

Oxfordshire Guide for Carers

Are you looking after someone?

*A relative, partner, or friend who is ill,
disabled, or frail or has an addiction,
and needs your help?*

Help is available

ARE YOU A CARER?

If you look after a relative, partner or friend who needs help due to disability, illness, frailty or an addiction, then you are a carer.

- You may be new to caring or have been caring for many years.
- You may or may not live with the person you care for.
- The care may be personal care or supervision or emotional support.
- The care you provide is not paid for as part of your employment.

Young Carers are children and young people under 18 years with caring responsibilities for adults or siblings who have an illness, disability or health problem which they cannot manage alone.

Parent Carers are carers who have parental responsibility for a disabled child.

HELP IS AVAILABLE

Caring brings its own rewards, but can be hard work physically and emotionally. Recognising yourself as a carer is the very first step to getting the support you may need.

Sometimes people don't realise they are carers, that there may be benefits to which they are entitled, that they have legal rights and that practical and personal support is available.

We hope this leaflet will help you find the information and support you need.

To find out what help is available, you can talk to one of our three **Carers Centres** and visit the **Carers in Oxfordshire Website** www.oxoncarers.org.uk or contact the **Access Team** on 0845 0507666 access@oxfordshire.gov.uk

Remember ... it is important to let your GP know you are a carer so your health needs as a carer can be taken into account.

OXFORDSHIRE CARERS CENTRES

The three Carers Centres in Oxfordshire provide free, confidential advice, information, support and advocacy. They also offer a range of services for carers of adults, parent carers and young carers.

- information on local and national services, benefits and breaks for carers
- individual support to discuss your needs and help available including employment, education, training and leisure.
- help with practical tasks (such as form filling)
- advocacy to help you get the benefits & services you need
- support groups with other carers, activities or days out
- courses to help support you in your caring
- schemes to help carers to take a break or make your life a bit easier or help to support your wellbeing.
- Young Carers Projects –individual support and group activities for young carers

Phone, email, or drop in to your Carers Centre for further information on how they can help.

Oxford Carers Centre

174a Cowley Road, Oxford OX4 1UE

Tel: 01865 205192 Fax: 01865 242569

E-mail: info@carerscentre.co.uk

Website: www.carerscentre.co.uk

Additional services:

- Oxford Carers Children and Families project for carers of children with disabilities
- South Asian, Chinese, and African & African Caribbean Carers projects
- Young Carers Project

South and Vale Carers Centre

5 Lydalls Road, Didcot OX11 7HX

Tel: 01235 510212 Fax: 01235 512198

E-mail: carers@svcarers.org.uk

Website: www.svcarers.org.uk

- Young Carers Project

North and West Carers Centre

(Princess Royal Trust for Carers)

27 Horsefair, Banbury OX16 0AE

Tel:(local rate) 08457 125546/01295 264545

Fax: 01295 270660

E-mail: carers@ccnwoxon.org.uk

Website: www.carers.org

- Young Carers Project

SUPPORT FROM OXFORDSHIRE COUNTY COUNCIL

- Social & Community Services supports carers of adults who are frail, have a physical disability or a learning disability.
- They work with the Oxfordshire & Buckinghamshire Mental Health NHS Foundation Trust to support carers of adults of any age who have mental health problems.
- Children, Young People & Families with their partners support families with disabled children, children with additional needs, and young carers under 18.

CARING FOR AN ADULT

If caring has a major impact on your life, you can talk to someone in Social & Community Services about the help and support you may need. This is called a **carer's assessment**.

As a starting point, you can complete a **carer's self assessment**. This can happen even if the person you care for refuses help.

For more information see page 10.

Breaks and services for carers of adults

The assessment will show if you are eligible for services which may include:

Services for the person you care for which may benefit you

- Home support services such as help with personal care, getting up, washing and dressing
- Day care services or an activity to go to during the day
- Use of the home delivery shopping service
- A place to stay for a short time (respite) so you can have a break
- Adaptations & equipment in the home
- Pendant alarms and/or sensors
- Relief to care – care provided usually in your own home to give you a break

Services for you

- Information and advice
- Referral for advice and information from carers' organisations
- Referral to other specialist groups which provide expert advice and support about health, housing, benefits, employment, education, training & leisure opportunities.
- Someone to talk to
- Referral to carers' support groups
- In certain circumstances, a carer's service such as counselling or practical assistance to relieve you in your caring role.

Getting help for the person you care for

If the person you care for is not receiving any community care services, they may benefit from having their own assessment to discuss their needs, find out what help may be available and if they may be eligible for help. If the person you are caring for is having an assessment, your needs will be taken into account too.

For help, contact the Access Team (see page 10)

Direct Payments are cash payments you may be given instead of giving you a service to meet the eligible needs that have been agreed in your assessment.

Do you have to pay for services?

- There is no charge for an assessment
- A charge may be made for services we provide to the person you are caring for, depending on their financial circumstances (contact the Access Team for a copy of the Fairer Charging Leaflet)
- There are no charges for services for children under 18
- We do not charge for the services we provide to carers (see “services for you” on page 7)

CARING FOR A DISABLED CHILD

If you are caring for a disabled child, your own needs will be taken into account as part of a family assessment.

- You may also be offered a separate carer's assessment.
- There is a range of support services which may be helpful.

IF YOU ARE UNDER 18 - YOUNG CARERS

If you are a young carer looking after someone it is important that your needs are looked at too.

- The Carers Centres' Young Carer Projects provide support and breaks.

If caring is having a major impact on your own life and you need help, you can contact the Access Team or if there is already a care manager or social worker involved, speak with them.

HOW YOU CAN GET HELP

- Contact: the Access Team to request information and assessment
Tel: 0845 050 7666 Fax: 01865 783111
Email: access@oxfordshire.gov.uk
- Or for carers (16+) of adults, complete a Carer's Self-Assessment form on the Carers in Oxfordshire Website
www.oxoncarers.org.uk
- Or if the person you look after already has someone like a care manager, nurse or support worker, you can contact them
- Or contact the Carers Centre who will help you (see page 5)

USEFUL NUMBERS & WEBSITES

Emergency Carers Support Service

part of Oxfordshire Independent Living Service (A4e)

This is a free service for carers of adults which provides support and arranges care when carers registered with them are unable to do so due to an emergency.

For information contact: 01865 374430 or email oxfordilsenquiries@a4e.co.uk

Help in Emergencies

The Social & Community Services Access team can be contacted if there is a social care emergency for a child or an adult:

- during working hours telephone 0845 050 7666
- out of hours contact the Emergency Duty Team on 0800 833408

NHS Direct

Nurse advice and health information
24 hours a day

Telephone 0845 4647
www.nhs.uk

The Oxfordshire Carers Forum

The voice of carers in Oxfordshire, run by carers for carers. It provides information and consultation on carers' issues.

"The Elms",
9 Church Green,
Witney
OX28 4AZ

Telephone: 01993 706 543

e-mail: carers@oxoncarersforum.org.uk

www.oxoncarersforum.org.uk

Due to move in 2009. Please email for up-to-date details

Rethink Carer Support Service (Mental Health)

Carers of adults of working age with Mental Illness may benefit from specialist support.

Manzil Way Resource Centre,
Manzil Way,
Cowley
Oxford
OX4 1XE

Telephone: 01865 455877

www.rethink.org

Age Concern Oxfordshire

Benefits advice, advocacy, day centres and social contacts, befrienders and specialist services.

St. Edmunds House,
39 West St. Helens Street,
Abingdon
OX14 5BW

Telephone: 01235 849400

www.ageconcernoxon.org.uk

Alzheimers Society

Support for people with dementia and their carers

Oxfordshire Branch

Telephone: 01865 876508

email: AlzheimersOxford@aol.com

Abingdon & Vale Telephone: 01235 205 407

Banbury & District Telephone: 01295 811144

www.alzheimers.org.uk

OxFSN - Oxfordshire Family Support Network

A support network for all family carers and relatives of people with a learning disability (of any age).

Adults Telephone: 01295 811749

Children & Young People Telephone: 01865 890326

www.oxfsn.co.uk

Oxfordshire Family Information Service (OFIS)

Oxfordshire Children's Information Service offers parents and carers information on a range of topics such as childcare, early years, help with childcare costs, family support, resources for disabled children, and activities. It is being developed into a Family Information Service to provide a broader range of information, signposting and support.

Telephone: 08452 26 26 36

www.oxoncis.org.uk

Contact a Family

Advice, information and support for parents of disabled children.

209-211 City Road, London EC1V 1JN Tel: 020 7608 8700 Fax: 020 7608 8701

Helpline: 0808 808 3555 or

Textphone: 0808 808 3556

Freephone (Mon-Fri, 10am-4pm & Mon, 5.30-7.30pm)

e-mail: info@cafamily.org.uk

The Benefits Enquiry Line

For people with disabilities and for carers

Telephone: 0800 882 200

Carers UK

Carers' organisation lobbying and providing information, research and support for carers

Telephone: 0207 490 8818 or

Carersline: 0808 808 7777

www.carersuk.org

Princess Royal Trust for Carers

Provides support through network of carers centres, information, research, lobbying

Telephone: 0207 480 7788

www.carers.org

and for young carers www.youngcarers.net

Government information on carers' rights, support, services in the UK

www.direct.gov.uk

(caring for someone)

For details of the many carers' organisations and other helpful resources, contact your Carers Centre or www.oxoncarers.org.uk

If you have a concern or complaint about County Council services, first try to discuss this with the staff or manager. If this does not resolve the problem, contact the Access Team.

**For further information about our services,
Contact Social & Community Services,
Access Team on 0845 050 7666 or email us at
access@oxfordshire.gov.uk**

আপনি যদি অনুরোধ করেন তাহলে এই পুস্তিকাটি বিকল্প ছােদে, যেমন, অন্য কোনও ভাষায়, বড় হরফে, ব্রেইলে, অডিও-ক্যাসেটে, কমপিউটারের ডিস্কে বা ইমেলের মাধ্যমে পেতে পারেন।

Bengali

“本刊備有其他的格式可供索取。這些包括有其他語言版，大字版，盲人用版，錄音帶版，電腦磁碟版或電子郵件版。”

Chinese

प्रार्थना करने पर यह प्रकाशन दूसरे रूपों में प्राप्त किया जा सकता है। जिस में सम्मिलित है, दूसरी भाषाओं में, बड़े छापे में, ब्रेजल, सुनने की टेप पर, कम्प्यूटर की डिस्क पर या ई-मेल द्वारा।

Hindi

“ਇਹ ਪੁਸਤਕ ਬੇਨਤੀ ਕਰਨ ਤੇ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ। ਜਿਵੇਂ ਕਿ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਛਪੇ ਤੇ, ਬ੍ਰੇਲ ਵਿਚ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ, ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਈ ਮੇਲ ਤੇ।”

Punjabi

“اس اشاعت کو قابل اشغال میں درخواست کرنے پر حاصل کیا جاسکتا ہے۔ اس میں دوسری زبانیں، بڑا پرنٹ، بریل، اور آڈیو کاسٹ کیپسٹریٹس کی کاپیاں شامل ہیں۔”

Urdu

يمكن توفير نماذج بديلة من هذا المنشور عند الطلب. هذه تشمل اللغات الاخرى ، الطباعة الكبيرة ، وطريقة بريل ، الكاسيتات ، قرص الحاسوب او البريد الالكتروني.

Arabic

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Polish

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Portuguese

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Telephone: 0845 050 7666**

