

Social Services

Essential Guide for Carers



May 2023

ESSENTIAL GUIDE FOR CARERS - INFORMATION LEAFLET

Mae'r ddogfen hon ar gael yn Gymraeg / This document is available in Welsh

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AUTHOR	Naomi Harper
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ARE YOU A CARER?

Do you look after somebody who couldn't manage without you?

A "carer" is someone who provides or intends to provide care to family or friends/neighbours who could not manage without this support. This could be caring for a relative, partner, child or friend who is ill, frail, disabled or has mental health or substance misuse problems. All the care they give is unpaid.

Anyone can become a carer. Carers come from all walks of life, all cultures and can be any age. Many feel they are doing what anyone else would in the same situation, looking after their mother, son, or best friend and just getting on with it.

Caring can have a big impact on your life, and this may increase as time goes by. So, it's important that you know there is support out there to help you care for someone you love. This doesn't always mean someone else will provide paid care instead of you, it can mean just having someone to talk to, support to understand what your options are in terms of supporting your income if you have to stop work or allowing you to have a much-needed break.

Many individuals, when they begin to look after another person, do not necessarily consider themselves as a carer. The task they undertake is often carried out because of the love and respect they have for the person they care for or in friendship for another person they know well. For many it will be a gradual process, or it could happen when you least expect it. For others it may come with the birth of a disabled child and will bring about a lifetime of caring. Whatever your situation there is support out there for you and we hope that by reading this guide it will help you know where to find it when you need it.

You may also be a young carer a person under the age of 18 caring for a family member and there are specific services for young people that can support and help give them the support they need.

SERVICES FOR CARERS IN FLINTSHIRE

Services to support you in your caring role can include:

- Providing advice and information
- Help to claim carer's allowance
- Directing you to voluntary organisations that provide grants and support for carers
- Assistance with gardening, cleaning or purchase of equipment
- Providing a break from caring
- Direct payments which give you greater choice and control over the services you want
- Support Groups and Counselling
- Volunteering
- Peer Support
- Carer Training
- Specialist support – Dementia, Mental Health, Brain Injury, Substance Misuse etc.
- Help getting back to work
- Re-assessing the support provided to the person you care for to ensure your own assessed needs are met
- Young Carers Support

For more details of the range of services available in Flintshire, please contact us:

North East Wales Carer Information Service (NEWCIS)	Social Services
Tel: 01352 752525 Website: www.newcis.org.uk E-mail: enquiries@newcis.org.uk	Tel: 03000 858 858 E-mail: spoa@flintshire.gov.uk

You can also look at the DEWIS online service directory at www.dewis.wales

CARER'S NEEDS ASSESSMENTS

Whilst some services and support can be arranged directly with a voluntary organisation or community group, many are provided following a Carer's Assessment.

A carer's assessment is an opportunity to discuss with the local council what support or services you may need. The assessment will look at how caring can affect your life, including for example, physical, mental and emotional needs, and whether you are able or willing to carry on caring.

Sometimes people feel they are not ready for support or a more in-depth assessment and that's fine too. The Carer's assessment can still help people to think about what support they have outside of formal services that could help them at this time, and it can also give them the important information they need for accessing support in the future.

Anyone who is looking after someone is legally entitled to a Carer's Assessment and you should be offered one from us at Social Services or from NEWCIS our Carers and Young Carers Assessment & Support Service for carers under 18.

Once your initial assessment is completed, you may receive information and advice or be referred on to Carer services that will provide you with the support that you need. At this time, it may be identified that you need a more in-depth assessment at which point someone will come out and speak to you or have a more detailed phone conversation with you to further consider your needs and what support would benefit you.

This assessment can be carried out even if the person you care for refuses services, as it is specifically to look at your needs. You can also have a joint assessment with the person you care for so that both of your needs can be assessed at the same time, and you can both contribute.

Once your assessment is completed, we will help you to get the right support in place for you. You will also be offered a review assessment within a year to check how you are finding the support and discuss if your needs have changed. If your circumstances change in the meantime, you can request an earlier review assessment.

If you are unhappy with any decision made by Social Services, you can appeal.

Carer Assessment Key Points:

- Any carer who appears to have a need for support should be offered an assessment.
- You will be entitled to an assessment regardless of the amount or type of care you provide, your financial means or your level of need for support. You don't necessarily have to live with the person you are looking after or be caring full-time to have an assessment. You may be juggling work and care, and this is having a big impact on your life.
- You can have an assessment whether or not the person you are looking after has had a needs assessment, or if the Council has decided they are not eligible for support.
- If you and the person you are looking after agree, a combined assessment of both your needs can be undertaken at the same time.

- If you are sharing caring responsibilities with another person, or more than one person, including a child under 18, you can each have an assessment (although for a child under 18 the assessment will be different).
- Your assessment will be completed in 2 parts. Part 1 to provide information and advice or to direct you to voluntary or community services. Part 2 an in-depth assessment to look at your needs in more detail. You have the right to both parts, but you may feel you would only want Part 1 depending on the level of support you require. Part 2 is always available to you should your needs increase.

For more information on Carer's Need Assessments in Flintshire, please contact:

North East Wales Carer Information Service (NEWCIS)

Tel: 01352 752525

Website: www.newcis.org.uk

E-mail: enquiries@newcis.org.uk

YOUNG CARERS

Young carers are children who help look after a member of the family (can include siblings) who is sick, disabled or has mental health problem, or is misusing drugs or alcohol.

Their day-to-day responsibilities often include cooking, cleaning, shopping, providing nursing and personal care and giving emotional support.

With so many adult responsibilities, young carers often miss out on opportunities that other children have to play and learn. Many struggle educationally and are often bullied for being 'different'. They can become isolated, with no relief from the pressures at home, and no chance to enjoy a normal childhood. They are often afraid to ask for help as they fear letting the family down or being taken into care. So, it's really important they know we can support them.

Young Carers are entitled to Young Carers Assessments. This means that NEWCIS or Social Services will want to meet with the family and try to understand the caring role the child is undertaking, how this might be affecting them and what support we could help them and the family with.

The assessment must involve speaking with the child, their parents and any other person that the child requests to be part of the assessment.

The assessment itself must look at whether or not the young carer wishes to continue caring, and whether it is appropriate for them to continue caring.

When completing an assessment, we will look at any education, training, work or recreational activities the young carer is or wishes to participate in.

Where a young carer's eligible needs are identified as requiring support, we can provide the following services through NEWCIS:

- Support and counselling
- Training and activities
- Peer support
- Linking young people with local clubs and groups
- Advice and Information
- Support to meet the outcomes the young carer wants to achieve.

We currently support carers from the age of 5 up to 18 years of as a young carer. If you are a young carer, we are keen to make sure that you and your family gets the support they need.

Please contact:

North East Wales Carer Information Service (NEWCIS)	Social Services for Children
Tel: 01352 752525 Website: www.newcis.org.uk E-mail: enquiries@newcis.org.uk	Tel: 01352 701000.

SPECIALIST SERVICES

NEWCIS – Carers Information Service

NEWCIS delivers a wide range of information and support to adults caring for a person in Flintshire for free and in confidence. The NEWCIS carers' newsletter produced quarterly helps to keep carers up to date on both local and national news, services, training, events and carers issues.

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, painting and IT.

NEWCIS facilitates a weekly drop in at Mold Carers Centre and monthly support groups. Holistic therapy and counselling appointments are available with NEWCIS and can be booked free of charge on 01352 752525.

NEWCIS provides a voice for carers representing the views of carers in planning and developing carers services, both locally and nationally, with partners in statutory and voluntary organisations. They organise events throughout the year to inform carers about their rights and services available to them. This includes Carers Week and Carers Rights Day.

NEWCIS has a grant scheme to assist carers with practical needs such as gardening, home maintenance, a holiday or piece of equipment.

NEWCIS coordinates the Bridging the Gap Respite Scheme, offering carers a flexible break scheme both planned and emergency. NEWCIS can provide respite day care on a Saturday for those suffering from dementia.

NEWCIS has services available for those who care for people with dementia in the community. These services include exercise scheme for carers and cared for with dementia, dementia friendly gardening sessions, counselling for carers of people with dementia. We also have access to small grants for communities to become dementia friendly, access to reminiscence packs and pods in the community through a partnership with Flintshire County Council.

NEWCIS also has a National Lottery funded project that supports carers to improve their own wellbeing and those of the people they care for. The Project offers one to one support, Advocacy, Welfare Rights Advice, breaks and respite and activities and events.

For further details contact NEWCIS on:

North East Wales Carer Information Service (NEWCIS)

Tel: 01352 752525

Website: www.newcis.org.uk

E-mail: enquiries@newcis.org.uk

Adferiad Recovery

Adferiad supports carers who care for people with serious mental illness. They provide a range of flexible short breaks to support carers in their caring role.

For further details contact Adferiad on:

Adferiad Recovery

Tel: 07985 183301 or 07487 254019

Website: www.Adferiad.org

Carers Trust North Wales Crossroads Care Services

Carers Trust North Wales Crossroads Care Services (formerly Crossroads Care North Wales) provides respite care services for carers caring for people of all ages including children. We employ generic support workers who are trained and experienced in a wide range of illnesses and disabilities including mental health, dementia, stroke, Parkinson's, MS, autism. Care is provided in either the carer's own home or out in the local community and respite can be provided at any time of the day including evenings and weekends. Referrals are accepted following a carer's assessment and carers can contact us directly for any information and advice.

In partnership with Betsi Cadwaladr University Health Board we can also provide short term respite for carers who have a health need to enable them to continue in their caring role. Referrals to this service must be via NHS staff.

For further details contact Crossroads on:

Carers Trust North Wales Crossroads Care Services

Tel: 01492 542212

Website: www.nwcrossroads.org.uk

Neuro Therapy Centre

The Neuro Therapy Centre in Saltney supports people with a range of neurological conditions and their carers. The Centre covers a wide region from North Wales and Cheshire through to Shropshire and the Wirral. It is a base for the provision of regular opportunities for quality carer relief time, access to information, counselling services, and individual and group advice sessions.

Carers can access social events, carer groups, tailored workshops/ group sessions on relaxation, mental health awareness, manual handling and Pilates and support networks.

For further details contact the Neuro Therapy Centre on:

The Neuro Therapy Centre

Tel: 01244 678619

Website: www.neurotherapycentre.org

Daffodils

Daffodils are a registered charity and self-help group for disabled children and young people aged 0-25 years old and their immediate families within Flintshire. Daffodils provide over 175 events and activities each year, which include weekly youth clubs, sports centre activities, soft play, themed workshops, school holiday excursions and parent carer well-being sessions. All activities have Daffodils staff and volunteers on hand to engage with the children and young people, which enables parent / carers to mingle, chat and learn from each other, gaining much needed support from like-minded carers. (Parents must attend with their child/young person at all events.)

For further details please contact:

Daffodils

Tel: 01352 250147

E-mail: daffodils@tiscali.co.uk

USEFUL CONTACTS

A wide range of voluntary organisations provide independent advice and assistance. Contacting them will give you information on your rights.

Flintshire Citizens advice Bureau	
08444 772020	www.flintshirecab.org.uk
Flintshire Care and Repair Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.	
01352 758700	www.flintshirecr.co.uk
Age Connects North East Wales	
08450 549969	www.acnew.org.uk
Mencap Cymru Helpline	
0808 808 1111	www.mencap.org.uk/wales
MIND	
01352 757637	www.flintshiremind.org.uk
North East Wales Carers Information Service (NEWCIS)	
01352 752525	www.carers.org/local/wales/flintshire
Flintshire Disability Forum	
01352 755546	
Social Services First Contact, Preswylfa, Henty Road, Mold, Flintshire, CH7 1PZ	
03000 858 858	SSDUTY@flintshire.gov.uk www.flintshire.gov.uk/careinfo

COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS

We are aware that despite our best efforts there may be occasions when you need to make a complaint. Any complaint about the services can be made to your Social Worker, their Team Manager or you can contact:

The Complaints Officer
Social Services
County Hall,
Mold,
Flintshire, CH7 6NN 01352 702623

Email: myview@flintshire.gov.uk

A leaflet 'Your right to compliment and complain' which explains how your comments can be made and how they will be dealt with is available from the same address or online at: www.flintshire.gov.uk/careinfo

A wide range of information on the care and support system in Wales is available online at: www.dewis.wales

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch a 03000 858 858 i gael fersiwn Gymraeg.

This document is available in Welsh. Please contact 03000 858 858 for a version.

This leaflet is available in alternate formats including Braille and Large Print on request to 03000 858 858.