, without the need for any type of assessment.

The first place to look is **www.nottshelpyourself.org.uk** which brings together a range of care and support providers with information about activities, events and groups all in one place.

Or you can phone us on **0300 500 80 80** where our advisers can guide you through the options.

Meals at home

County Enterprise Foods provides an award winning service, delivering delicious, great value, hot and frozen meals to home across Nottinghamshire. For more information:

call: **01623 490015**

email: **county.enterprisefoods@nottsc.gov.uk**

web: **<http://countyenterprisefoods.co.uk>**

Handy Person's Adaptations Service

This provides the help and support you may need to keep safe and secure in your home with minor adaptations and small practical jobs. The service is available to people living in Nottinghamshire (except the City of Nottingham) who are either aged 60 or over or disabled.

For more information visit **www.nottinghamshire.gov.uk/care/adult-social-care/help-living-at-home/adapting-your-home/handy-person-adaptation-service**



Connect

Those who have lost a loved one or who have deteriorating health may find that they are struggling with daily life or feeling lonely. The Connect service can help you by finding information about local services, activities and opportunities. If needed, Connect staff can work with you around money issues, housing problems, health management and other things. This short-term support will be tailored to your needs and will focus on achieving what you want in a way that suits you.

If you, or someone you know, might benefit from the advice and support of Connect, contact:

Bassetlaw: NCHA

- <http://www.personalisedsupport.co.uk/Bassetlaw-Connect>
- 0115 844 3541

Ashfield, Mansfield and Newark & Sherwood: Age UK

- <http://www.ageuk.org.uk/notts/our-services/age-uk-connect/>
- 01623 488217

Broxtowe, Gedling and Rushcliffe: Metropolitan

- <https://www.metropolitan.org.uk/support-services/connect/>
- 0115 939 5406



Care and Support Assessment

After exploring the options available, the person that you care for may feel that they need more support. They might need to have a Care and Support Assessment from Nottinghamshire County Council. This will allow them to explain the things they are finding hard to achieve and we will discuss how we might be able to help them. There may be a charge for some services provided, depending on the person's financial situation.

The aim of the assessment will always be to help a person regain or maintain a level of independence. We will carry out the assessment in the most proportionate way depending on their needs, this could be over the telephone or at one of our clinics.

How do I find out more?

call: **0300 500 80 80**

email: **enquiries@nottscc.gov.uk**



There is a range of assistive technology equipment that can help to keep the person you care for independent in their own home and provide you with peace of mind. Monitors and alarms can detect if there is an emergency and alert a carer in the same home or a 24 Hour support centre. There is also equipment to help people to self manage their own care needs. To access this technology, the person that you care for needs to be receiving long term social care support from the Council, or be assessed as being at significant risk of requiring long term support. There is no charge for the equipment, but there is a small weekly charge if it is linked to the Council's 24 hour telecare monitoring centre.

We can offer or signpost you to different types of Technology Enabled Care, including:

Telecare - sensors in the home are linked through a telephone line to a 24 hour monitoring centre and will automatically contact the centre if they detect danger, such as a fire, fall, epileptic seizure, or someone with dementia leaving home very late at night.



Standalone Assistive Technology – this uses similar sensors to telecare, but the alerts go to a short range portable pager unit, which a carer can carry with them at home. The Council also provides standalone devices to help people with significant memory problems to remember to do daily tasks, such as eating, drinking and locking the house at night.

Just Checking – this uses a number of sensors (not cameras) to monitor which rooms a person uses and any times they leave the home. There is also a version of the system which can monitor if household objects are being used, such as the kettle or microwave. This system is typically used for 2-3 weeks to help the Council assess how well a person with dementia or other significant cognitive impairment is managing at home

How do I find out more?

call: **0300 500 80 80** and mention your request is for 'Assistive Technology'

email: **enquiries@nottsc.gov.uk**



Housing with care (formally known as Extra Care housing) allows people to live as independently as possible with the reassurance of support with personal care when needed. It is an extension of traditional supported housing, for people aged 65 and over who want to retain their independence but who would otherwise need long-term residential care.

It offers:

- high quality accommodation
- access to on-site communal facilities
- care staff on site 24 hours a day, 7 days a week
- your own tenancy

Some housing with care schemes include housing for people with dementia and provide specialist care in a community setting.

To live in housing with care accommodation, the person will need to have a Care and Support Assessment and be eligible for care. They must also be assessed as eligible for some financial support towards the cost of care.

What support is provided?

The focus is on supporting independence and enabling people to remain as active as possible. Care staff can offer support with personal care based on individual need such as:

- help with washing, dressing and getting to and from the toilet
- reminders to take medication
- preparing snacks and heating up meals



- shopping
- laundry
- some domestic tasks.

On site staff are not nurses and cannot change dressings or catheters or give medication.

How much does Housing with care cost?

There are three parts to the cost of living in an extra care scheme:

- cost of housing, payable to the housing provider - the cost of buying, renting or shared ownership of the person's home
- service charge, payable to the housing provider - for home maintenance and communal facilities
- care and support costs, payable to Nottinghamshire County Council

Care and support costs will vary depending on needs. The amount required to contribute to the cost of care will depend on your individual circumstances. We will do a financial assessment to work out exactly how much you can afford to pay.

How do I find out more?

Please contact all the customer service centre to speak to someone about housing with care accommodation.

call: **0300 500 80 80**

email: **enquiries@nottscc.gov.uk**



Shared lives supports vulnerable people so they can live as independently as possible in the community.

It is for people who:

- need support to live in the community
- are over 18
- who have had a Care and Support Assessment and have been assessed as eligible for social care services.

This includes people who have:

- a learning disability
- a mental health issue
- a physical disability
- support or care needs due to their age
- other disabilities or impairments which cause them to be vulnerable or at risk.

What support does Shared Lives offer?

Shared lives carers can deliver support in several different ways:

- living in a carer's home: this can be to cover a short-term need (such as providing a break for a family carer) or a longer-term situation
- day-time support: regular support sessions held in the carer's home
- outreach support: the person needing support lives in their own home, a carer provides help as needed.

How do I find out more?

call: **0300 500 80 80**

email: **enquiries@nottsc.gov.uk**



Are you a young carer or do you know someone who is?

Young carers are those who are aged between 5 and 18 years old and who are looking after someone.

As a young carer, you may look after someone in your family, perhaps your mum, dad, grandparent, brother or sister. They may need help because of their illness or disability.

Young carers might help with:

- tasks such as washing, or shopping, dressing or taking medicines
- emotional or practical support
- managing the behaviour of someone
- providing support by 'keeping an eye' on someone.

It can feel good to care for someone, but you might sometimes find things hard to cope with. You may need more time for other things such as hobbies, school or spending time with friends.

Help and support for young carers

If you feel you need more help or support, you can contact the County Council and ask for a Young Carers Assessment. This will look at how caring affects you. After your assessment, you may be offered:

- access to a local young carers support group
- financial assistance to help you attend activities such as school trips or holidays
- help to purchase equipment to support your education, such as books or a computer
- support to attend leisure activities
- opportunities to meet with other young carers
- information about other organisations who may help you.



Help and support for the person you care for

If you are caring for an adult, the person that you care for may feel that they need more support. They might need to have a Care and Support Assessment. This will allow them to explain the things they are finding hard to achieve and we will discuss how we might be able to help.

How can I find out more?

Contact Nottinghamshire County Council to ask for a Young Carer's Assessment – you can do this by phone, by email or through our website. You can do this yourself, or someone else can do this for you.

If you are an adult contacting us about a young carer, please help us to provide the right information by telling us that you are inquiring on behalf of a young carer and telling us if they are caring for an adult or a child.

call: **0300 500 80 80**

email: **enquiries@nottscc.gov.uk**

web: **<http://www.nottinghamshire.gov.uk/care/adult-social-care/carers/support-for-young-carers>**

You can also find out more about support for young carers by contacting Nottinghamshire Carers Hub:

call: **0115 824 8824**

email: **hub@carerstrustem.org**

web: **www.carerstrustem.org/hub connect:**

connect:  CTEastMidlands

 @CarersTrustEM

Useful Contacts for Nottinghamshire

Information and advice for carers	Nottinghamshire Carers Hub 0115 824 8824 www.carerstrustem.org/hub	Nottinghamshire Help Yourself website www.nottshelpyourself.org.uk	Customer Service Centre 0300 500 80 80 enquiries@nottsc.gov.uk
Health information	Carers Direct 0300 123 1053	NHS Care and Support Guide www.nhs.uk/conditions/social-care-and-support-guide	
Financial advice and information	Citizens Advice Bureau 03444 111 444 www.citizensadvice.org.uk	Benefits information www.gov.uk www.nottinghamshire.gov.uk/care/benefits-and-finance	
Equipment to help you look after someone	Help to live at home 0300 500 80 80 nottinghamshire.gov.uk/care/adult-social-care/help-living-at-home		
Carer Wellbeing	Information about activities and training 0115 824 8824 www.carerstrustem.org/hub	Health and Wellbeing reading resources 0115 804 4363 www.inspire.org.uk/reading-information/health-and-wellbeing	
Support networks	Carer Support Groups To find out more about groups local to you 0115 824 8824 www.carerstrustem.org/hub www.nottshelpyourself.org.uk		Rainbow Parents Carers Forum 0115 934 8451 §

Local contact information

Bassetlaw Clinical Commissioning Group

Bassetlaw CCG

01777 274400

www.bassetlawccg.nhs.uk

Bassetlaw CVS

01909 476118

www.bcvs.org.uk

Bassetlaw District Council

01909 533 533

www.bassetlaw.gov.uk

Bassetlaw Action Centre

01777 709650

www.bassetlawactioncentre.org.uk

Health Information

www.bassetlaw-health.co.uk

Single Point of Access (SPA)

01777 274422

Mansfield and Ashfield Clinical Commissioning Group

Mansfield and Ashfield CCG

0300 300 1234

www.mansfieldandashfieldccg.nhs.uk

Mansfield CVS

01623 392444

www.mansfieldcvs.org

Ashfield District Council

01623 450 000

www.ashfield.gov.uk

Ashfield Voluntary Action

01623 555551

www.ashfieldvoluntaryaction.org.uk

Mansfield District Council

01623 463463

www.mansfield.gov.uk

Newark and Sherwood Clinical Commissioning Group

Newark and Sherwood CCG

0300 300 1234

www.newarkandsherwoodccg.nhs.uk

Newark and Sherwood CVS

01636 679539

www.nandscvs.org

Newark and Sherwood District Council

01636 650000

www.newark-sherwooddc.gov.uk

(Some patients live in Gedling District – details listed under Nottingham North and East CCG)

Useful Contacts for Nottinghamshire

Nottingham North and East Clinical Commissioning Group

Nottingham North and East CCG

0115 883 1838
www.nottinghamnortheastccg.nhs.uk

Carers in Hucknall

0115 953 0746 email:
carersinhucknall@yahoo.co.uk

Gedling Borough Council

0115 901 3901
www.gedling.gov.uk

(Some patients live in Newark and Sherwood District or Ashfield Districts – details listed under Newark and Sherwood CCG or Mansfield Ashfield CCG)

Nottingham West Clinical Commissioning Group

NHS Nottingham West CCG

0115 883 5100
www.nottinghamwestccg.nhs.uk

Voluntary Action Broxtowe

0115 917 8080
www.vabroxtowe.org.uk

Broxtowe Borough Council

0115 917 7777
www.broxtowe.gov.uk

Lifeline Personal Alarm Service

Broxtowe Borough Council
0115 917 3358
www.broxtowe.gov.uk

Rushcliffe Clinical Commissioning Group

NHS Rushcliffe CCG

0115 883 7800
www.rushcliffeccg.nhs.uk

Rushcliffe CVS

0115 969 9060
email: admin@rushcliffe cvs.org.uk

Rushcliffe Borough Council

0115 981 9911
www.rushcliffe.gov.uk

Home Alarm Service

Rushcliffe Borough Council
0115 981 3227

Working together



*Bassetlaw
Clinical Commissioning Group*



*Mansfield and Ashfield
Clinical Commissioning Group*



*Newark and Sherwood
Clinical Commissioning Group*



*Nottingham North and East
Clinical Commissioning Group*



*Nottingham West
Clinical Commissioning Group*



*Rushcliffe
Clinical Commissioning Group*