



NEWCIS Carers Information Booklet

May 2017



Foreword

Welcome to our 4th edition of the NEWCIS Carers Information Booklet. The booklet has been produced to support carers who care for family members, friends or neighbours and will give you an outline of what our service can offer you.

NEWCIS has been developing services for carers for over 22 years. We are a registered charity and have a board of trustees who are mostly carers or have cared for loved ones in the past.

We currently deliver services in Denbighshire and Flintshire to 8,800 registered carers who receive a regular newsletter to keep them updated about both local and national activities, as well as events and opportunities that may support someone with a caring role.

NEWCIS aims to reach out to more carers during 2016 and beyond as we recognise that changes in services due to the current economic climate are challenging for carers. Our aim is to further develop our services for carers and volunteers and ensure that the one-to-one support that is so valued is maintained.

Currently NEWCIS has 18 carer officers across the two counties who deliver our services to over 2,300 carers per year. This means we continue to be the largest provider of carer services in Wales.

NEWCIS has also increased its fundraising activity over the last two years which has helped us to attract new grants from new funders and heightened our profile within the corporate world.

I hope you find the information in this booklet useful but if you feel you would like to talk to a carer officer about your caring role then please do contact us. We also have a very useful website that may answer your questions at www.newcis.org.uk and you can find us on Twitter and Facebook @NEWCISCC.

Thank you for your continued support.

Claire Sullivan
Chief Executive Officer
NEWCIS

It is with great pleasure and pride that I am able to give a short foreword for the new edition of Time to Care. What a joy it has been to see the new company up and running for a very successful year. We formed a board of trustees immediately prior to the inauguration of NEWCIS and I would like to thank all the trustees who were prepared to sit on the board. We are lucky to have people with diverse knowledge which has helped to move us forward in a very satisfactory manner.

But here I would like to mention the staff, of both Denbighshire and Flintshire, and congratulate them all on doing such a grand job providing the numerous services which I know are not only the backbone of the company but also critical for the many carers who use the service.

And last but by no means least, thanks must go to the CEO of the company. Thanks to her excellent lead and the support of her staff, NEWCIS Ltd has not only stood on its own feet but grown and is continuing to do so.

Beth Taylor
Chair
NEWCIS Board of Trustees

Mission Statement

“For all North Wales unpaid family carers and volunteers to be properly supported and valued in their caring and volunteering roles and provided with a voice, opportunity and choices, to lead a more fulfilling life.”

The Social Services and Well-Being Act (Wales) 2014 defines a carer as someone who provides or intends to provide care for an adult or disabled child.

Anyone who is supporting someone on a regular basis is a carer. Many carers do not recognise themselves as a carer and neglect their own health, education and social needs, juggling paid work and/or the demands of other family alongside their unpaid role as a carer.

NEWCIS delivers a wide range of information and support to adults caring for a person in Denbighshire and Flintshire. The services we provide are free and confidential. We also refer or signpost on to specialist services provided by other organisations. NEWCIS is an independent charity and a member of Carers Trust.

- NEWCIS provides relevant, timely information relating to your caring role and can offer a home visit to provide an assessment of your role.
- NEWCIS produces a quarterly carers' newsletter.
- NEWCIS facilitates support groups and a weekly drop in as well as male carer groups.
- NEWCIS runs a training programme for carers in four key areas: practical skills, emotional support, leisure/hobby activities and employment support. Courses include Moving and Positioning, First Aid, Stress Management, Learn to Paint and IT.
- NEWCIS organises events throughout the year to inform carers about their rights and the services available to them.
- NEWCIS offers a range of activities to holistically support carers' well-being.
- NEWCIS provides a voice for carers and facilitates the Carers Consultation Network, representing the views of carers in planning and developing carer services, both locally and nationally, with partners in statutory and voluntary organisations.
- NEWCIS provides volunteer opportunities for carers and members of the public.
- NEWCIS provides carers needs assessments on behalf of the local authority.
- NEWCIS offers advocacy, carer breaks, activities, events, volunteering, counselling and benefits advice through the Carer Well-being Project funded by the Big Lottery People and Places grant.

Social Services and Well-Being Act (Wales) 2014

The Act repeals the majority of existing community care legislation including:

- The Carers (Recognition and Services) Act 1995
- The Carers and Disabled Children Act 2000
- The Carers (Equal Opportunities) Act 2004
- The Carers Strategies (Wales) Measure 2010

The Act has a big focus on well-being and places a new duty on local authorities and health boards to promote an individual's well-being, including children, adults in need and carers. They are to assess the need for care and support in their area, the needs of carers and whether those needs are being met. Local authorities will also have a duty to provide a range of preventative services.

If a local authority or local health board determines that a person's needs meet the eligibility criteria then the authority must:

- Consider what could be done to meet those needs.
- Consider whether it would impose a charge for doing those things and, if so, determine the amount of that charge.

Unlike the previous legislation there is now a specific legal duty to meet the needs for support of a carer following a carers assessment, with three conditions (residency of cared for person, eligibility criteria and charging).

Carer Assessments

A carer assessment is not about judging the way you are caring for someone but about looking at what support you may need. Carer assessments apply to carers of any age and must include:

- Whether the carer is able/willing to care.
- The outcomes the carer wishes for in day-to-day life.
- Whether the carer works or wishes to participate in education, training or recreation.

If you are caring for a disabled child your needs should be taken into account as part of the Children's Assessment Framework, but for those parent carers who meet the criteria for the Children's Integrated Disability Service an additional carers assessment can also be completed.

If you wish to have your needs as a carer assessed, please contact either NEWCIS or Social Services:

Flintshire

NEWCIS – 01352 752525

Social Services for Adults – 01352 803444

Social Services for Children – 01352 701000

Denbighshire

NEWCIS – 01745 331181

Denbighshire County Council Single Point of Access (SPOA) – 0300 456 1000

Carers and Employment

Over three million people in the UK combine work with caring responsibilities. A carer needs assessment must take into consideration whether a carer works or wishes to work. All employees have the legal right to request flexible working, not just parents and carers.

To find out more about your legal rights around flexible working, see GOV.UK's information on flexible employment (www.gov.uk). The Employers for Carers website (www.employersforcarers.org) looks at flexible working and wider issues facing carers who want to work.

NEWCIS set up the Carer Friendly Employer Recognition Standards in conjunction with several other partners in North Wales. The standards give guidance and support for organisations to introduce a carer policy within their workforce.

Money Matters

Many carers fail to claim their correct benefit entitlement. It is worthwhile having a benefit check to ensure you are not missing out on valuable income.

To claim Carer's Allowance you must be:

- Aged 16 years or over.
- Caring for someone who is in receipt of Personal Independence Payment (daily living component), Disability Living Allowance (the middle or highest care rate), Attendance Allowance, Constant Attendance Allowance or Armed Forces Independence Payment.
- Caring for one person for at least 35 hours a week.
- Not earning more than £110 a week (after taxes, care costs while you're at work and 50% of what you pay into your pension).
- Not in full-time education or studying for more than 21 hours a week.

Welfare Reform Act 2012

The changes brought about by the Act are to the working-age benefits system and will only affect people who are aged 16-64.

Disability Living Allowance is being replaced by Personal Independence Payment and the new Universal Credit system will become one single payment that replaces:

- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child or Working Tax Credits
- Housing Benefit

Carer's Allowance is not part of the reform and will remain the same. Working-age carers who receive a carer premium as part of a means-tested benefit, such as Income Support, will have their benefits moved onto Universal Credit, which will include an additional amount for carers.

Where to get help

Flintshire

Welfare Rights – 01352 703561

www.gov.uk

Citizens Advice Bureau Adviceline – 0844 477 2020

www.adviceguide.org

Denbighshire

Citizens Advice Bureau

Rhyl – 01745 334568

Denbigh – 01745 814336

Ruthin – 01824 703483

Volunteering with NEWCIS

Being a charity, NEWCIS has a number of volunteering opportunities with a range of differing roles. Where possible, a volunteering role with NEWCIS is adapted to suit your individual caring role. Contact NEWCIS Flintshire on 01352 752525 or NEWCIS Denbighshire on 01745 331181 for an informal chat.

Fundraise with Us

Donations and fundraising both big and small enable NEWCIS to enhance the services we provide across Denbighshire and Flintshire. Carers, volunteers, past carers, family, employers are all welcome to join us in the many fundraising opportunities we have throughout the year. If you would like to hold a fundraising event or have any creative suggestions for us please contact us. NEWCIS accepts donations in support of our charity shop.

Moving On

The time may come when your caring role ends or changes. There may be a number of reasons for this. NEWCIS can provide support during the early days when this happens. You may want to continue your involvement with NEWCIS and to carry on attending carer groups or the drop in. NEWCIS can also offer bereavement support.

When the time is right you may decide to move on and pursue new interests, undertake voluntary work or access education or employment opportunities. You may wish to volunteer with NEWCIS; if so, contact us on 01352 752525 or 01745 331181 to find out about the range of volunteering opportunities.

Please consider NEWCIS when you are planning your will. Even a modest donation creates an ongoing legacy providing valuable support for carers in this area. Please don't hesitate to contact us if you would like to know more about NEWCIS or how you can leave a lasting legacy in the most efficient and effective way.

Young Carers

A young carer is a person under the age of 18 whose life is in some way restricted because of the need to take care of a sick or disabled relative. Young carers undertake a wide range of domestic tasks and responsibilities as well as having to provide nursing care, personal care and emotional support.

The effect this can have upon a young person's life often goes unrecognised by professionals and families alike. Many young carers are disadvantaged in terms of their educational, social and personal development and few have the time or energy to simply have fun. Young carers often feel unable to discuss their problems due to loyalty and fear of the consequences.

Young carers could be in any family. They may be taking responsibility for a parent, grandparent, sibling or any other family member.

What help is available?

Young carer projects offer support to young carers in a variety of ways:

- Ensuring young carers have some opportunity to be free of caring responsibilities.
- Ensuring equality of opportunity for young carers.
- Raising awareness of young carers' issues.
- Providing family based support and advocacy.
- Acting as a coordinator of services where appropriate.
- Providing information to young carers and their families.
- Providing social and leisure activities.
- Providing practical and emotional support.

For further information contact your local young carer project on:

Denbighshire – 01597 829127

Flintshire – 01352 755422

Useful Contacts in Flintshire

Action for Children

01352 759597

www.actionforchildren.org.uk

Age Connects North East Wales

08450 549969

www.acnew.org.uk

Alzheimer's Society

01352 700741

www.alzheimers.org.uk

Barnardo's Young Carers

01352 755422

www.barnardos.org.uk

British Red Cross

01352 718374

www.redcross.org.uk

Care and Repair

01352 758700

www.careandrepair.org.uk

Citizens Advice Bureau

0844 477 2020 / 0344 477 2020

www.flintshirecab.org.uk

Daffodils

01352 250147

Flintshire Advocacy Service

01352 759332

www.flintshireadvocacy.co.uk

Hafal

Karen Jones – 07813 658032

Janet Fletcher – 07966 017647

Head Office – 01792 832400

www.hafal.org

Flintshire Mind

01352 757637

www.flintshiremind.org.uk

Neuro Therapy Centre

01244 678619

www.neurotherapycentre.org

Social Services for Adults

01352 803444

www.flintshire.gov.uk

Social Services for Children

01352 701000

www.flintshire.gov.uk

Stroke Association Wrexham & Flintshire

01978 725182

www.stroke.org.uk

Welfare Rights

01352 703561

www.flintshire.gov.uk

Useful Contacts in Denbighshire

Age Connects North Wales Central

01745 816947

www.ageconnectsnwc.org

Alzheimer's Society

01745 343026

www.alzheimers.org.uk

British Red Cross

01745 833111

www.redcross.org.uk

Citizens Advice Bureau

Rhyl – 01745 33456

Denbigh – 01745 814336

Ruthin – 01824 703483

www.citizensadvice.org.uk/local/denbighshire

Care and Repair

01745 814484

www.careandrepair.org.uk

Denbighshire Single Point of Access (SPOA)

0300 456 1000

www.denbighshire.gov.uk

Hafal Denbighshire

Family Support Services

07760 661762

www.hafal.org

WCD Young Carers (Wrexham, Conwy & Denbighshire)

01597 829127

Vale of Clwyd Mind

01745 336787

www.valeofclwydmind.org.uk

National Contacts

Age UK

0800 169 6565
www.ageuk.org.uk

Al-Anon
020 7403 0888
www.al-anonuk.org.uk

Carers Trust
0844 800 4361
www.carers.org

Carers Trust North Wales Crossroads Care Services
01492 542212
www.nwcrossroads.org.uk

Carers Wales
0800 808 7777
www.carerswales.org

Community Advice and Listening Line
0800 132 737
www.callhelpline.org.uk

Contact a Family
0808 808 3555
www.cafamily.org.uk

Cruse Bereavement Care
0844 477 9400
www.crusebereavementcare.org.uk

Dan 24/7
0808 808 2234
www.dan247.org.uk

Deaf Blind UK
0800 132 323
www.deafblind.org.uk

Employers for Carers
020 7378 4956

www.employersforcarers.org

National Youth Advocacy Service

0300 330 3131

www.nyas.net

Warm Homes Nest Scheme

0808 808 2244

www.nestwales.org.uk

Samaritans

08457 90 90 90

www.samaritans.org

Parkinson's UK

0808 800 0303

www.parkinsons.org.uk

The Silver Line

0800 470 80 90

www.thesilverline.org.uk

Wales Dementia Helpline

0808 808 2235

www.dementiahelpline.org.uk