



# Norfolk Fact sheet

Number 2

Taking a  
Break from  
Caring

**Last updated: June 2009**

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### Who is a carer?

A carer is anyone who is looking after someone who is ill, frail, or disabled on an unpaid basis. Carers can be wives and husbands, neighbours, friends, parents, children and relatives. There are many carers who look after the person they care for at home, and may be in need of a break.

### Why take a break?

Caring for someone often takes a lot of energy and time. Most carers need a break from everyday routine stresses in order to rest and recharge batteries and to look after their own health.

Some carers feel guilty about having breaks. However, two out of three carers in the UK admit their health has suffered since they began caring. Looking after yourself is vital to your well-being and to your ability to continue in a caring role. Age Concern Norfolk wants carers to ask for help which means that carers are thinking of their own life too.

### *Different kinds of breaks*

There are three main kinds of breaks for carers:

**Relief Care** - this is when someone comes into the home to look after the person you are caring for to give you a few hours or a day off.

**Respite Care** - this refers to when the person you are caring for is looked after elsewhere or in your home for a longer period of time (such as a week or a weekend.)

**Holidays** – with the person you care for or separately.

### How do you arrange a break?

Your local authority has a responsibility for arranging services that help you to take a break from caring. This is usually done through a carer's assessment. You can arrange breaks yourself but, if the person you care for is finding it difficult to manage, Social Services may be able to provide support as they will have information on the range of providers of services which will help you to take a break, including voluntary organisations and specialist providers.

***NCC Adult Social Services:***

Norfolk Adult Social Services offer advice, care and support for people who find themselves in difficult situations and need help. Social Services staff should make an assessment of the care needs of the person you are looking after in order to put together a 'care package' which is appropriate to that person's needs. Carers are also entitled to a separate assessment of their own needs even if the person they care for has not been assessed. If you need to have a break from caring then you can explain this during an assessment.

***Emergencies:***

If there is an emergency and you need to find someone to take over your caring role, care can be arranged by Social Services. Social Services charge for services according to the ability to pay. This should not deter you from asking for help in an emergency.

***'In My Place'******Norfolk Carers' Emergency Respite Service & Emergency Plan***

Norfolk County Council has launched a new service for Carers to ensure that alternative care arrangements are made in the event of an emergency. This service is available 24 hours a day, 7 days a week, all year round. Carers (and the person they care for) do not need to be already known to Adult Social Services to participate in this scheme.

To apply for this service, the Carer and the cared for person should complete a registration form for a Carers Emergency Plan (which will be reviewed annually). To request a form, call the Carers' Emergency Service on 0344 800 8014.

The completed form should be sent to The Access Team, PO BOX 3210, Norwich. NR7 7AB. On receipt of the form, a member of the team will call to confirm all details. The plan will include details of family/friends who can offer support/care to the person cared for in an emergency. The plan will be put on a secure database and given a plan number. An Emergency Card will be sent to the Carer with the Plan number and a contact telephone number for emergencies.

If an emergency happens the Carer (or someone on her/his behalf) rings the contact number on the card so that the provider can access their emergency plan details and follow the instructions in the plan. If no-one named in the plan is available for emergency cover, the emergency response team will provide a home support worker, through the Night Owls and Swifts services (which are being extended to cover the whole of Norfolk and all disabilities/long-term illnesses)

This relief care will be available within 2 hours and will last up to 72 hours. There is no charge to join the scheme and no charge for the service itself. The first 72 hours of home support is also free. After that, support (if still required) will be charged in the same way as usual.

For further information, telephone Norfolk Social Services Customer Service Centre on 0344 8008014.

### **Relief care:**

There are a number of services, providing a variety of help in and around the home, which are provided by a range of organisations. There are two types of relief care:

- Without personal care – voluntary organisations and self-help groups (based around a particular illness or disability) may provide replacement care.
- With personal care – schemes that provide trained staff to take over the caring tasks so that you can have a break.

Crossroads Caring for Carers, or independent agencies approved by Social Services, can arrange for a paid carers' support worker to replace you. You can find out local information about what help is available by contacting your local carers' organisation.

***Crossroads - Caring for Carers:***

Relief care is available from Crossroads, a national voluntary organisation supporting carers in the UK. Crossroads relief care is provided by trained care attendants who take over the caring duties to enable carers to have time to themselves. A regular or occasional break can be arranged to suit individual needs – for example, to take a course, a regular social occasion etc. For further information and a list of schemes contact Crossroads Norfolk Carers Helpline on 0808 8089876 (Monday to Friday - 8a.m. to 8p.m.) or call your local office as follows:

- Crossroads Caring for Carers:

Norwich & Broadland:	01603 898900
Great Yarmouth:	01493 441222
North East Norfolk:	01692 500006

- Crossroads Caring for Carers in Norfolk Ltd:

For all the following areas contact 0845 2410968

Breckland	King's Lynn
Downham Market	South Norfolk
Fakenham	Thetford & Wayland

***'Short Breaks at Short Notice':***

This service (a joint initiative between Norfolk Adult Social Services and Crossroads) is for people who care for an older person aged 65 years of age or over or someone under 65 years of age with a permanent physical disability or with learning difficulties. It is to help carers on those unexpected occasions when they need to leave the person for whom they are caring. They can usually arrange for a trained, experienced care worker replacement for a few hours, overnight or over a weekend with just two working days' notice (but you can't give more than five working days' notice). They will use either Crossroads Caring for Carers or an independent agency approved by Adult Social Services. All carers in Norfolk can have 48 hours per year of free relief care within this scheme. For further information, contact Norfolk Carers Helpline or Norfolk Social Services Customer Service as above.

***Local schemes:***

Some towns or villages have village aid schemes which may be able to provide a volunteer visitor to sit with the person you care for while you have a break. Look out for details of local schemes in parish newsletters or on local notice boards or contact:

- Voluntary Norfolk:

[www.voluntarynorfolk.gov.uk](http://www.voluntarynorfolk.gov.uk)

Tel: 01603 614474 – Norwich area

Tel: 01493 845926 – Great Yarmouth area

Tel: 01842 767670 – Thetford area

- West Norfolk Voluntary & Community Action (WNVCA):

[www.westnorfolkvca.org](http://www.westnorfolkvca.org)

Tel: 01553 760568.

***Private agencies:***

There are a number of private home care agencies which provide personal care. There are charges for this kind of care which are dependent on the agency, the kind of care required, the length of time it is required for and whether it is during the day or night. For further information, contact Age Concern Norfolk.

**Respite Care:**

Respite care simply means an interval of rest or relief and usually consists of extra services provided for a limited period of time to allow the person being cared for, or their carer, to have a break from their usual routine.

***Respite care in a hospital:***

For people with medical needs, respite care at a hospital may be available if the patient meets the NHS continuing care criteria. GPs can refer patients to the local community services who will undertake an assessment of the patient's needs following which a decision will be made about the suitability for respite care provision. Occasionally, GPs can refer a patient for admission to hospital at short notice, but this will depend on individual circumstances.

## Short breaks away from Home:

### *Short stay in a Care Home*

Short Stay Care can be arranged through Social Services or privately. It may be cheaper to arrange it through Social Services as charges are then dependent on your ability to pay, though you will need to have a financial assessment. Some Local Authority Care Homes have a few dedicated respite care beds. For more details of these, telephone Norfolk Social Services Customer Service Centre on 0344 8008014.

There are two specialist short stay Care Homes in Norfolk, both managed by Age Concern Norfolk. Grays Fair Court at New Costessey and Herondale is at Acle. Most of the places available at these homes should be booked through Social Services. A few places are available privately but remember that it may be cheaper to make arrangements through Social Services. For more details contact the home manager.

Grays Fair Court  
Herondale

Tel: 01603 594747  
Tel: 01493 750716

Other Care Homes may provide short stay care if they have rooms available. It can be financially beneficial to arrange this through Social Services although these can be booked independently. The care provided in these homes will be alongside permanent residents of the home. Sometimes this cannot be booked in advance as availability may depend on whether the home has any rooms vacant. Age Concern Norfolk's Care Home Finder Service provides details of these vacancies.

For information contact Age Concern Norfolk (see contact details on the last page). Information is also available on Age Concern Norfolk's website [www.acnorfolk.org.uk](http://www.acnorfolk.org.uk)

**Day care:**

Day care is care provided outside the home in a Day Centre or other establishment. Various kinds of day care may be available ranging from informal lunch clubs run by voluntary organisations to day care in centres which have specialist staff.

Day care can be arranged by Social Services following an assessment of the needs of the person you care for. There is no charge for the assessment, but there may be a charge for some of the services. Day Centres provide social contact, a hot meal and a variety of activities and services. For details of Day Centres in your area contact Age Concern Norfolk (see last page for details).

**Holidays:**

Voluntary organisations can provide information. You can get information from Crossroads and Age Concern Norfolk. Directgov provides online access to carers and disability services and information at [www.direct.gov.uk/carers](http://www.direct.gov.uk/carers). See pages 12-13 for other useful contacts.

***Holidays from Home - Virtual Holidays:***

Holidays from Home is a charity which provides free virtual holidays for people who are bed or housebound or who are unable to travel due to illness or disability. Virtual holidays allow experiences of the world to people who would normally be unable to travel. Awards for All have funded the current Norfolk Pilot. The choice of holiday is either Australia or New York and the format is either book or audio CD. For further information on how to join or get involved, go to [www.holidaysfromhome.co.uk](http://www.holidaysfromhome.co.uk) or email [contact@holidaysfromhome.co.uk](mailto:contact@holidaysfromhome.co.uk) or telephone 07982 463583.

***Direct Payments for Short Breaks:***

If you have an assessment for a 'respite' or short break from Norfolk Social Services, then you can choose to be given the money to arrange the break yourself, anywhere in the UK. This money is called Direct Payments and it gives people more choice, control and flexibility over their care arrangements. For example, you could use the money to stay in a B&B, or with family or friends, instead of going into a residential care home. Independent Living Norfolk (ILN) provide support and assistance to people considering or receiving direct payments. For information visit their website [www.ncodp.org.uk](http://www.ncodp.org.uk) or contact them on 01508 491222.

If you already have a care assessment, then ask your assessor (for example, your social worker) about 'Direct Payments for short breaks'. If you don't have an assessment but you think you need this sort of break, then you should contact Norfolk Social Services Customer Service Centre on 0344 8008014. Further information is contained in Age Concern England's Fact sheet No.24 'Self-directed support: direct payments, personal budgets and individual budgets'.

***Tourism For All:***

Tourism For All is a national charity which provides a service for disabled and older people. They do not provide funding or organise holidays but can advise on a number of organisations who do.

They provide information about transport, accommodation, visitor attractions, activity holidays and respite care establishments, both in the UK and overseas, which enables people with all kinds of disability to holiday where possible in a mainstream environment. They can provide lists of accommodation and other services which will help you to plan a holiday, whether you choose to go by yourself or with the person you are caring for.

For further information visit their website [www.tourismforall.org.uk](http://www.tourismforall.org.uk) or call their information helpline on 0845 1249971 (9a.m. to 5p.m. Monday to Friday) or email [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk).

***Park House Hotel***

Park House Hotel is situated within the Queen's Sandringham estate in West Norfolk and provides holiday and respite care for disabled people, their carers, partners and friends.

Run by Leonard Cheshire Disability, this Hotel has been designed for people with disabilities and their carers to go on holiday together and also caters for the independent guest who requires minimal care. There is full wheelchair access, specialist equipment and aids, and an in-house team of experienced care staff. Social events take place throughout the year.

For further information, go to the Leonard Cheshire website [www.lcdisability.org](http://www.lcdisability.org) or Park House Hotel website at [www.parkhousehotel.org.uk](http://www.parkhousehotel.org.uk) or contact them at:

Park House Hotel  
Sandringham  
KING'S LYNN. PE35 6EH.  
Tel: 01485 543000 Fax: 01485 540663  
Email: [parkinfo@LCDisability.org](mailto:parkinfo@LCDisability.org)



## Learning Grants for Norfolk Carers:

Learning grants, up to £200 in one year, are to fund learning course fees for Norfolk Carers. You can apply for one of these grants if you are over 18 living in Norfolk and you have been providing unpaid help and support for a year or more, to a relative, friend, partner or child who cannot manage because of disability, illness or frailty.

The courses can be distance learning provided at a local college, adult education centre or other centre. They can be for just a half-day, a day or for several sessions, a term or a year.

Courses could include:

- Leisure courses – e.g. creative writing, art, photography, massage, distance learning.
- Sports and fitness - e.g. swimming, yoga, gym classes or lessons.
- Employment related courses - e.g. computer skills, GCSEs, AS levels, A levels etc, Adult Education courses.
- Complementary therapies courses - e.g. acupuncture, aromatherapy
- Training to help you continue in your caring role - e.g. lifting and handling, massage.
- Condition specific training - i.e. dealing with challenging behaviour.

The grants will be given out on a 'first-come, first-served basis' and priority will be given to carers applying for the first time.

To find out more or request an application form please contact:

Age Concern Norfolk, 300 St Faiths Road, Old Catton, NORWICH. NR6 7BJ.  
Telephone 01603 787111. Email: [acn@acnorfolk.org.uk](mailto:acn@acnorfolk.org.uk)

**Useful publications:*****Age Concern Fact sheets and Information sheets:***

These cover a wide range of issues affecting older people and are free of charge (a full index is available on request from Age Concern Norfolk). Those that may be of special interest to carers include:

No. 6	Finding help at home
No. 24	Direct Payments from Social Services
No. 46	Paying for Care & Support at Home
NF 3	Support for Norfolk carers
IS/6	Planning a Holiday
IS/15	Carer's Allowance

***Age Concern Books:***

Age Concern England publishes a wide range of books including the Carers' Handbook Series, written for the carers, families and friends of older people and guides them through key care situations. There are 15 books in this series including 'The Carer's Handbook – What to do and who to turn to'. For further information visit their website at [www.ageconcern.org.uk/bookshop](http://www.ageconcern.org.uk/bookshop). Books may be purchased online or call their order line on 0870 4422120.

***Norfolk Disability Information Service:***

NDIS produce a 'General Holiday Information Factsheet' which includes details of holiday organisations; hotels in the Norfolk area; Self-Catering Holiday lets in Norfolk/Suffolk; National Self-Catering lets; Holidays with Care Provided and House Swapping/Borrowing. To request a copy call on 01603 729802.

***Norfolk Carers Agency Partnership:***

Norfolk Cares produce a 'Who Cares' booklet which is an essential guide for carers. This includes information on accessing services; money matters; legal issues; practical help and information about carers assessments. For a free copy call the Norfolk Carers Helpline on 0808 8089876.

***NCC Adult Social Services:***

NCC produces a leaflet 'Services for Older People' which includes information on social care, support and services. For a free copy call their Customer Services Centre on 0344 8008014.

**Other Useful Contacts:*****3H Fund – (Help the Handicapped Holiday Fund)***

Unit B2, Speldhurst Business Park, Langton Road, Speldhurst, TUNBRIDGE WELLS, Kent. TN3 0AQ

Tel: 01892 860207

Email: [info@3hfund.org.uk](mailto:info@3hfund.org.uk)

Website: [www.3hfund.org.uk](http://www.3hfund.org.uk)

*3H Fund is a charity providing holidays for disabled people and respite for carers. They are able to subsidise a range of group holidays for physically disabled people, with the support of volunteer helpers, so that family carers can have a separate and much need period of respite.*

***BREAK***

Davison House, 1 Montague Road, SHERINGHAM. NR26 8WN.

Tel: 01263 822161 Fax: 01263 822181

Email: [office@break-charity.org](mailto:office@break-charity.org)

Website: [www.break-charity.org](http://www.break-charity.org)

*BREAK is a registered charity supporting people with special care needs. Their services include supported holidays, short breaks, respite care and day support for people with learning disabilities at centres on the Norfolk coast and in Devon and France.*

***Carers UK:***

20, Great Dover Street, LONDON. SE1 4LX

Tel: 020 73784999 Fax: 020 73789781 CarersLine: 0808 8087777

Email: [info@carersuk.org](mailto:info@carersuk.org)

Website: [www.carersuk.org](http://www.carersuk.org)

*Carers UK is the leading provider of information on all matters related to caring. They produce a range of information leaflets including 'Taking a Break' which are available online or order on 0845 2410963.*

***Elderly Accommodation Council:***

EAC, 3<sup>rd</sup> Floor, 89 Albert Embankment, LONDON. SE1 7TP.

Tel: 020 78201343 Fax: 020 78203970

Email: [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)

Website: [www.eac.org.uk](http://www.eac.org.uk)

*The EAC is a national charity which offers an advice and information service to older people, their families and advisers which includes care and support at home, emergency response services and respite care.*

**Norwich & District Carers Forum:**

The Charing Cross Centre, 17/19 St. John Maddermarket, NORWICH. NR2 1DN.

Tel: 01603 219924 Fax: 01603 219939

Tel: 01493 445540 (for Carers Forum in the Great Yarmouth)

Email: [admin@carersforum.org.uk](mailto:admin@carersforum.org.uk) Website: [www.carersforum.org.uk](http://www.carersforum.org.uk)

*Carers Forum provide information on support and services available to carers throughout Norfolk.*

**RADAR – The Disability Network:**

12 City Forum, 250 City Road, LONDON. EC1V 8AF

Tel: 020 72503222 Fax: 020 72500212

Email: [radar@radar.org.uk](mailto:radar@radar.org.uk) Website: [www.radar.org.uk](http://www.radar.org.uk)

*Radar is a national network of disability organisations and disabled people. Radar's 'Holidays in Britain and Ireland' guidebook may be ordered online or contact as above.*

**West Norfolk Carers Association:**

3 Thoresby College, Queen Street, KINGS LYNN PE30 1HX

Tel: 01553 768155

E-mail: [wncarers@btconnect.com](mailto:wncarers@btconnect.com) Website: [www.westnorfolkcarers.org.uk](http://www.westnorfolkcarers.org.uk)

**Vitalise (formerly the Winged Fellowship Trust):**

Short break Bookings Team, Shap Road Industrial Estate, Shap Road, KENDAL, Cumbria. LA9 6NZ.

Tel: 0845 3451970 Fax: 01539 735567

Email: [info@vitalize.org.uk](mailto:info@vitalize.org.uk) Website: [www.vitalise.org.uk](http://www.vitalise.org.uk)

*Vitalise is a national disability charity providing essential services for disabled and visually impaired people and carers at five accessible UK Centres in Cornwall, Nottingham, Southport, Essex and Southampton. Guests receive 24-hour personal support and care-on-call from fully-trained staff and volunteers and can also participate in a pre-arranged programme of trips and activities.*



- Age Concern Norfolk is an independent county-wide charity with over 60 years experience of working for the well-being of older people and their carers in Norfolk.
- In Norfolk there are a number of independent Age Concern organisations and groups working to promote the well-being of older people.
- Age Concern Norwich with Age Concern Norfolk is an 'organisation' member of the Age Concern Federation. Contact: Age Concern Norwich, Boardman House, Redwell Street, NORWICH. Tel: (01603) 496333.
- Other Age Concern groups working in the county are supported by Age Concern Norfolk. For information on your nearest Age Concern group, and for details about our work contact: Age Concern Norfolk.

**Age Concern Norfolk  
Age Concern County Office  
300 St Faith's Road  
Old Catton  
Norwich  
NR6 7BJ  
Telephone: 01603 787111**



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