



Do you look after someone?

Getting help and connected as a carer in South Gloucestershire

Information for carers

As your local council, we want to encourage all carers to get the support they want and need as easily as possible.

We are working with our partners in South Gloucestershire's communities so that as many people as possible who give unpaid support to a relative or friend recognise themselves as a carer.

Our role is to link you to useful information and support, and with other carers if you would like that. We have chosen the Carers' Support Centre to support you through information, advice and signposting to other organisations who can help you.

You can use as much or as little of this booklet to help you identify support for your caring role. You can complete it on your own or call The Carers' Support Centre on **0117 965 2200** and arrange for someone to go through it with you.

This pack is split into 4 sections:

Section 1

Helping you find what you need

On pages 4 and 5 are tick lists to help you identify the information or advice you may need. Please tick as many areas that apply to you. You can then follow the colour coding to the information identified on pages 6 – 9.

Money & Housing

Emotional Aspects of Caring

Practical Issues

Activities, Education & Employment

Section 2

Self Reflection

In this section we ask for some information about you and the person you care for.

If you think about what you do on an average day the what I do page may help you.

Section 3

My Plan

You may want to use the plan to help make your caring role more manageable.

Section 4

How caring affects you

This section gives you the opportunity to record more details about the impact your caring responsibility has on you.

The final part is a tick sheet which looks at how often caring affects you.

What happens next?

Please sign the back page and remove pages 11-20 and send to:

FREEPOST RSSU-EZEA-JLLR
The Carers' Support Centre
Vassall Centre
Gill Avenue
Fishponds
Bristol
BS16 2QQ

On receipt of the paperwork someone from The Carers' Support Centre will call you to either arrange a meeting or talk through it with you on the phone. This is to ensure they fully understand your situation and can make suggestions for possible help.

General information and support is available from:

South Gloucestershire Council

Tel: **01454 868007**

You can visit one of the One Stop Shops and speak with a Customer Service Advisor at these locations:

Kingswood

Civic Centre, High Street, Kingswood, BS15 9TR

Yate (access via West Walk)

Kennedy Way, Yate, BS37 4DQ

Patchway

The Patchway Hub, Rodway Road, BS34 5PE

Thornbury

Castle Street, Thornbury, BS35 1HF

NHS South Gloucestershire Clinical Commissioning Group (CCG)

The local GP-led executive group who is responsible for planning and buying healthcare services for the people of South Gloucestershire. Their website provides information and advice on local health services.

Tel: **0117 330 2400**

Web: www.southgloucestershireccg.nhs.uk

Carers' Support Centre

The Carers' Support Centre provides support, information and advice to carers of any age living in Bristol and South Gloucestershire.

Tel: **0117 965 2200**

Web: www.carerssupportcentre.org.uk

Email: admin@carerssupportcentre.org.uk

Address: The Carers' Support Centre, The Vassall Centre, Gill Avenue, Fishponds, BS16 2QQ

WellAware

WellAware has information on more than 4500 health, wellbeing and community groups, organisations, activities and support groups in South Gloucestershire, Bristol and Bath & North East Somerset.

WellAware can help you find out what is available locally that may be of interest to you.

Tel: **0808 808 5252** (freephone)

Web: www.wellaware.org.uk

Write: WellAware, The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ.

Carers Direct

You can call the Carers Direct national helpline on **0808 802 0202** if you need help with your caring role and want to talk to someone about what options are available to you. If they are busy at certain times of day, you can leave a message and they can call you back for free at a time that is convenient to you.

Web: www.nhs.uk/carersdirect

Carers UK

Carers UK is a national charity that helps people who care for family or friends. They provide information and advice about caring. Carers UK also campaigns to make life better for carers and influences policy makers, employers and service providers, to help them improve carers' lives.

Tel: **0207 378 4999**

Web: www.carersuk.org

Money & Housing

- Welfare advice
- Benefits and grants
- Charges for care services
- Housing related advice
- Warm and Well
- Legal advice/making a will
- Extra Care Housing

Use these tick lists to help identify the information and advice you may need (see page 6 – 9 for further details).

Emotional Aspects of Caring

- Support groups
- Wellbeing therapies
- Emotional support
- Domestic violence
- Safeguarding

Practical Issues

- Carers breaks
- Time for Carers
- Message in a bottle
- Carers' Emergency Card
- Telecare and Personal Alarm
- Handy Van service
- WE Care and Repair
- Community Transport

Activities, Education & Employment

- Carers education
- Employment
- Balancing Work and Care
- Active cards
- Leisure centres
- Libraries

Money & Housing

Welfare Advice Partnership

The work of the Welfare Advice Partnership is funded and coordinated by South Gloucestershire Council to improve the lives of all South Gloucestershire residents. The partnerships' shared purpose is to give free, confidential and independent advice so that people know their welfare rights.

Tel: [01454 868007](tel:01454868007)

Web: www.southglos.gov.uk/welfareadvice

The Partners are:

Age UK South Gloucestershire

Tel: [01454 411 707](tel:01454411707)

Web: www.ageuk.org.uk/southgloucestershire

Avon and Bristol Law Centre

Tel: [0117 924 8662](tel:01179248662)

Web: www.ablc.org.uk

Bristol Debt Advice Centre

Tel: [0117 954 3990](tel:01179543990)

Web: www.bdac.org.uk

Citizens Advice Bureau

Tel: [08444 111 444](tel:08444111444)

Web: www.southgloscab.org.uk

North Bristol Advice Centre

Tel: [0117 951 5751](tel:01179515751)

Web: www.northbristoladvice.org.uk

Benefits and Grants

It is vital that you get the best advice about the welfare benefits you and the person you care for may be entitled to. Please call the Benefit Enquiry Line freephone: [0800 882 200](tel:0800882200) or textphone: [0800 243 355](tel:0800243355)

Charges for Care Services

If you receive chargeable services from the council the Finance and Benefits (FAB) Team can advise you about charges and benefits. Tel: [01454 864944](tel:01454864944)

Housing Related Advice

The council has Community Benefit Officers (CBOs) who help to make claiming housing and council tax benefit easier for residents.

Tel: [01454 868002](tel:01454868002)

Email: housingbenefit@southglos.gov.uk

or you can call into a One Stop Shop (see page 3).

Warm and Well

Free independent, impartial and local advice on easier ways of keeping warm and well.

Tel: [0800 500 3076](tel:08005003076) or text Warm to [83010](tel:83010)

Web: www.warmandwell.co.uk

Legal Advice/Making a Will/Power of Attorney

For information about finding a solicitor or making a will, contact The Law Society of England and Wales. Tel: [0870 606 6575](tel:08706066575)

Web: www.lawsociety.org.uk

Extra Care Housing

Extra Care Housing has been designed, built or adapted to meet the care and support needs that its owners or tenants may have now or in the future. It includes access to on site care and support twenty four hours a day and a range of communal areas and activities. To learn more about the schemes in South Gloucestershire you can contact the managers at:

Yate Cambrian Green Court

Tel: [0370 1924 685](tel:03701924685)

Kingswood Falcon Court

Tel: [0370 1924 685](tel:03701924685)

Downend Badminton Gardens

Tel: [01179 560 568](tel:01179560568)

Filton Nutfield House

Tel: [01454 821088](tel:01454821088)

Filton Springfields

Tel: [01934 524463](tel:01934524463)

Emotional Aspects of Caring

Support Groups

Carers groups regularly take place across South Gloucestershire. They are open to all carers so that they can:

- meet other carers
- have a cup of tea and a chat
- pick up information

Some groups are open to all carers and some are for specific carers. e.g. carers with mental health needs.

For further information contact Customer Services at South Gloucestershire Council.

Tel: **01454 868007**

Web: www.southglos.gov.uk

Wellbeing Therapies

The Wellbeing Therapies service is run by trained practitioners. They listen and discuss your problems with you, and can help you find ways of tackling or coping with them.

For access to courses or to talk to someone about the services available:

Tel: **0117 378 4270**

Web: www.lift.awp.nhs.uk/bristolandsglos

Emotional Support

Emotional support is available from the Carers' Support Centre. Their counselling service gives carers the chance to discuss difficult issues in confidence. This can range from talking about loss and changing relationships, to depression and anxiety. They have counsellors who can meet you at a range of venues. Call CarersLine, Tel: **0117 965 2200**

Your GP can also refer you for counselling support – please contact your surgery for further information.

Domestic Violence

Survive

Survive is a locally based agency run by women who care deeply about helping those who are or have been in an abusive relationship. Survive can provide refuge accommodation, emotional and practical support, and services for children and young people. Tel: **0117 961 2999**

Email: info@survivedv.org.uk

Web: www.survivedv.org.uk

Men's Advice Line England (MALE)

MALE provides a confidential line offering support and advice for men in abusive relationships. MALE can sign-post to specialist services providing housing, legal, mental health, child contact and parenting advice. Tel: **0808 801 0327**

Web: www.mensadvice.org.uk

Victim Support

Victim Support is committed to providing victims of crime with recognition, support and information. Local Helpline: **0845 456 6099**

Email: southwest.vcu@victimsupport.org.uk

Web: www.victimsupport.org.uk

Safeguarding is everybody's business

South Gloucestershire's safeguarding procedures aim to safeguard all vulnerable South Gloucestershire residents aged 18 or over. If you are at all concerned call

Tel: **01454 868007**

Email: csodesk@southglos.gov.uk

We have multiple groups and agencies dedicated to working together to safeguard and protect children. If you have ANY concerns about abuse it MUST be reported. To report possible abuse or for general advice please call First Point on **01454 866000**.

If a child or young person is in immediate danger you should ring the police on **999**.

Practical Issues

Carers Breaks

The Carers' Support Centre offers a number of different breaks varying from a few hours to holidays in their static caravans at two sites in England. For more information about charges and availability: Tel: [0117 965 2200](tel:01179652200)

Time for Carers

Provides an opportunity for unpaid carers to take time off from their caring responsibilities. You will need to register and there is an annual fee. For more information Email: time4carers@gmail.com or Tel: [07597 278 204](tel:07597278204)

Message in a Bottle

Provides a source of medical information, which goes in your fridge door in the clearly labelled container provided and includes:

- medical details – prescriptions, allergies, medical conditions, blood group etc
- details of your doctor in case they need to be contacted
- emergency contact details

Bottles are available from most health centres and GP surgeries in South Gloucestershire.

Carers' Emergency Card

The emergency card is a free service operating 24 hours a day, 7 days a week, aiming to give carers peace of mind when away from home. For further information please contact the Carers' Support Centre. Tel: [0117 965 2200](tel:01179652200)

Telecare and Personal Alarm

Telecare offers a range of simple wireless sensors that are designed to help people live safely and independently in their homes. People can request a Telecare service by calling South Gloucestershire Council. If needed, someone from the council will visit

your home and carry out a full assessment. Please be aware charges may apply.

Tel: [01454 868007](tel:01454868007)

Web: www.southglos.gov.uk

Handy Van Service

The Handy Van is a subsidised repairs service available to owner occupiers and private tenants who are either over 60 years old or registered blind or disabled and/or in receipt of disability benefits. Free home safety and security checks can be made on request. There may be a charge for some of these services. Tel: [01454 863 857](tel:01454863857)

WE Care and Repair

We Care and Repair exists to help homeowners over 60 and disabled homeowners of any age. Their support ranges from completing a minor repair to advice on adapting your home. There may be a charge for some of these services.

Tel: [0300 323 0700](tel:03003230700)

Web: www.wecr.org.uk

Community Transport

Aims to provide safe, cost effective, accessible transport to residents and groups. Groups and individuals must register first in order to use the service. There will be a registration charge for groups.

Four Towns & Vale Link Community Transport

Operates in Filton, Patchway, Stoke Gifford, Thornbury and Bradley Stoke to complement the existing transport system.

Tel: [01454 868 529](tel:01454868529)

Kingswood Community Transport

Tel: [0117 961 6016](tel:01179616016)

Green Community Travel

Operates in the Yate, Sodbury and district areas. Tel: [01454 228 706](tel:01454228706)

Web: www.greencommunitytravel.co.uk

Activities, Education & Employment

Carers Education

The Carers' Support Centre provides training to assist carers to gain knowledge and have fun whilst meeting other carers in a relaxed and friendly atmosphere.

Courses vary and topics include practical help with caring such as Moving and Handling, Access to Rights and Benefits, and Personalisation. Tel: **0117 965 2200**

General Education

City of Bristol College

Tel: **0117 312 5000**

Web: www.cityofbristol.ac.uk

South Gloucestershire & Stroud College

SGS Filton switchboard: Tel: **0117 931 2121**

University of the West of England

Tel: **0117 965 6261**

Web: www1.uwe.ac.uk

Employment

Jobcentre Plus

Offers a range of training and financial information for carers wanting to start or restart work at some point. They have personal advisors trained to understand carers' needs who can talk to you about your requirements. There are 3 local offices.

Tel: **0845 604 3719**

Yate: 39 South Parade, Yate, BS37 4BB

Horfield: 1-15 Monks Park Avenue, Horfield, BS37 0UD

Kingswood: 382-386 Two Mile Hill Road, Kingswood, BS15 1AA

Gov.uk

Provides information and advice on government services including employing people. Web: <https://www.gov.uk/browse/benefits/disability>

Balancing Work and Care

A leaflet providing information on the rights of carers and the support services available for those who would like to return to work or who are struggling to balance their caring and working commitments. For further information please contact Customer Services at South Gloucestershire Council. Tel: **01454 868007**

Active Cards

Active cards give access to leisure facilities such as swimming pools, gyms, sports and use of the library service. The pass is issued free of charge from any library or leisure centre. Tel: **01454 868169**

Web: www.activecard.co.uk

Leisure Centres

There are five Active Leisure Centres in South Gloucestershire:

- Bradley Stoke
- Kingswood
- Longwell Green
- Thornbury
- Yate

Tel: **0300 333 0300**

Web: www.activecentres.org

Libraries

South Gloucestershire libraries are more than just about loaning a book. They have the following facilities:

- books and audio books
- information services
- DVDs and music CDs for hire
- language learning packs
- learning opportunities
- free internet access
- newspapers and magazines
- children's school holiday activities

Regular activities and events also take place.

Tel: **01454 868006**

Web: www.southglos.gov.uk/libraries

What I do

You may wish to complete this page to help you identify the amount of caring you do.

	Morning	Afternoon	Evening	In the night
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

About me

Title: (Mr/Mrs/Miss/Ms)	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>	
Full name:		
Date of birth:		
Full address and postcode:		
Email:		
Telephone number:	Home:	
	Mobile:	
	Work:	
GP's surgery:		
I am happy for my GP to be informed that I am a carer:	Signature:	
	Date:	

Disability & Communication Needs

Please tell us about any disability, communication or language needs **you** have and how this affects you:

An interpreter can be arranged to help people who require assistance in written or spoken communications. Please describe your needs

Connecting Carers

Connecting Carers is a free, voluntary and independent service. By applying you can receive a range of information about practical services for carers, including the Carers Emergency Card, confidential telephone helpline, one to one support, training, sitting services and carers support groups. Most of these services are free.

I would like to receive the Carers Newsletter: Yes No

Help us tailor and monitor carers services

Please answer the following optional questions about yourself. The information you supply will help us to better understand the needs of all carers so that we can tailor our support to you. We will also use this information to monitor the services we provide. Responses to these questions will remain confidential. Individuals will not be identified and personal details will not be published.

What is your ethnicity?

Please tick one box only

I am White

- English/Welsh/Scottish/N Irish/British
 Irish Other White group (please specify)

I am of Mixed Ethnic Origin

- White and Asian White and Black African
 White and Black Caribbean Other mixed group (please specify)

I am Asian or Asian British

- Bangladeshi Indian Pakistani
 Other Asian group (please specify)

I am Black or Black British

- African Caribbean Other Black group (please specify)

I am Chinese or other ethnic group

- Chinese Other Ethnic group (please specify)

I am a Gypsy or traveller of Irish heritage

Other (please specify)

What is your religion/belief?

Please tick one box only

- Buddhist Christian Hindu Jewish
 Muslim Sikh Any other religion (please specify)
 No religion Prefer not to say

What is your sexual orientation?

Please tick one box only

- Bisexual Gay man Gay woman/lesbian
 Heterosexual Other/prefer not to say

Do you identify as a transgender person?

- Yes No Prefer not to say

About the person I care for

Title: (Mr/Mrs/Miss/Ms)	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
First name:	
Last name:	
Date of birth:	
Full address and postcode:	
Telephone number:	Home:
	Mobile:
	Work:
GP's surgery:	

The person I care for is (e.g. wife, son, friend, neighbour)

The person you care for has these difficulties/disabilities?

(Please tick all that apply)

- | | | | |
|--|--|-------------------------------------|---|
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Hearing loss | <input type="checkbox"/> Sight loss | <input type="checkbox"/> Mental Health |
| <input type="checkbox"/> Learning Difficulty | <input type="checkbox"/> Elderly frail | <input type="checkbox"/> Dementia | <input type="checkbox"/> Substance misuse |
| <input type="checkbox"/> Vulnerable | | | |

Other (please specify)

I care for more than one person

Self Reflection

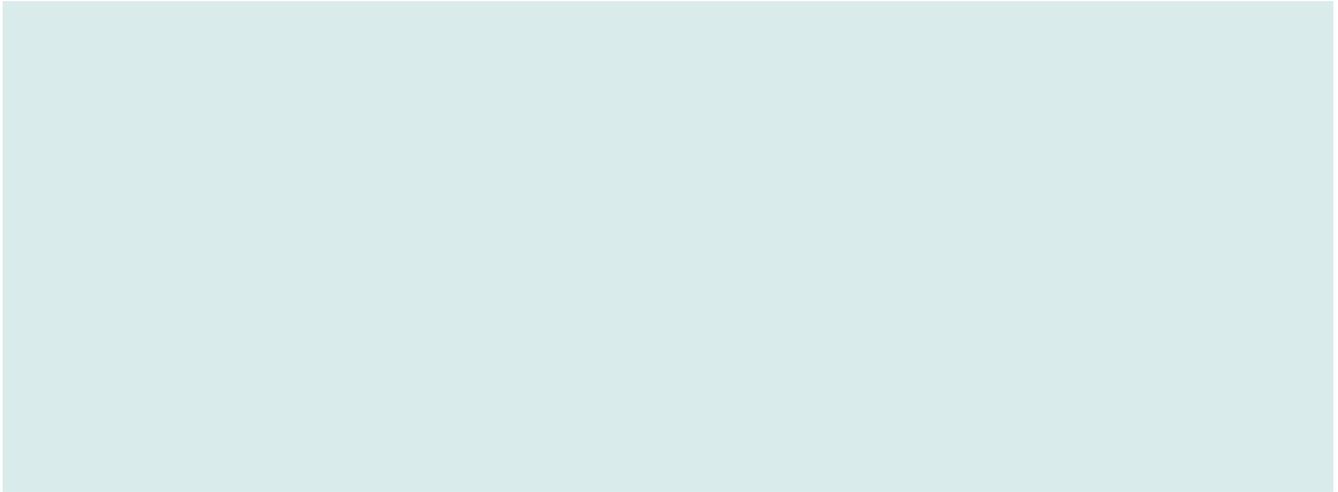
This is your opportunity to think about how you feel things are going for you as a carer

For me, what makes a good day's caring?

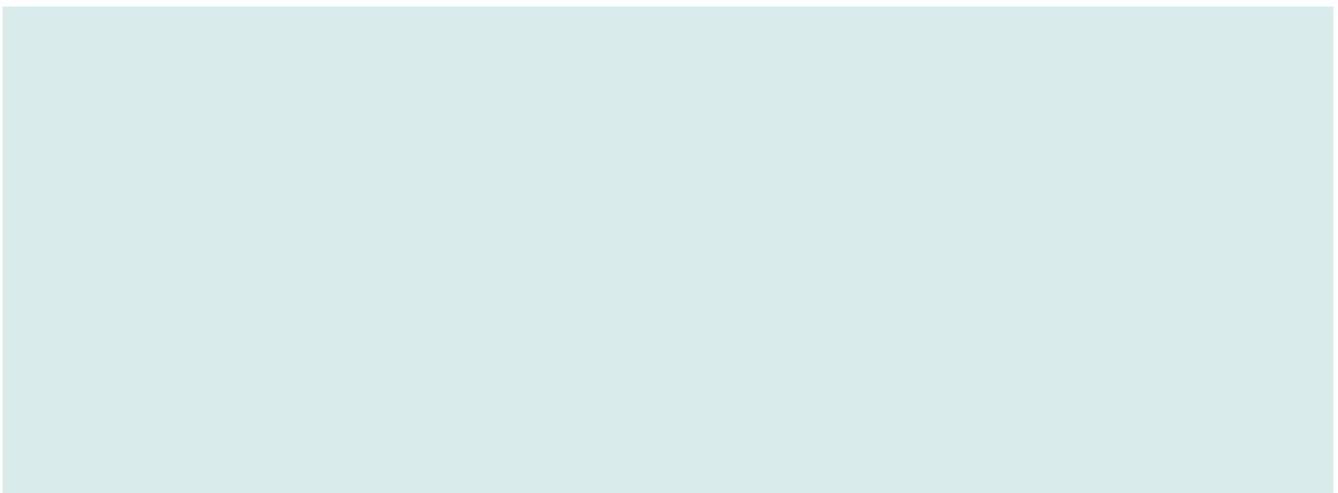
For me, what makes a bad day's caring?

What would make a difference?

What activities have I stopped doing as a result of my caring responsibilities?

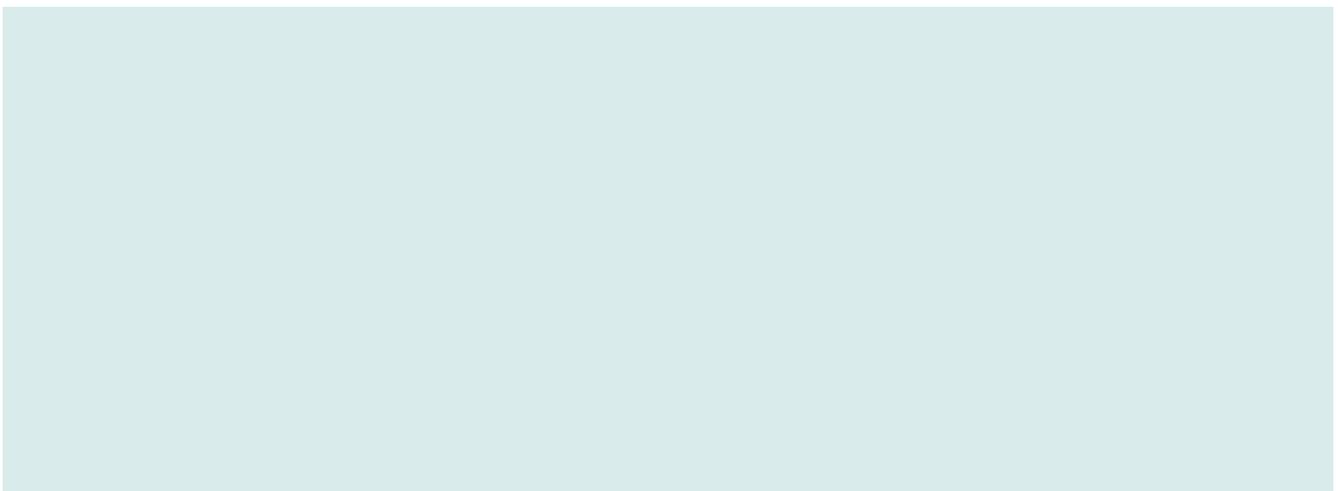


What would help support me in my caring role?



Have I spoken to any other organisations about my caring role? Yes No

What help or advice have I had/trying

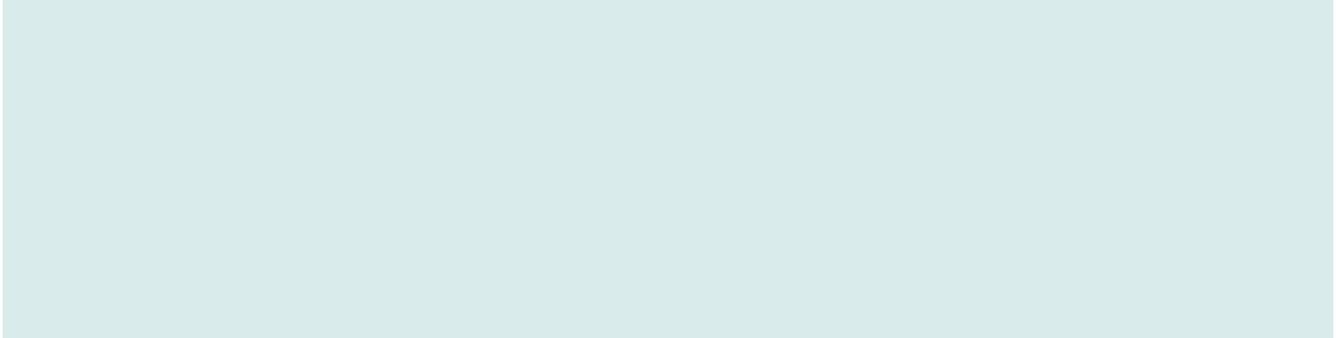


My Plan

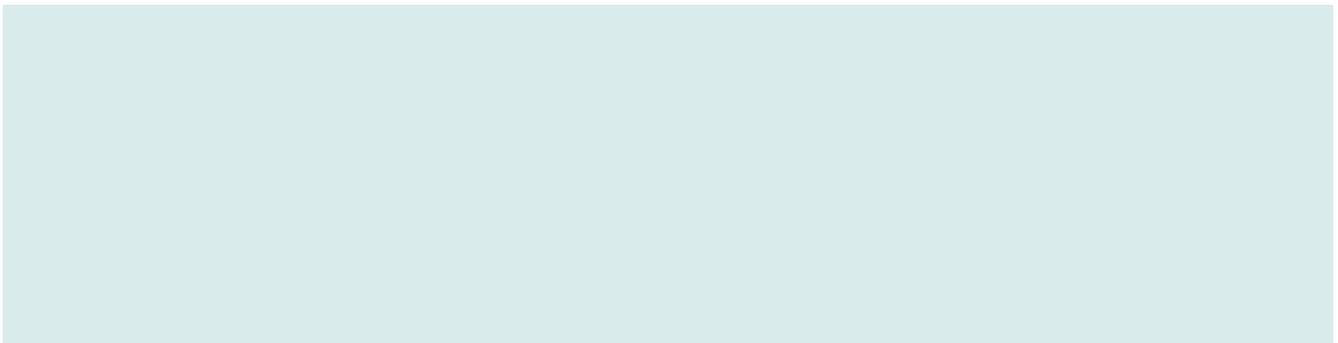
What I want to change	What needs to happen	Who can make it happen	By when
E.g. Time for self 1.			
2.			
3.			
4.			

How caring affects...

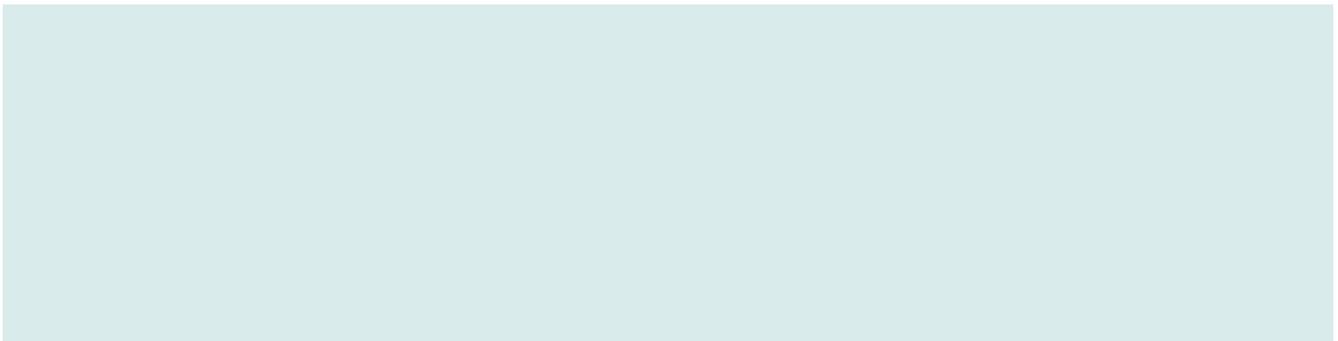
my physical health



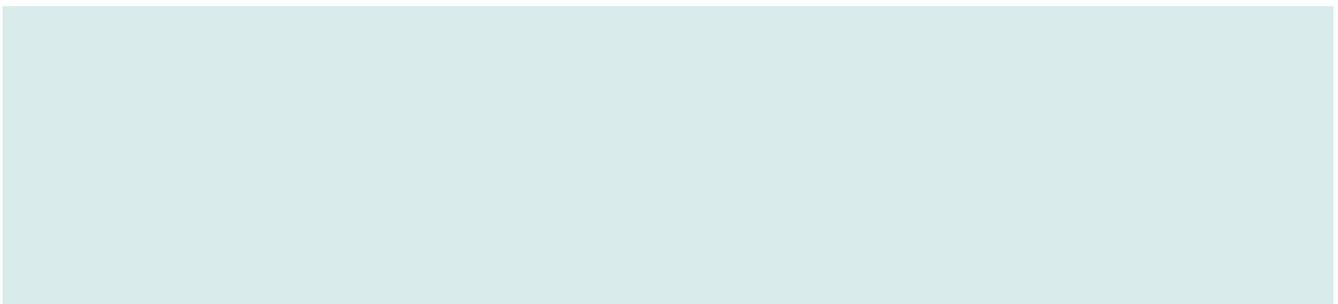
my emotional/mental wellbeing



my everyday tasks and activities



my finances



Section 4

I am attending hospital or in regular contact with health care workers such as therapists, a doctor or nurse for myself: Yes No

I am receiving the Carers' Allowance: Yes No

I would like a financial and benefits check: Yes No

How caring affects my Interests/hobbies

What are my concerns if I leave the person I care for alone for any period of time:

What are my plans for an emergency situation:

My views/thoughts/suggestions about how carers can be better supported:

How often my caring role affects me

	Never	Rarely	Sometimes	Regularly	All of the time
My physical health					
My sleep is disturbed e.g. the person I care for wanders or is incontinent at night					
Caring is a physical strain e.g. lifting					
My emotional/mental wellbeing					
There are arguments about caring					
Some behaviour is upsetting e.g. shouting or violence					
I am upset at how much the person I care for has changed					
I feel completely overwhelmed					
Other parts of my life					
Caring takes up all of my time					
I struggle to maintain my home					
I feel unable to leave the person for any length of time					
Caring limits the support I can give to my family e.g. partner or children					
Caring limits my social life e.g. I don't get to see my friends					
I worry about the future					
I am unable to carry out my interests and activities as a result of my caring role					
My finances					
I worry about paying the bills					

My caring role has affected my job: Yes No Please explain

My caring role has caused financial hardship e.g. I pay for extra heating: Yes No

On average I provide care for **hours a week**

Section 4

The front section is for you to keep.

Your signature

Please sign and date below to indicate that this form is a true representation of your personal circumstances, and that the facts you have given are true to the best of your knowledge.

Full name (please use capital letters):

Signature:

Date:

For office use only

Carer support worker's name

(please use capital letters):

Signature:

Date:

Data Protection

The personal data you provide on this form will be used and shared in accordance with the Data Protection Act 1998. It will be processed by The Carers' Support Centre and sent securely to South Gloucestershire Council. The Children, Adults and Health Department will hold the information and will be used for your assessment as a carer. You may apply to see a copy of this information using the Council's Subject Access Request Form.

Tel: **01454 868009**

Web: www.southglos.gov.uk/dataprotection

Information sharing

Information recorded about you will be shared with South Gloucestershire Council and will be used to support you with the care you provide. This may involve contacting organisations on your behalf that may be able to offer additional support or services.

Do you consent to information recorded about you being shared with other organisations who may be able to offer you additional support or services?

Yes No

Safeguarding

If you provide information in confidence it will be treated as such unless you disclose that you or the person you care for are being hurt, harmed or that health and/or safety is at risk. In this instance the Carers' Support Centre have a duty to alert South Gloucestershire Council.

If you would like this information in a different format or language, please contact: **01454 868009**.

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