



**Norfolk
Fact sheet**

Number 3

**Support for
Norfolk
Carers**

Last updated: June 2009

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Are you a carer?

The term 'carer' is used to distinguish those who provide care for others on an unpaid basis, apart from those who are paid (care workers, home helps and people employed by someone with a disability). If you are looking after a relative, neighbour or friend who cannot manage without your help because of illness, disability or the effects of old age, then you are a carer. You may be caring all the time or for just some of the time.

Caring can be a fulfilling experience. It can also be time consuming, tiring and stressful. The responsibilities of caring can restrict other aspects of your life. Because caring is mostly done at home or in the home of the person you are helping, it can leave carers feeling isolated or lonely. Caring can bring money pressures with it and even a deterioration in the health of the carer, both mental and physical.

This factsheet is a guide to some of the support services available to Norfolk's Carers.

Local organisations for supporting carers:

There will be times when you want to talk to someone who understands how you feel because they are in a similar situation themselves. Going to a carers' support group is one way of finding mutual support.

There are support groups throughout Norfolk for carers, their friends or family. Every group is different. Some will meet for friendship, social activities and mutual support, others may offer practical advice or help.

The following organisations may help you to find a carers' support group near you. Alternatively, contact the Age Concern Norfolk county office (see back page).

NCC Adult Social Services – Support for Carers:

Much of the support Norfolk Adult Social Services provide is through services they give to the person you care for such as: care in the home; meals on wheels; day care; equipment and adaptations within the home; and respite care. These services can give you a break while someone else steps in to support the person you care for.

To find out what assistance the person you care for may be entitled to you can ask Social Services to make an assessment of their needs. A social worker or occupational therapist will discuss the situation with both you and the person you are caring for. You should be fully involved in any discussion about the needs of the person you care for and the care plan which is drawn up.

When the person you care for has an assessment, you also have the right to have your own separate 'carer's assessment' to look at what you need in order to be able to care. This could be at the same time as the person you care for, or you could ask to talk to the social worker separately. Social Services should then take account of both your assessment and the assessment of the person you care for when making decisions about the services they can provide.

'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.

Norfolk Adult Social Services works very closely with many other organisations helping carers. For more information visit their website www.norfolk.gov.uk or call their Customer Services Centre on 0344 8008014.

They also provide a listing to the Norfolk Carers Group of the location and name of all carers support groups throughout Norfolk. There is also an information guide entitled **'Who Cares'** for anyone looking after someone in Norfolk. Copies are available from Norfolk Carers Helpline on 0808 8089876 (Monday to Friday 8a.m. to 8p.m.).

Support for Carers in GP Surgeries:

It is important that you tell your GP surgery if you are helping to look after someone so that they can register you as a carer on your medical notes. Ask you GP surgery for the leaflet **'Does your GP surgery know you are looking after someone?'** to register yourself and the person you care for. Your GP can also be a route into Adult Social Services, counselling and other organisations.

Norfolk Carers Agency Partnership

This is made up of a group of voluntary agencies supporting adult carers within Norfolk. Their aims are to: target 'hidden carers' and raise public awareness of the needs of carers; provide one-to-one listening support, information, advocacy and signposting; provide information and support for carers groups.

- **Crossroads Caring for Carers** - who provide regular relief in the home to allow carers to have a break from their caring role. They also run **Crossroads Norfolk Carers Helpline** providing a listening and information service (see page 6).
- **Norwich & District Carers Forum** - who provide support and advocacy for carers throughout Norfolk (see page 7).
- **West Norfolk Carers Association** - who provide support and training for carers in West Norfolk (see page 7).
- **Mind Carer Support Service** - who provide support for adult carers of people with mental health problems (see page 8).

'Help when you need it most' is a new directory of sources of support and practical help for people living with a life-limiting illness and their carers. For details go to www.norfolkcarers.org.uk or call Adult Social Services on 0344 8008014.

Crossroads Caring for Carers Schemes:

Crossroads is a national organisation which has schemes in most parts of England and Wales. Every scheme provides practical support where and when it is most needed, usually in the home. Home-based respite care is provided by trained care attendants who are able to give regular carers extra time to themselves. Occasional (or more regular) breaks can be arranged to suit the individual carer's need.

There are four Crossroads schemes located in Norfolk giving practical and emotional support to carers. They can give you support and information about benefits, equipment, Carer's Assessments, how to get a break and how to find other support. For more information visit their website www.crossroads.org.uk or call their national helpline on 0845 4500350 or contact one of the local schemes:

Great Yarmouth & District Crossroads	01493 441222
North East Norfolk Crossroads	01692 500006
Norwich & Broadland Crossroads	01603 898900
Crossroads for other areas in Norfolk	0845 2410968

Crossroads Norfolk Carers' Helpline:

A free, confidential listening and information service for family carers which can give you support and information about benefits, equipment, Carer's Assessment, how to get a break and other support. It is staffed with trained and experienced workers who provide information and support and will know who carers can contact in an emergency.

Norfolk Carers' Helpline have launched a support forum/message board for carers to communicate directly with each other, swop hints and tips, gain support from each other and Helpline staff. For further information go to their website www.norfolkcarershelpline.org.uk or call their Helpline on 0808 8089876 (Monday to Friday - 8am to 8pm)

Norwich & District Carers Forum:

This organisation aims to help carers develop a stronger and more independent voice in the community and to build up appropriate local support for them. The Forum also lobbies for change and helps carers to find appropriate services, providing support and advocacy for carers throughout Norfolk. For further information go to their website www.carersforum.org.uk or contact as follows:

Norwich & District Carers Forum:

Tel: 01603 219924 Fax: 01603 219939

Email: admin@carersforum.org.uk

The Charing Cross Centre, 17-19 St. John Maddermarket,
NORWICH. NR2 1DN. (Great Yarmouth – Tel: 01493 445540)

West Norfolk Carers Association:

Their aim is to contact, talk with and improve the quality of life for carers in the area. They provide support and training for carers in West Norfolk. They keep in touch with Carers by issuing regular newsletters, providing information on national activity, making home visits, establishing Carers Groups and offering a local point of contact to find support quickly. If they can't help they can refer you to someone who can. For further information go to their website www.westnorfolkcarers.org.uk or contact as follows:

Tel: 01553 768155

Email: wncarers@btconnect.com

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

Cossey Carers Support Group:

This support group (located in Costessey) provides help, support and guidance to those in a carer's role working under the umbrella of Social Services, Carers Forum and Norfolk PCT. Social meetings give people the opportunity to talk through issues and concerns. Members are welcome from any area. For information go to their website www.costesseycarers.co.uk or contact the Secretary (Delia Parker) on 01603 743411 or email cosseycarers@ntlworld.com

Mind Carer Support Service:

This national organisation provides support and aims to identify and meet the need of individuals whose lives are affected by their role of caring for adults with severe and enduring mental health problems.

This service provides: listening, support and information; one-to-one individual support and advocacy; support to make sure a Carer's Assessment has been offered, where appropriate.

For more information go to their national website at www.mind.org.uk or call the national Mindinfo line on 0845 7660163 or contact your local branch as follows:

Norwich & Central Norfolk Mind

50 Sale Road, NORWICH. NR7 9TP.

Tel: 01603 432457 Fax: 01603 433268

Email: headoffice@norwichmind.org.uk

Website: www.norwichmind.org.uk

West Norfolk Mind (for King's Lynn & District)

Columbia Way, KING'S LYNN. PE30 2NE

Tel: 01553 776966 Fax: 01553 770493

Email: headoffice@westnorfolkmind.org.uk

Website: www.westnorfolk-mind.org.uk

Mind (for Great Yarmouth & Waveney area)

31 Caister Road, GREAT YARMOUTH. NR30 4DA.

Tel: 01493 842129 Fax: 01493 330294

Email: penny@gywmind.org.uk



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

National Organisations:

Various other organisations exist to help you care. Some are listed below:

Alzheimer's Society:

This Society offers information, education and support to carers of those who suffer from Alzheimer's disease. It has a mass of general information about dementia. For further information, visit their website www.alzheimers.org.uk or call the Alzheimer's Society national Dementia Helpline on 0845 3000336 (available usually 8.30a.m. to 6.30p.m. Monday to Friday - staffed by trained advisers who can give support and advice on all forms of dementia) or contact their Central Office at:

Devon House,
58 St. Katherine's Way
LONDON. E1W 1JX
Tel: 020 74233500
Fax: 020 74233501
Email: enquiries@alzheimers.org.uk

Branches in different areas offer a variety of services (details are on the website). For information about services provided in the Norfolk area, contact the East Anglia Area office at:

Alzheimer's Society East Anglia & Central Area Office
Unit 5, Forbes Business Centre
Kempson Way
Moreton Hall
BURY ST. EDMUNDS. IP32 7AR
Tel: 01284 753886
Email: karon.peters@alzheimers.org.uk

Or contact your local branch:

Great Yarmouth:	Tel: 01493 655989
King's Lynn & West Norfolk:	Tel: 01553 762227
Norwich & District:	Tel: 01603 763517
Thetford Office:	Tel: 01842 824636
North Norfolk:	Tel: 01263 519427
Fenland & Marshland:	Tel: 01945 580460

Carers UK

This national voluntary association encourages carers to recognise their own needs and rights. It helps to strengthen the support available for all carers and provides information and advice for them on all matters related to caring: financial help; help with caring; caring and working; help in your area. It also campaigns on behalf of carers to ensure that action is taken to support them and to put carers in touch with one another through local support groups.

They also provide a telephone information and advice service which is staffed by experts in carers' rights (Carers Helpline 0808 8087777). They can provide details of your nearest branch (see page 7).

For further information, go to their website www.carersuk.org or contact their Head Office as follows:

Carers UK
20 Great Dover Street
LONDON. SE1 4LX
Tel: 020 73784999 Fax: 020 73789781
Email: info@carersuk.org

NHS Direct:

This NHS telephone service provides confidential information and advice about health, illness and medical services to enable people to make decisions on healthcare matters. For further information visit their website www.nhsdirect.nhs.uk or call the NHS Direct helpline on 0845 4647 which operates 24-hours a day - calls are charged at local rates.

NHS Direct has joined forces with NHS Choices to provide health information on www.nhs.uk which includes a self-help guide, health encyclopaedia, common health questions and online enquiry service.

The Stroke Association:

The Stroke Association's main focus is to support people who have had a stroke and their families. They do this by providing information and community services which includes their Stroke Information Service and their Welfare Grants scheme - also:

- Family & Carers Support Service – a visiting service that gives practical information and emotional support to the families and carers of people who have had a stroke
- Communication Support Service – to help people with communication difficulties after a stroke.

For further information, visit their website www.stroke.org.uk or call their national helpline on 0845 3033100 (9a.m. to 5p.m. – Monday to Friday).

For information, advice and details about carers' support groups, communication groups, and social activities for stroke victims and carers in Norfolk, contact the East Anglia Regional Office (which covers the Cambridgeshire, Essex, Beds, Herts, Norfolk and Suffolk areas):

East Anglia Regional Office
The Stroke Association
Lark House
117 Eastgate Street
BURY ST. EDMUNDS. IP33 1YQ
Tel: 01284 760006 Fax: 01284 762159
Email: Eastanglia@stroke.org.uk

Benefits for Carers:

If you are a carer, you (or the person you are caring for) may be entitled to financial help. The following are brief outlines of some benefits you may be able to claim.

Carer's Allowance:

Carer's Allowance (CA) is the main benefit for people looking after a family member or friend who is ill or disabled. It is a taxable benefit paid to people who spend at least 35 hours a week caring for a severely disabled person. To qualify for CA you must be caring for someone who gets Attendance Allowance (AA); Disability Living Allowance (DLA) care component; or Constant Attendance Allowance paid with War Pensions or Industrial Disablement Benefits.

There is no age limit for claimants but, if in receipt of a State Pension, they do not normally qualify as they come within the bounds of 'Overlapping Entitlement'. However, someone who is a carer and is receiving a state pension which is below the Carer's Allowance rate, can claim the higher amount.

Carers who receive a State Pension can qualify for an 'Underlying Entitlement' and this will result in being eligible for the 'Carer's Premium' under the Pension Credit. For a couple where one person is on Attendance Allowance and the other person is claiming Carer's Premium, the situation is straightforward. However, under the Pension Credit rules, someone living alone and on Attendance Allowance will attract the 'Serious Disability Premium' but this will stop if someone else claims Carer's Allowance for them.

For further information, refer to Age Concern England's Fact Sheet No.55 'Carer's Allowance' - for a free copy call Age Concern Norfolk (see contact details on last page) or call the CA helpline on 01253 856123 (textphone 01772 899489)

Income Support:

Income support is a benefit for people under 60 which helps with weekly basic living expenses by topping up your income to a level set by the Government. You do not need to have paid National Insurance (NI) contributions to qualify for Income Support but your income and any savings and capital over a certain level will be taken into account. Income Support is not taxable. To make a new claim call the Jobcentre Plus Contact Centre on 0800 0556688.

Pension Credit:

The Pension Credit system was introduced to provide some help for those who have made 'modest' provision for their old age by way of personal pensions, occupational pensions or savings. It consists of two elements, namely Guaranteed Credit and Savings Credit.

Guaranteed Credit takes the place of the former Minimum Income Guarantee (MIG) and is for those over 60 years of age on a low income. Savings Credit is for those over 65 years of age and provides a bonus for people with modest pensions and savings. If Guaranteed Credit is awarded, this is a passport to 100% Council Tax Rebate or Housing Benefit.

Help with Health Costs:

Help might be available to people on a low income for NHS charges (e.g. NHS prescriptions, NHS dental treatment, NHS sight test etc.). Eligibility for help with health costs is dependent on income and savings. Even people who do not qualify for other means-tested benefits may be entitled to some help. Further information is available in the leaflet '***HC11 Help with health costs***' and '***HC1 Help with health costs claim form***' which may be obtained from the Department of Health's helpline on 08701 555455.

For more information about benefits and what you (or the person you care for) may be able to claim, contact Age Concern Norfolk or call the Benefits Enquiry line on 0800 882200 (textphone 0800 2433355).

Useful publications:

Age Concern Factsheets & Information Sheets:

A full index of fact and information sheets is available from Age Concern Norfolk. (see last page for contact details). Those which may be of special interest to carers include:

FS No. 6	Finding help at home
FS No. 18	A brief guide to money benefits
FS No. 55	Carer's Allowance
IS/20	Help with Health Costs
Norfolk FS 2	Taking a break from caring

Age Concern Books:

In addition to their range of fact and information sheets, Age Concern England also publish a wide range of books for professional carers working with older people covering a whole range of key issues. You can order these online at www.ace.org.uk/bookshop or you can call for a catalogue or to place an order on 0870 4422120 (fax 0870 8000100) or write to them at Age Concern Books, Unit 6 Industrial Estate, BRECON, Powys. LD3 8LA.

Alzheimer's Society Publications:

The Alzheimer's Society produces a number of publications including a useful fact sheet '***Understanding and respecting the person with dementia***'. This is downloadable from their website www.alzheimers.org.uk or call their helpline for a copy on 0845 3000336.

Carers UK:

Carers UK produces a range of factsheets and booklets for carers and those working with carers. You do not have to be a member of this Association to order their books and leaflets. Carers UK have just produced a new booklet '**New to Caring**' to help those who have recently become a carer. It contains advice from experienced carers and covers all the basics that one needs to know about – the financial, practical and emotional aspects of caring and the range of help available. For a list of publications visit their website www.carersuk.org or call their publications line on 0845 2410963.

Crossroads Norfolk Carers:

'**Who Cares**' is an information guide for people who are looking after someone in Norfolk. This booklet can be downloaded from NCC website www.norfolk.gov.uk or call the Crossroads helpline for a copy on 0808 8089876.

Macmillan Cancer Relief:

'**Hello, and How Are You**' - this booklet provides information and support for people who are caring for those with cancer. For details go to their website www.macmillan.org.uk or call for a copy on 0800 500800.

Norfolk Carers Agency Partnership:

The organisations in this partnership produce a quarterly newsletter '**The Norfolk Carer**' which aims to inform as many people as possible about carers' issues. For details go to their website www.norfolkcarers.org.uk or call any of the organisations for a free copy (see page 5).

Stroke Association:

The Stroke Association produces a number of publications and has co-published the booklet '**Caring for someone who has had a stroke**' with Age Concern England. Copies are available from the Age Concern bookshop (see contact details on page 15).

Other information:

www.direct.gov.uk

This government website includes pages entitled 'Caring for Someone' which include information on carers' rights; caring and support services; money matters; carers and employment; health and taking a break.

Carers' Message Board:

www.chill4us.com is a website specifically for carers offering support and concern for one another. All users are asked to register to enable access to hosted chats and topical information related to caring.

Cinema Exhibitors' Association Card:

This is a national card that entitles the holder to one free ticket for a person accompanying them to the cinema. To apply for a card, a person must meet one (or more) of the following criteria:

- a) be in receipt of DLA; be in receipt of AA
- b) be registered as a blind person.

The card is valid for one year from the issue date and costs £5.50. Applications are available from participating cinemas, from their website www.ceacard.co.uk or contact them as follows:

The Card Network
Network House
St Ives Way
SANDYCROFT. CH5 2QS
Tel: 0845 1231292
Fax: 0845 1231296
Textphone: 0845 1231297
Email: Via website

- 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, at: 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 County Office
300 St Faith's Road
Old Catton
Norwich. NR6 7BJ
Telephone: 01603 787111



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