



Southern Health
and Social Care Trust

Quality Care - for you, with you

Do you look after someone?

Carer's Information Booklet



Foreword

My name is Patricia McCrink and I am the Carer's Coordinator for the Southern Health and Social Care Trust.

I liaise closely with carer's groups and carer's organisations and other voluntary organisations who provide support to carers and together we work in partnership to ensure that all carers are provided with the support and care that they need to remain in the caring role.

There are opportunities for you to have your say and become a voice for change for carers in the Southern Area. Become involved, and be part of shaping services to ensure that they are delivered in a manner which best supports carers. Without you making your voice heard, professionals have no way of knowing what needs to change, or what is being done well. To this end the Southern Trust has developed a Carers Reference Group which allows carers voices' to be heard.

For more information about becoming involved, or about carers issues in general please do not hesitate to contact me.

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Promoting Wellbeing Team
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028 3083 4325

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<http://www.southerntrust.hscni.net/services/1581.htm>

Contents

	<u>Page no.</u>
Foreword	3
Contents	5
Are you a Carer?	7
Carers Support and Needs Assessment	8
Direct Payments and Self Directed Support	10
Financial and Benefits Advice	11
Carers Matter	12
Carers Matter Referral Form	13
Young Carers Projects	14
Primary Care Services	16
Useful Contacts for You	17
Emergency and Out of Hours Situations	18
Caring Whilst in Employment	19
We Value your Views	20
Personal and Public Involvement	21
Website information	23

Are you a Carer?

Looking after a family member, partner or friend is something that will happen to most people at some point in our lives, yet it remains something we may not feel comfortable talking about.

You are a **Carer** if you regularly provide or intend to provide a substantial amount of care for a friend/relative who is in need of help because they are ill, frail, or have a disability.

If you are caring for someone you may wonder where to go to for practical help and advice. This booklet has been designed to help you at the present time, and to ensure that you know where to go to access support if needed.

Get support before difficulties arise and you reach crisis point

If the person you are caring for is receiving services from the Trust you can make contact with their Key Worker or alternatively you can contact your GP or local Support Organisation. You can also discuss how you are feeling and how caring affects you with family members and friends so that you have their support.

Dealing with the stress and strain

It is very important for you as a Carer to look after your physical and mental health, and also to try and maintain a life outside of caring. Try to stay in touch with family and friends, and if you are working try to maintain that work-life balance. Research shows that;

- 51% of Carers have physical problems particularly back trouble;
- 52% of Carers suffer from a stress related illness.

Whatever support you provide, you should try to consider your own needs and make sure you have appropriate support. You need to be in good health so that you can provide the best care for your loved ones.

Health checklist

- Eat well and stay healthy
- Try to do something for yourself every day if you can.
- Look after your back
- Try to take a break when you need it
- Exercise as regularly as you can.
- Don't be afraid to come forward and ask for, and accept the help you need.
- Recognise the signs of stress and try relaxation techniques
- Talk to people in similar circumstances.

For more information on Health and Wellbeing contact your Carer Co-ordinator on Tel: 028 3083 4252 or visit www.southerntrust.hscni.net/124.htm

Carers' Support and Needs Assessment

If the person you care for is assessed as needing services from the Trust then you should be offered a Carer's Assessment of your needs, even if that person does not avail of their services. You can also ask for a Carers Assessment at any stage, especially if your circumstances change.

What is a Carer's Assessment?

A Carer's Assessment is an opportunity to talk about your caring situation and the assessment will consider your circumstances, needs and views.

The Assessment is not a test of your financial situation, it is a conversation for you to focus on how caring impacts on you and your lifestyle and the information discussed can be compiled over a number of visits. You may wish to talk in confidence to the person carrying out the Assessment, without the person you are caring for being present. The person who conducts the Assessment will give you the opportunity to speak frankly about your own feelings and difficulties. This assessment will be confidential.

The purpose of a Carer's Assessment is to:

- Ensure that you are recognised and feel that you are valued in your caring role.
- Identify any help or support you might need.
- Assess if you are eligible to avail of respite services.
- Provide you with information of local support services, such as Carer's Support groups and benefits.
- Explore whether you want to stay in work or return to work and how to make this happen

How do I get a Carer's Assessment?

If the person you are caring for is receiving services from the Trust you can make contact with their Key Worker or alternatively you can contact your GP or any Health Care Professional eg Social Worker, Nurse, Occupational Therapist, Physiotherapist, Dietician, who is working with the person you are caring for. They will then arrange for your Carers Assessment to be carried out.

Preparing for a Carer's Assessment

Keep a record of what you do from day to day. Consider the impact caring has on all aspects of your life and your family's lives, and ways this can be made easier for you

What should you expect after having a Carer's Assessment?

You should

- Feel that your contribution is recognised as important in the care of your relative or friend.
- Feel better informed about what support service is available to you help you in your caring role or in the event of an emergency.
- Feel more confident speaking to staff about your caring role.
- Be given a copy of the Assessment.
- Expect that your assessment will be reviewed at least annually, you can also ask for your Carer's Assessment to be reviewed at any time to take account of any changes to your circumstances.



Useful Preparation Questions

Feelings How do you feel about your caring role? Do you feel you have adequate support?

Health Has your physical or mental health been affected as a result of the caring role?

Time How many hours a week do you care? Do you have any time to yourself? Have you enough time to be involved in other activities?

Relationships Do you have enough time for other family members or friends? Do you have an opportunity to socialise?

Unplanned events or emergencies Do you have a plan in place should an unexpected event occur such as you become sick or involved in an accident?

Housing Are the living arrangements adequate? Do you have the right equipment? Do you live with the person you are caring for?

Work Are you struggling to maintain a job as well as your caring role?

The future Are you concerned about the future?

Direct Payments

A Direct Payment is an amount of money that you may be able to get instead of services from the Trust. It will enable you to arrange your support in a way that suits you best.

If you are not already getting a service from the Trust, you will need to ask for an assessment of your needs before you can get Direct Payments.

You can use Direct Payments to arrange your own support at home as well as daytime activities and respite.

You can choose to have a combination of Direct Payments and services from the Trust.

If you think that you would benefit from having more control over the assistance you get, then Direct Payments may be worth considering.

You can get more information about Direct Payments by contacting the local Centre for Independent Living.

Centre for Independent Living.

Unit 10, Ulster Gazette Arcade,

56, Scotch Street,

Armagh

BT61 7DQ

Telephone: 028 3752 2282

E-mail: southern@cilni.org

Self Directed Support

Self Directed Support is about people being in control of the support they need to live their life as they choose. Making this happen will involve having choice and control over their social care budget and may include choosing the time of day you want your support, who gives you this support and what equipment would make your life easier. Just because you are in need of social care support doesn't mean that you should lose control of your life, your independence and everything that is important to you. If you are helping a relative who needs this support doesn't mean you have to do everything for them as their carer.

Self Directed Support is not about changing current arrangements that work well, however as a lot of people could really benefit from having choice and control over the support they receive, Self Directed Support is about working out how people can spend the funding entitled to them to achieve a good life for themselves.

For more information contact the Trust Lead for Self Directed Support at 9 Russell Drive, Lurgan, BT66 8HD or telephone (028) 3831 2852.

Financial and Benefits Advice

The benefits system can be challenging and changes are made on an annual basis. To find out what help is available for Carers currently and for more detailed information please contact your local Citizen's Advice Bureau or Carers NI, or who will be able to advise you further on your entitlements.

Citizen's Advice Bureau

Armagh	Tel: 028 3752 4041
Banbridge	Tel: 028 4062 2201
Dungannon	Tel: 028 8772 5299
Lurgan	Tel: 028 3836 1181
Newry and Mourne	Tel: 028 3026 2934
Portadown	Tel: 028 3835 3260

Carers NI **Tel:** 028 9043 9843

Other useful numbers for advice on Benefits are;

Disability and Carer's Service

Tel: 028 9090 6186

The Benefit Enquiry Line. This is a confidential free-phone service for people with disabilities and carers.

Tel: 0800 220 674 **Text phone:** 0800 243 787

You can also try contacting your local Jobs and Benefits or Social Security office

Armagh	Tel: 028 3752 9777
Banbridge	Tel: 028 4062 0800
Craigavon and Lurgan	Tel: 028 3831 5600
Dungannon	Tel: 028 8775 4754
Kilkeel	Tel: 028 4176 1400
Newry	Tel: 028 3026 5522
Portadown	Tel: 028 3839 7200

For Housing Benefit contact your local Housing Executive Office

Tel: 0844 892 0900

For a Rate Relief contact Land and Property Services

Tel: 0800 5877 477

For more information on benefits you can download the most up to date information from the Carer's NI Website on www.carersni.org

CARER'S REGISTER

What is the Carers' Register?

As part of the Southern Trust's commitment to carers, we are developing a Carers' Register. This is a database of carers who live in the Southern Trust area (Armagh, Dungannon, Craigavon, Banbridge, Newry and Mourne) or care for service users who do.

All personal information on the Register will remain confidential and will be processed in line with The Data Protection Act 1998.



You can request the removal of your details at any time.

Benefits of a Trust Carers' Register

Maintaining a Carers' Register will help the Southern Trust to:

- Keep in touch with you
- Consult you on future services
- Identify the extent of caring that takes place in the Southern Trust area
- Provide support to carers

Being on the Carers' Register will help you:

- Keep up-to-date with information, services and initiatives that may support you in your caring role
- Ensure that you are aware of your rights and entitlements as a carer
- Advise you of any proposed changes to services that may affect you or the person you care for
- Provide you with an opportunity to have your voice heard.

If you have any queries or would like further information, please do not hesitate to contact the Carers' Coordinator for an informal chat.

How do I register?

Complete this form and return it to the address on the back.

Your name: _____

Address: _____

Postcode: _____

Your phone number: _____

Email: _____

Your date of birth: _____

I am happy for my details to be kept on this register (please sign):

Name of person cared for:

What is the condition of the person you care for?

What age is the person you care for:

Under 18 19-65 Over 65

Are you or the person you care for from a Black or minority ethnic community?

Carer Person cared for

Please specify:



Young Carers

What is a Young Carer?

Often, when someone has an illness, disability, drug, alcohol or mental health issues, children or young people within the family may undertake a significant caring role. This can include providing direct care, for example assisting with:

- Domestic tasks - cooking, shopping, cleaning, laundry, DIY.
- Personal care - washing/bathing, shaving, toileting, dressing.
- Feeding or encouraging to eat and drink.
- Administering medication or providing other medical care.
- Providing emotional support, keeping someone company or ensuring someone is safe.
- Managing challenging, unusual or unpredictable behaviour.
- Translation and interpretation.

Children and young people may also help provide care to someone other than the person who has the illness/disability, therefore providing 'care' also extends to assisting with the care of siblings.

Where children or young people undertake on a regular basis, tasks which would normally be carried out by an adult, they may be considered a Young Carer. Young Carers are defined as Children in Need under the Children (NI) Order 1995 and are therefore entitled to support.

Being a Young Carer can impact negatively upon children and young people's:

- Physical Health
- Emotional Wellbeing
- Attendance and/or concentration at school
- Academic attainment
- Opportunities to socialise with their peers

Many Young Carers report being bullied, feeling isolated and feeling different from their friends.

To contact your local Young Carer support project please see the contact numbers on page 15.

YOUNG CARERS WHO'D CARE - IF THEY DIDN'T?

Northern Ireland Regional YOUNG CARERS Service for Carers aged 8-18 years can offer;

- Peer support
- A listening ear
- A break from caring
- Advocacy / signposting / awareness raising
- Social and recreational activities
- Personal, social and emotional development
- A safe place to express yourself confidentially.



For Further Information Contact:

Armagh and Dungannon and Craigavon and Banbridge Young Carers Project

Banbridge Youth Centre,
Hill Street,
Banbridge
BT32 4DP
Tel: 028 4062 6516

Newry and Mourne Carers

Newry and Mourne Carers Centre
6-8 Savages Terrace,
Corry Square,
Newry, BT34 6AT
Tel: 028 3026 7015

Primary Care Services

Hospital Social Work

The Hospital Social Worker is available for the patient and their carer and will discuss issues causing concern, including the change in the person's circumstances due to illness. Contact can be made with the relevant hospital social work service directly or through ward staff. The Reception service provided at each hospital will be able to direct you.

Craigavon Area Hospital Tel: 028 3833 4444

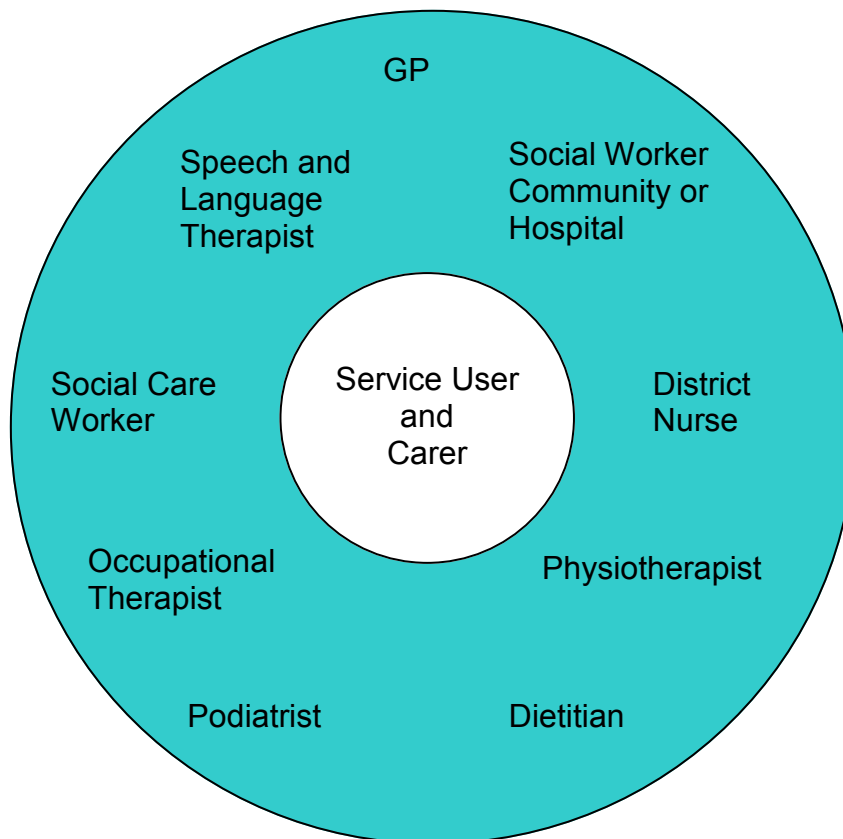
Daisy Hill Hospital Tel: 028 3083 5000

General Practitioner (GP)

A GP is the doctor who provides general medical services to patients in the community. Your GP is someone you can turn to when in difficulty. Therefore it is important that he/she knows you are caring for someone. This means your GP can:

- Refer you for further services to meet your needs, this may include a carers assessment.
- Include you on the Practice's Carer Register and you can have a conversation about your caring situation.

Health Care Professionals who may be involved in the care of the person you care for:



Emergency and Out of Hours Situations

What do in in an emergency situation

It is important for you to plan ahead for emergency situations. What will happen if there is a situation you are finding difficult to manage outside of normal working hours? Also if something were to happen to you, such as falling ill, or an accident, who will take over the care of your loved one?

The Carers' Assessment is a good opportunity for you to put a contingency plan in place with your key worker in advance of such an emergency arising. You need to consider who you could ask to help if this happens and what you would need help with. You could ask some relatives or friends to help if they are in position to. You may also need to ask social services for assistance and to ensure that this can be organised forward planning is needed. By having this plan in place you will be reassured that if your ability to care breaks down unexpectedly there will be somebody available to take over.

Regional Emergency Out of Hours Social Work Service

Tel 028 9504 9999

Providing an emergency out of hours Social Work Service for the population of Northern Ireland

**5pm to 9am Monday to Thursday
and**

5pm on Friday to 9am on Monday

There is 24 hour cover over Public holidays

Southern Trust GP Out of Hours Service

Tel 028 3839 9201

A receptionist will take your details and a GP or Nurse will phone you back as soon as possible.

- You may be given advice over the phone,
- You may be asked to attend a centre,
- A doctor may come out to visit you, or
- You may be redirected to a more appropriate service e.g. Accident and Emergency, Pharmacy, Out of hours Social Worker.

If you attend an Out of Hours Centre without phoning first you are likely to have to wait longer - patients with appointments will be seen first.

Caring whilst in employment

Your Rights as a Carer at Work

You may find that the best or only way to manage your work and caring responsibilities is to change your work arrangements. You may also need to take leave at short notice for emergencies. Carers now have more statutory rights at work that help to meet these needs. Employers may also be able to offer additional flexibility through their own policies and procedures.

Statutory Rights for Carers

The Work and Families (Northern Ireland) Order 2006 and The Employment Rights (Northern Ireland) Order 1996, give working Carers rights to help them manage work and caring including the right to request flexible work and leave entitlement.

1. Right to Request Flexible Working

Flexible working can allow employees to manage both work and their caring responsibilities. Since April 2007 Carers have a right to request changes to their working patterns to better manage their caring.

While you have the right to ask for flexible work in these circumstances, it is important to know that employers are not bound to grant these requests. However, they must give business reasons for refusing a request for flexible working. It is a good idea to request any policies your employer has in relation to flexible working.

2. The Right to Time Off in Emergencies

Also known as “time off for dependants”, this gives all employees the right to take a 'reasonable' amount of time off work to deal with an emergency involving a dependant. Whether the time off is paid or not is at the discretion of the employer. Carers also have the right to take unpaid [time off work](#) for dependants (the people they care for) in an emergency.

For more information or advice about your statutory employment rights call Carers Line on 0808 808 7777 or at adviceline@carersuk.org

Do I have to tell my employer about my caring responsibilities?

No, it is up to you whether you tell your employer or not. However your employer will not be able to support you if he/she is not aware of your circumstances.

Should I tell other staff?

Colleagues can be very supportive, and it may help simply to discuss your situation with someone you can trust at work. You may find that other colleagues are also carers, and that together you are more able to talk to your employer about ways in which you could be supported. You might ask your employer to set up a support group, to find out how, together, you can find better ways of juggling your job and caring.

We Value Your Views

The Southern Health and Social Care Trust is committed to providing a high quality service to all its users.

You can help us improve our services by telling us of your experiences. Your views are much appreciated and will be treated in confidence.

You may want to:

- Make a comment or suggestion
- Tell us what was good about your experience by making a compliment or,
- Make a complaint about our services.

The quality and type of services we provide is very important to us. We aim to continually improve in all areas and it is often the people who have experienced or observed our services who can make useful comments or suggestions on how this can happen.

We welcome any such comments and will consider them fully with a specific aim to improve services where possible.

The Trust aims to provide the highest possible standard of care and treatment to all service users, at all times, but sometimes things don't always go according to plan. When this happens, it is important for us to put things right quickly.

If you are dis-satisfied with a service

- First, if possible, talk to the staff that are dealing with you and tell them you are not satisfied so that the problem can be sorted out straight away, if possible. If you cannot reach an agreement or find it difficult to speak to the person, ask to speak to their manager.
- If you don't want to do that, or if you have done that and you are still unhappy, contact the Central Complaints Officer by telephone, by e-mail or in writing.

The Central Complaints Officer is the first point of contact for service users who wish to make a comment, suggestion, compliment or complaint about any of our services.

Corporate Complaints Officer, Trust Headquarters, Craigavon Area Hospital, 68 Lurgan Road, Portadown BT63 5QQ

Tel: 028 3861 4150

Email: complaints@southerntrust.hscni.net

Personal and Public Involvement (PPI)

The Trust has also developed its Personal and Public Involvement (PPI) Strategy which sets out how patients, clients and carers and the public can have their say about care and treatment and the way services are planned and delivered.

From 1 April 2009, a new statutory duty of public involvement and consultation was placed on all health and social care organisations. The Trust is committed to ensuring that everyone who wishes to be involved in the planning, development and evaluation of its services is facilitated to do so irrespective of their learning, skills, knowledge and experience. We know that we can only make improvements by involving people who have experience of using our services.

There are a number of ways in which you can become involved:

- Being involved in negotiating your treatment or care plan;
- Telling your experience of a service you have received;
- Being consulted about how to develop a service or a major plan;
- Giving views on the development of Trust strategies, policies and procedures;
- Working with the Trust to influence corporate and organisational priorities and the overall direction of the Trust.

The Trust can support you to become involved by:

- Providing information and training;
- Reimbursing expenses;
- Providing personal support.

If you are interested in becoming involved please speak to the person who provides the service you receive. Look out for the "Have Your Say!" posters and leaflets in Trust facilities.

Further details can also be found at www.promotingwellbeing.info

Tel: 028 3741 2519

Email: carolyn.agnew@southerntrust.hscni.net

The information in this booklet will be updated when required.

If there are any changes that need to be made please contact the
Promoting Wellbeing Department on Tel: 028 3083 4252.

If you would like to have this document in an alternative format please contact the
Promoting Wellbeing Department on
028 3083 4252/325.

Find us online

@

www.southerntrust.hscni.net

Click on “Our Services”
Choose Carer’s Information

The Promoting Wellbeing Department’s webpage provides details of their services and upcoming events, training programmes, information, publications, and online directories of services

www.southerntrust.hscni.net/124.htm

All the information for Carers provided in this booklet and more, is available online at the webpage as detailed above.

www.southerntrust.hscni.net/services/1581.htm



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