



Carers Matter Norfolk

# Carers Handbook

## 2018/2019

Are you looking  
after someone  
in your family  
or a friend?

We're here to  
support you,  
7 days a week



You can call us on  
0800 083 1148

Alternatively, find out more  
and get in touch by

 [info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)

 [Facebook.com/  
CarersMatterNorfolk](https://www.facebook.com/CarersMatterNorfolk)

 [@CarersMatterNfk](https://twitter.com/CarersMatterNfk)

 07537 417850

[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)



# Contents

We're here to help you while you care for a member of your family or a friend. You might not see yourself as a 'carer', you're a husband, a wife, a son, daughter, brother, sister, relation, friend or neighbour to someone you look after. We speak to carers who often leave seeking support until they, or the person they care for, reach crisis as they find it difficult to see themselves as a carer. Getting information, advice and support at an early stage can enable you to continue caring with confidence and help prevent crisis.

Our handbook provides all the information you need, from information to help you in your caring role, from how to get help around the home, to understanding your rights and explaining benefits together with handy numbers to help you get in touch with organisations quickly and easily or in an emergency and remember, our friendly team are **always** here. Save our Advice Line number **0800 083 1148** in your phone contacts.



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# Welcome

## YOUR VOICE MATTERS

**Being a carer can be both challenging and rewarding.**

For some it might be the difficulty of navigating the broad range of health and care services. For others it's the chance to develop a rare bond with someone. Caring can make some people feel invisible and anonymous, and that's why, no matter what, we want to make sure that you feel you have a voice.

The intention of this handbook is to assist you in many of the situations you might find yourself in as a carer. It was developed by carers, for carers, but it's not meant to replace the immediate, human support you might need.

Whether you have a question about funding or have something to say about local policies and resources, whether you'd like to provide



assistance to other carers around you, or even if you just need to talk to someone about yourself, we want to make sure that you feel heard.

And that's really what this booklet is for. It's a signpost. It's a quick guide to finding someone who will listen and help.

## WHO WE ARE

**Carers Matter Norfolk is the county-wide support service for unpaid carers, offering support that is personalised to meet what matters to you. Carers are involved in designing and shaping the service. We put you firmly at the heart of everything we do.**

Carers Matter Norfolk is funded by Norfolk County Council and Norfolk's five NHS Clinical Commissioning Groups and provides the following services:

### Advice Line

Open 7 days a week, the Carers Matter Norfolk Advice Line provides free, independent and confidential information, advice and guidance on a wide range of caring-related topics and issues affecting you, the people you care for and your wider family.

*"Fantastic support from the Advice Line, they were so understanding."*



Advisors are trained to provide listening and emotional support and many have personal experience of caring. Call free from landline telephones or mobiles or chat to an Advisor online on the website [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

### Community Support

You can access free one-to-one support in your home, the community or a place of your choice from local Carer Connectors who will personalise support around what matters to you. We can help you to understand and navigate local services, support to access entitlements, assessments or grants, help you with benefits, housing and adaptations or assist you to speak up for yourself in accessing services and support.

### Counselling

You can access free telephone counselling to support you with emotional issues around caring; this can include managing stress or coping with loneliness. Counselling can be accessed via telephone, Skype, Facetime, Twitter and Facebook.

*"I was drained mentally and emotionally, speaking to a counsellor has helped me so much."*

### Education & Training

We can support you to care with confidence through education & training. You could attend one of our day or half day events or access resources online that can help you develop skills and knowledge around caring and to look after your own wellbeing through the Carers Matter Norfolk eLearning Portal [www.carersmatternorfolkelearning.org.uk](http://www.carersmatternorfolkelearning.org.uk) We also offer education & training sessions to support groups across the county.

### The Pod

The Pod is an online community for carers living in Norfolk and beyond. You can chat to other carers, share experiences and ask questions any time, day or night, or chat with professional advisors during opening hours.

### Young Carers & Families

Carers Matter Norfolk works to a whole family approach; young carers and their families can access specific information, advice & guidance online and in the community through their local Carer Connector. See the website for further information.

**See the website for further information**  
[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

*"I was in a bad place. My husband had dementia, Parkinson's and numerous other ailments. He is now in permanent care. I really don't know what I would have done without the support and care I received from my Carer Connector."*

*They have been wonderful, and they have been to meetings and the hospital with me, and helped me to come to terms with him needing 24 hour permanent care. They have been such a help, I could not have coped without my Carer Connector."*



### Carers Voice

Carers Voice Norfolk & Waveney [www.carersvoice.org](http://www.carersvoice.org) works to ensure that the voice of carers is heard and listened to, enabling support and services to be designed and delivered that reflect carers' needs and interests.

Join for free today and receive information on the work of Carers Voice and for news and information on how you get can involved and make a difference.

Carers Voice works within Carers Matter Norfolk to ensure your voice is at the centre of everything we do. They also administer a small grants fund for local support groups for carers; this forms part of a wider support offer for groups which includes a publicity pack and help with recruiting.

**Many of the Carers Matter Norfolk team have been or are carers. We understand the difficulties and pressures you have to deal with because we've been there. And that's why we're here for you now.**



## THE CARER'S ASSESSMENT

**A Carer's Assessment is about you and your wellbeing, and it's your chance to discuss with Norfolk County Council what support or services you need. The assessment looks at the different ways caring affects your life and explores the ways you can carry on with what's important to you and your family.**

It should cover your caring role, your feelings about caring, your physical, mental, and emotional health, and the effect caring has on your work, leisure, education, wider family, and relationships. It also gives you the chance to find out more about support services, emergency help, breaks, and financial help to support your wellbeing and to help you continue caring.

**You can ask for a Carer's Assessment at any time. However, we recommend that you contact Carers Matter Norfolk first to find out more about the assessment and to discuss your needs.**

The purpose of the assessment is not to judge the care that you provide. The council might ask you about the impact the cost of caring is having on your finances but won't carry out a financial means test.

Some people may be able to receive a Carer's Allowance from the Department of Work & Pensions for caring, but this is different and does require a means test. If you're eligible to receive services to support your role as a carer, you'll receive these free of charge.

### If you can't attend

We realise that some people can't take part directly in the assessment. If that's the case for you, Norfolk County Council will make sure you have a friend or family member who can help and stand in for you. If you don't have anyone who can help, and you have no other way of attending, the Council may find an independent advocate.

*"I found the advice line very helpful. The lady I spoke to really understood my situation and was interested and able to talk through options and provide helpful information. It was fantastic to have someone to listen."*



### After the assessment

Once complete, the Council will decide whether you need their support. To be eligible, the impact of caring has to have (or is likely to have) a significant effect on your wellbeing.

**If you are found to be eligible for support, the Council will agree a Support Plan with you.**

This may include support in accessing the services in your community, arranging for breaks from caring on a regular or one-off basis, equipment to make caring easier, or leisure activities to reduce stress.

Even if you aren't eligible, the Council will provide you with information on where you can find support within your community.

**To request a Carers Assessment, please contact us first, or head to the Norfolk County Council website.**

**Norfolk County Carer's Assessment**  
 ☎ 0344 800 8020  
[www.norfolk.gov.uk/carers](http://www.norfolk.gov.uk/carers)

## YOUR RIGHTS

**We understand the pressure of caring for someone and want to make sure that you feel supported. Besides the right to a Norfolk County Council Carer's Assessment Carer's Assessment, you have access to services from voluntary organisations and other independent providers. You also have other rights covered by the law.**

### The Care Act (2014)

The Care Act came into effect in April 2015 and made widespread changes to adult social care in England. Very importantly for you, as a carer, it gives you the same rights to assessment and support as the person or people you're caring for. This means that your rights are recognised as equally important.

For more information on the Care Act, visit our website, or head to the government's webpage using the links below.

**Carers Matter Norfolk**  
 ☎ 0800 083 1148  
[www.carersmatternorfolk.org.uk/information-advice/your-rights/care-act](http://www.carersmatternorfolk.org.uk/information-advice/your-rights/care-act)

### Government webpage

[www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets](http://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets)

For a brief overview, some of the principles covered in the Care Act (2014) are:

- Wellbeing
- Assessment for local authority support
- Eligibility for funded services
- Financial schemes and support
- Information and advice from local authorities
- Preventing further needs, rather than allowing situations to reach a crisis point
- Diversity in the range of quality care you can choose from
- Personalised care and support plan for you and the person under your care
- Continuity in support if you or the person you care for chooses to move home
- Transition, meaning better planning for young people (including young carers) during their transition between Children's and Adult's services

### Equality Act 2010

Some carers and/or the people they care for may experience discrimination or harassment because of their age, disability, caring role, or for any other number of reasons, such as race, gender, or sexual orientation. Because this can affect your ability to work, get involved in leisure activities, or use services that should be available for everyone, the Equality Act aims to help you and the person under your care:

- In the workplace
- When shopping for goods and services
- In education
- With housing
- When using facilities like public transport, taxis, cafes, cinemas, restaurants etc

For more information on the Equality Act, you can contact us. The Citizens Advice Bureau has also produced a brochure on the Equality Act and how it affects you as a carer. You can download the brochure on our website.

[www.carersmatternorfolk.org.uk/information-advice/your-rights/equality-act-2010/](http://www.carersmatternorfolk.org.uk/information-advice/your-rights/equality-act-2010/)



citizens  
advice



**The Citizens Advice Bureau  
Equality Act Brochure:**  
[www.carersmatternorfolk.org.uk/  
wp-content/uploads/2018/02/  
Equality-Act-2010.pdf](http://www.carersmatternorfolk.org.uk/wp-content/uploads/2018/02/Equality-Act-2010.pdf)

### Your right to complain

There may be times when you need or want to make a complaint about the services you've received. The NHS and local government organisations have complaints procedures if you're unable to resolve the problem directly with the worker involved.

**POhWER**  
☎ 0300 456 2370  
📍 81025 (text pohwer plus your name and number)  
✉ [pohwer@pohwer.net](mailto:pohwer@pohwer.net)  
[www.pohwer.net/norfolk/html](http://www.pohwer.net/norfolk/html)

The NHS complaints service in Norfolk. POhWER works with Equal Lives and Age UK Norfolk to provide the NHS Complaints Service in Norfolk.

**POhWER**  
advocacy, making your voice heard

After the County Council has completed its investigations, your **Local Government Ombudsman** can investigate complaints on the way cases were handled.

**Local Government and Social  
Care Ombudsman**  
☎ 0300 061 0614  
[www.lgo.org.uk](http://www.lgo.org.uk)

An advocate can also support you in finding out about your rights and help you to resolve issues. For more details on your rights and complaints services, call one of our advisors or head to our website.

### Your right to be heard

**Patient Advice and Liaison Services (PALS)**  
Each healthcare service has advice and liaison officers that can explain procedures to you, provide confidential advice and support, as well as act as your point of contact and help resolve problems. To find your local PALS officer, either visit the NHS website [www.nhs.uk](http://www.nhs.uk) (search for PALS) or contact our Advice Line 0800 083 1148.

**NHS**  
[www.nhs.uk](http://www.nhs.uk)

**Carers Voice Norfolk & Waveney**  
As a carer, you are an 'expert' through your lived experience of caring and you should be able to have a say in services, policies and decisions that affect you and the people that you care for. We call this the 'Carers Voice'. Carers Voice Norfolk & Waveney is a partner in Carers Matter Norfolk ensuring our services involve carers at every level. Carers Voice ensure all carers in Norfolk and Waveney can have a real say on the local services and support they receive.

✉ [info@carersvoice.org](mailto:info@carersvoice.org)  
[www.carersvoice.org](http://www.carersvoice.org)

**Healthwatch Norfolk**  
☎ 0808 168 9669  
✉ [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)  
[www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)

An independent consumer voice for health and social care.



## Practical help with caring

### COMING HOME

**The Norfolk First Support Service provided by Norfolk County Council helps people aged 18 and over after a stay in hospital or after a period of illness.**

**Norfolk First Support will discuss with you and the person needing support about how much care is needed and whether they are eligible.**

**Providing up to 6 weeks of free support, the service helps these people regain the skills and confidence they need to remain independent in their home.**

If the team feels someone needs longer-term support, Norfolk First Support will assist with onward referrals, advice, and information. To find out more, you can contact us, or you can talk to the staff on the hospital ward or contact Norfolk County Council.

**Norfolk County Council**  
 ☎ 0344 800 8020  
 ✉ [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)  
[www.norfolk.gov.uk/stayathome](http://www.norfolk.gov.uk/stayathome)

### ADDITIONAL SUPPORT

**The British Red Cross**  
 ☎ 01603 426361  
[www.redcross.org.uk](http://www.redcross.org.uk)

Provides help with practical tasks and to regain independence.

**The Royal Voluntary Service**  
 ☎ 0845 608 0122  
[www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)

Offers support for older people going into hospital and coming home.

### HANDLING EMERGENCIES

**Being prepared for an emergency means that, should something unexpected happen to you, or the person you care for, you know exactly what to do.**

#### The Carer's Emergency Card

Norfolk County Council provides a free carer's emergency card to all carers in the county. The card clearly states that the person carrying it is a carer and that someone is relying on them to keep them safe and well and provides the County Council's 24-hour emergency helpline number, 0344 800 8020.

*"I feel much happier knowing that I have the card with me in case of an emergency."*

Pam, who cares for her husband who has Multiple Sclerosis



If someone carrying a carer's emergency card is taken ill or involved in an accident, they or the emergency services can ring the helpline and the council will use the information in the carer's emergency plan, such as details about the support they provide and emergency contact details, to ensure the person they care for isn't put at risk.

#### Getting your Carer's Emergency Card

To get a card you'll first need to complete the online form on the Norfolk County Council website. If you're unable to fill in the online form, you can call them on their helpline or ask the Carers Matter Advice Line to help you complete the form.

Once complete, you'll be sent your Carer's Emergency Card, which you should then always carry with you. The card will clearly state that you're a carer and that you have someone relying on you to keep them well and safe.

#### In the case of an emergency

The card will also show your Emergency Plan number. In the case of an emergency, you, or someone on your behalf, should ring Norfolk County Council's telephone number and give them your Emergency Card number. This will allow the Council to quickly reach your named emergency

contacts. Carers Matter Norfolk can support you to develop your own emergency plan; contact our Advice Line 0800 083 1148 or speak to your local Carer Connector.

Finally, if after the emergency there is no one to look after the person in your care, the Council will make sure that they remain safe until alternative arrangements can be made. This service is available to young carers and young adult carers alike.

To contact the emergency helpline, receive your Carer Emergency Card, or to find out more, contact Norfolk County Council.

**Norfolk County Council**  
 ☎ 0344 800 8020  
 ☎ 0344 800 8011  
[www.norfolk.gov.uk/carers](http://www.norfolk.gov.uk/carers)

#### Non-emergency support Norfolk's Swift Response

This is a 24-hour service that provides help, support, and reassurance if you or the person under your care have an urgent, unplanned need at home, but don't need the emergency services. For example, if you are suddenly admitted to hospital, the Swift Response team can assist the person you care for with getting up, washing, and dressing.



Or if you or the person you care for have a fall but are not seriously injured, the team can provide you with special lifting equipment to make moving as safe as possible for you. The Norfolk Swift Response service is available to Norfolk residents aged 18 or over, living in their own homes.

**Norfolk County Council Swift Response**  
 ☎ 0344 800 8020 – Select option 1  
[www.norfolk.gov.uk/care-support-and-health/care-and-support/urgent-help](http://www.norfolk.gov.uk/care-support-and-health/care-and-support/urgent-help)

### ADDITIONAL SUPPORT

#### Message in a bottle

By putting your (and the person under your care's) important information in an empty bottle in the fridge, and with a special sticker to tell emergency services where to find it, you can help them respond properly if you are taken ill or have an accident. For more, ask your GP or pharmacy, or call Lions Club International.

#### Message in a bottle

☎ 0845 833 9502  
 ✉ [enquiries@lionsclubs.co.uk](mailto:enquiries@lionsclubs.co.uk)  
[www.lionsclubs.org/en](http://www.lionsclubs.org/en)

#### Community Alarm

There is also a new Buddy Button becoming available you can wear. In an emergency, the alarm activates your home phone line to call for help. There is a charge for this service.

**Breckland and Norwich - Wellbeing Lifeline**  
 ☎ 01323 644 422

**Broadland – Centra Pulse**  
 ☎ 0300 333 6511

**Great Yarmouth – Yare Care**  
 ☎ 01493 330 369

**West Norfolk – Care Line**  
 ☎ 01553 616 200 – Select option 6

**North Norfolk – Care Line**  
 ☎ 01553 616 200 – Select option 6

**South Norfolk Contact Care Lifeline Alarms**  
 ☎ 0800 917 4680



### USING WHEELCHAIRS, MEDICAL, AND HOUSEHOLD AIDS

#### Equipment to help with caring

When it comes to support for mobility and independence, your GP or any other healthcare professional can have the person under your care assessed for what walking or medical aids they might need. If they have a permanent or long-term physical disability, you can also ask Norfolk County Council for an assessment, to include occupational therapy.

As part of that assessment, you can discuss any equipment you think you might need to help you as a carer.

**Norfolk County Council**  
 ☎ 0344 800 8020  
 ✉ [www.online.norfolk.gov.uk/socialcareenquiry](http://www.online.norfolk.gov.uk/socialcareenquiry)  
[www.norfolk.gov.uk/stayathome](http://www.norfolk.gov.uk/stayathome)



#### Assistive Technology

If the person under your care is an adult over the age of 18, and lives in their own home, Norfolk County Council has an Assistive Technology team that can carry out a free assessment to see whether the person under your care would benefit from such assistance.

Assistive Technology refers to a range of equipment and electronic gadgets that can help people feel safer and more secure, and to live more independently at home. You may be provided with equipment free of charge, although this is not guaranteed.

**Norfolk County Council**  
 ☎ 0344 800 8020  
 ✉ [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)  
[www.norfolk.gov.uk/assistivetechology](http://www.norfolk.gov.uk/assistivetechology)

#### Key safe

If you or the person under your care has multiple visitors but have difficulty in getting to the door to let them in, a simple means of support is a key safe, which is a combination-code protected secure box, used for keeping a spare key outside the main door.

*"There are some really useful resources in Norfolk, a quick phonecall can help you find out more."*

The Supra C500 key safe is police approved, and there are a number of organisations in Norfolk that provide key safes. Costs and conditions may apply, and we recommend that you contact your home insurance provider for further advice.

To find a local key safe supplier, you can call Norfolk County Council, or email them for more information. Alternatively, you can head to the Norfolk Keysafes website.

**Norfolk County Council**  
 ☎ 0344 800 8020  
 ✉ [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)

**Norfolk Keysafes**  
[www.norfolk.gov.uk/keysafes](http://www.norfolk.gov.uk/keysafes)

### ADDITIONAL RESOURCES

If you're not eligible for support from Norfolk County Council, you can contact the following services directly.

**n-able**  
 ☎ 01603 894 120  
 ✉ [n-able@ncsgrp.co.uk](mailto:n-able@ncsgrp.co.uk)  
[www.n-able.org.uk](http://www.n-able.org.uk)

Mobility aids. Contact for advice and to purchase equipment.

**The British Red Cross**  
 ☎ 01603 426361  
[www.redcross.org.uk](http://www.redcross.org.uk)

Able to lend mobility aids, including wheelchairs, on a short-term basis, and provide details on where to find their local centres.

**Norfolk Coastal Centre for Independent Life**  
 ☎ 01493 663 626  
 ✉ [nccfil@redcross.org.uk](mailto:nccfil@redcross.org.uk)

Able to lend mobility aids, including wheelchairs, on a short-term basis.

**DLF (Disabled Living Foundation)**  
 ☎ 0300 999 0004  
[www.dlf.org.uk/living-made-easy](http://www.dlf.org.uk/living-made-easy)

Offers free, impartial advice and information on the use of daily living equipment for the public.

**Disabled Gear**  
[www.disabledgear.com](http://www.disabledgear.com)

A free website where you can post adverts to buy or sell equipment.

## RECEIVING HELP AROUND THE HOME

**Keeping on top of household tasks can be a pressure when you're caring for someone. If you think you might need help, please call our Advice Line so we can try to put you in touch with the right support.**

### Meal delivery services

Norfolk County Council operates the Trusted Trader website, where you can find information on private companies in Norfolk, as well as voluntary organisations and even pubs and cafes that provide meal delivery services. These can include freshly cooked hot or cold meals, or frozen meals that you can reheat as and when you want them.

**Trusted Trader**  
[www.norfolk.gov.uk/trustedtrader](http://www.norfolk.gov.uk/trustedtrader)

**Norfolk County Council**  
 ☎ 0344 800 8020  
 ✉ [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)

**Lunch clubs and day centres**  
 ☎ 0344 800 8020  
[www.communitydirectory.norfolk.gov.uk](http://www.communitydirectory.norfolk.gov.uk)

The Norfolk Community Directory can provide details of lunch clubs and day centres in your area.



### Continence clinic

If one of your household tasks involves help with continence issues for a person who is 18 or older, you might find a continence clinic at a hospital or community health centre near you. If you wish to contact them, you can do so directly, without a referral from your GP.

To find your nearest health centre, head to the community health and care website.

**Norfolk Community Health and Care**

[www.norfolkcommunityhealthandcare.nhs.uk](http://www.norfolkcommunityhealthandcare.nhs.uk)





## HOME SAFETY AND SECURITY

When you're caring for someone, it's important to make sure your home environment is safe. We can help you find the right people to assist with essential repairs, or assess your home for fall risks.

### Help if someone suffers from falls

If the person under your care has had two falls in the last six months or a single fall that has led to injury or being admitted to hospital, the Norfolk Community Health and Care (NCHC) Falls Service provides a Falls Handbook as well as a home-based assessment to identify the factors and risks, which may contribute to this person's falls. The purpose of the assessment is to develop a personalised action plan to help the person improve their confidence, balance, strength and stamina.

While this service is provided for people who are 65 years or over, you, your GP, or any other health professional can refer under 65s to therapy or nursing for assessment.

#### NCHC Falls Service

☎ 01553 668 673

[www.norfolkcommunityhealthandcare.nhs.uk](http://www.norfolkcommunityhealthandcare.nhs.uk)

## ADDITIONAL RESOURCES

### Age UK Norfolk

☎ 0300 500 1217

[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

Offers a wide range of information material and guidance.

### Fire Safety: Norfolk Fire and Rescue Service

☎ 0300 123 1669

[www.norfolk.gov.uk/safety/norfolk-fire-and-rescue-service](http://www.norfolk.gov.uk/safety/norfolk-fire-and-rescue-service)

Offers free fire safety checks.

### Handy person services and care and repair agencies

For help and advice on repairing and adapting homes. You can find these through your local district council, and you can find your local district council number in the Useful Contacts section of this handbook, page 52.



## GETTING OUT AND ABOUT

Whether it's attending important hospital appointments, getting the shopping in or enjoying some much-needed leisure time, find out how you can get help with travel and transport.

### The Community Transport Scheme

Some carers don't have access to a car or any other means of transportation. If that's the case with you, and you can't use or access normal public transport, you may be eligible for a Community Transport scheme. Depending on the scheme's criteria, you could use it to go shopping, enjoy leisure activities or to attend hospital or GP appointments. In addition to the Community Transport schemes (Transport Plus), there are 5 Flexibus services that run a Ring and Ride service in rural areas.

You can view your options or contact Norfolk County Council at:

#### Norfolk County Council

☎ 0344 800 8020

✉ [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)

[maps.norfolk.gov.uk/findyourtransport](http://maps.norfolk.gov.uk/findyourtransport)

[www.norfolk.gov.uk/communitytransport](http://www.norfolk.gov.uk/communitytransport)

### Travel passes for bus travel

The Disabled Travel Pass entitles permanently disabled people, or those with a disability lasting at least 12 months and who meet the eligibility criteria, to travel for free on all off-peak bus services, as well as at any time on weekends and bank holidays. There are no travel period restrictions, however, on anyone who is registered as blind or partially-sighted.

If the person under your care can't travel alone, they can apply for a companion enhancement, so that you or whoever travels with them can do so for free, as long as the journey starts in Norfolk. To be eligible for a companion pass, the person under your care must be unable to walk to a bus stop, or get on or off a bus without assistance.

#### Norfolk County Council

☎ 0344 800 8020

✉ [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)

[www.norfolk.gov.uk/concessionarytravel](http://www.norfolk.gov.uk/concessionarytravel)





### Railcards and travel discounts

If the person under your care is eligible, the Disabled Persons Railcard gives both them and their adult companion 1/3 off most rail fares throughout Great Britain.

#### Disabled Persons Railcard Office

☎ 0345 605 0525  
✉ [disability@raildeliverygroup.com](mailto:disability@raildeliverygroup.com)  
[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

#### Greater Anglia

☎ 0800 028 2878  
✉ [assistedtravel@greateranglia.co.uk](mailto:assistedtravel@greateranglia.co.uk)  
[www.greateranglia.co.uk](http://www.greateranglia.co.uk)

Greater Anglia can provide information on assisted travel.

### Parking

**The Blue Badge Scheme** is a disabled parking permit that allows people who are registered blind, or those with severe mobility issues, who would otherwise be unable to access the shops or facilities that a Blue Badge would allow them to visit. You can apply using the web link below or by phoning Norfolk County Council direct. If you would like support to complete your application, you can contact the Carers Matter Advice Line on 0800 083 1148 who can assist.

#### Norfolk County Council

☎ 0344 800 8020  
✉ [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)  
[www.norfolk.gov.uk/bluebadge](http://www.norfolk.gov.uk/bluebadge)

Importantly, the Department for Transport (DfT) has announced that there are to be changes to the eligibility criteria for Blue Badges, expected to come into effect in 2019. Go to the [www.gov.uk](http://www.gov.uk) website for more information.

### Vehicle Tax

The person you're looking after may be entitled to free, or half-price vehicle tax if their mobility is affected and they are claiming certain payments and allowances.

#### Vehicle Tax Information

☎ 0300 123 4321  
[www.gov.uk/vehicle-tax](http://www.gov.uk/vehicle-tax)

### ADDITIONAL RESOURCES

#### National Express Assisted Travel Helpline

☎ 0371 781 8181  
✉ [DPTH@nationalexpress.com](mailto:DPTH@nationalexpress.com)  
[www.nationalexpress.com](http://www.nationalexpress.com)

#### Traveline

[www.traveline.info](http://www.traveline.info)

Information on public transport journeys throughout Norfolk.

#### The Shopmobility Scheme Norwich Shopmobility

☎ 01603 753 350  
✉ [norwichshopmobility@gmail.com](mailto:norwichshopmobility@gmail.com)

Loans manual and powered wheelchairs and scooters. There is a charge for the service.

#### West Norfolk Community Transport

☎ 01553 770 310  
✉ [shopmobility@wnct.co.uk](mailto:shopmobility@wnct.co.uk)

#### Great Yarmouth Broadland Mobility

☎ 0800 1510 255  
☎ 01493 330 455  
[www.broadlandmobility.co.uk](http://www.broadlandmobility.co.uk)

#### Beactive

☎ Norwich - 01603 666 803  
☎ Great Yarmouth - 01493 444 348  
☎ Diss - 01379 643 962  
[www.beactivemobility.co.uk](http://www.beactivemobility.co.uk)

#### RADAR NKS

☎ 01395 222588.  
[www.radarkeys.org](http://www.radarkeys.org)

Toilet keys allow access to toilets adapted for people with disabilities. Contact The R.A.D.A.R Key Company directly for more information.

#### The Norwich Access Group

[www.norwichaccessgroup.org.uk](http://www.norwichaccessgroup.org.uk)

This website includes a range of information about accessible places in the city.

#### Accessible Countryside for Everyone

[www.accessiblecountryside.org.uk/norfolk](http://www.accessiblecountryside.org.uk/norfolk)

Provides information on accessible walks and places to visit in Norfolk and in the East of England.



# Planning ahead

## LOOKING AFTER SOMEONE'S AFFAIRS

**By law, health and care professionals always have to assume that an individual can make his or her own decisions, unless a capacity assessment proves otherwise. As a carer, you can only start making decisions for the person under your care if you've already tried, but haven't been able, to help them make their own decisions. Should this be the case for you, there are two options you can put into place.**

### Lasting Power of Attorney (LPA)

If the person you care for is 18 years of age or over and has full control of their mental faculties, they can apply for a Lasting Power of Attorney (LPA), which names a person by law to act on their behalf. There are two types of LPA's, one is to handle someone's personal welfare and the other is to look after their financial matters. There is usually a fee to register an attorney, but the applicant may be entitled to a reduction or exemption, and acting as someone attorney, or legal representative, doesn't mean that you need any legal experience – it's simply the legal term used within the LPA.

### Appointing a deputy

If, on the other hand, the person you're caring for does not have the mental capacity to make decisions about their health, welfare, or finances, you can apply to be a deputy for some, or all, of these decisions. To become someone's deputy, you need to be 18 years of age or over, and have completed an assessment for the relevant skills.

### TO APPLY, CONTACT:

**The Court of Protection**  
 ☎ 0300 456 0300  
 ✉ [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)  
[www.gov.uk/government/organisations/office-of-the-public-guardian](http://www.gov.uk/government/organisations/office-of-the-public-guardian)

Carers Matter Norfolk can help guide you through this process with information and advice.

### Advance Decisions

If the person under your care is aware that their mental faculties are or might be deteriorating, they can make legally binding decisions now about the specific treatments they may not want to receive in the future.

### Advance Statements

Unlike Advance Decisions, Advance Statements are not legally binding but give the person under your care the opportunity to set out verbally or in writing any wishes or values, such as diet, lifestyle, or religious views which they would like to be respected. This allows you to take their preferences into account as you care for them.

### Changing locations

If you need to move the person you're caring for into independent, residential, nursing, or sheltered housing, this will come with a number of considerations. You can download a useful checklist for changing care accommodation from our website or you can contact us on our Advice Line. We can also provide more information on LPAs or appointing a deputy, and for advice or help with the paperwork.



## ADDITIONAL RESOURCES

**MIND**  
 ☎ 0300 466 6463  
 ✉ [legal@mind.org.uk](mailto:legal@mind.org.uk)  
[www.mind.org.uk](http://www.mind.org.uk)

Provides advice and support to anyone experiencing mental health problems.

**Age UK Norfolk**  
 ☎ 0300 500 1217  
[www.ageuk.org.uk/norfolk](http://www.ageuk.org.uk/norfolk)

A free and confidential service that offers practical help and support.

**NHS choices**  
[www.nhs.uk/Planners/end-of-life-care](http://www.nhs.uk/Planners/end-of-life-care)

**Cinnamon Trust**  
 ☎ 01736 757 900  
[www.cinnamon.org.uk](http://www.cinnamon.org.uk)

The Cinnamon Trust may be able to help if you own a pet and are taken to hospital or care.

*"It saved me a lot of stress and worry."*

## DEALING WITH END-OF-LIFE

Palliative care services are aimed at making the person under your care as comfortable as possible at the end of their life. You can discuss this person's needs with their GP or other health or social care professional. You can also contact us for details about palliative care services, including local hospices.

### Advance Care Plan

This gives the person you're caring for the chance to prepare for the future by writing down their preferences and care priorities for the end of their life. The plan itself is called a **Thinking Ahead Yellow Folder**, and is kept in the house for reference. It can be shared with other carers as well as with their GP and/or other health or social care professionals, so that everyone can help complete the plan and is aware of the patient's preferences.

You can get a copy of the **Thinking Ahead Yellow Folder** from your GP or District Nurse, or print it from [www.greatyarmouthandwaveneyccg.nhs.uk/bereadyforit](http://www.greatyarmouthandwaveneyccg.nhs.uk/bereadyforit)

### "Tell us Once"

To help you during this difficult time, when the person you've been caring for dies, you'll need to contact a number of organisations to inform them of the death. This can be time-consuming and stressful. To help, your local council operates a "Tell Us Once" service that can help you get into contact with the necessary central and local government departments to notify them of the death.

### Norfolk County Council

☎ 0344 800 8020  
[www.norfolk.gov.uk/tellusonce](http://www.norfolk.gov.uk/tellusonce)



### Death Notification Service

☎ 0333 2076574  
[www.deathnotificationsservice.co.uk](http://www.deathnotificationsservice.co.uk)

A helpful service which assists you in contacting a number of banks and building societies simultaneously to notify them of your dependent's death.

### ADDITIONAL RESOURCES

#### Solicitors for the Elderly

[www.sfe.legal](http://www.sfe.legal)

Solicitors for the Elderly provide impartial advice.

#### The Dying Matters

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

Holds a wealth of information about issues associated with death and dying.



*Bereavement doesn't just start when the person you care for passes away, you may have feelings of regret, fear, anger, denial, despair, depression and guilt when the person you care for, changes from the person you knew before or when you are less able to continue managing your life as you did before due to caring. These feelings are normal. The Advice Line can help you talk through these feelings and can refer you to other services to help support you.*





## COPING WITH BEREAVEMENT

We're here to help you with emotional support if you or the person under your care is recently bereaved. Just call our Advice Line. We can also put you in touch with a range of agencies throughout Norfolk through our website.

### Bereavement benefits

You may be entitled to **Bereavement Allowance, Bereavement Support Payment, and funeral payments.** To find out if you are, contact:

#### Bereavement Service Helpline

☎ 0800 731 0469

[www.gov.uk/browse/benefits/bereavement](http://www.gov.uk/browse/benefits/bereavement)

### ADDITIONAL SUPPORT

#### Age UK Norfolk's Bereavement Advice Service

☎ 0300 500 1217

✉ [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)

[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

A free and confidential service that offers practical help and support for older people who are recently bereaved. They also provide a factsheet that can be found on their website.

#### Big C Centres

[www.big-c.co.uk](http://www.big-c.co.uk)

Support for those bereaved through cancer. Details for local centres are on their website.

#### Cruse Bereavement Care

☎ 0808 808 1677

[www.cruse.org.uk](http://www.cruse.org.uk)

#### Nelson's Journey

☎ 01603 431 788

✉ [enquiries@nelsonsjourney.org.uk](mailto:enquiries@nelsonsjourney.org.uk)

[www.nelsonsjourney.org.uk](http://www.nelsonsjourney.org.uk)

Support for bereaved children and young people.

Norfolk County Council also provides a range of care options in their guide to Norfolk Care and Support for adults. You can call them on the number below or download the guide from their website.

#### Norfolk County Council

☎ 0344 800 8020

[www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing](http://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing)



# Young carers and families

There are thousands of young and young adult carers in Norfolk looking after someone in their family who may need your support because of illness, disability, mental ill health or difficulties with drugs or alcohol. **You are not alone.**



As a Young Carer, here are some things you might do to help:

- > Helping with medication
- > Cooking and cleaning
- > Shopping
- > Supporting with washing and dressing
- > Going to appointments
- > Helping sort out money and pay bills
- > Encouraging, supporting and reminding

## Young carers (under 18)

Keiran, for example, is 12 and looks after his mum who has a physical disability. He belongs to a Young Carers Support Group.

*"I didn't think I was a young carer, I thought helping Mum like this was normal. Now I know I am a Young Carer and I've been able to get some help. I've found new ways to cope. It really helped to talk it through with someone and I like to talk to other Young Carers."*

## Young Adult Carers (up to age 25)

Emily is 19 and she's a Young Adult Carer from Attleborough.

*"My support worker encouraged me to do things like bowling. It's good to be with other Young Adult Carers - and we don't always talk about caring!"*

## HOW DO YOU GET HELP

### Getting help

**Carers Matter Norfolk** provides a number of services to support young carers and their families in Norfolk. We can:

- > Advise which local services are right for you
- > Get further support for the person you're caring for
- > Ensure you receive the right support at school or college
- > Help you to understand your rights
- > Connect you with local groups and services
- > Look out for your health and wellbeing

*"If, in the future, I can't or don't want to continue caring because, for example, I want to study or work, that's OK - they'll help me to sort things out."*

For more information, you can call us on our Advice Line or text us on **07537 417 850**. If you need extra help or guidance, we'll put you in touch with a Carer Connector in your local area, who'll sit down with you and your family to consider what further support you need.

Our website, [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk) is full of useful information to help you understand what's involved in being a young carer in Norfolk. Plus, if you'd like to talk to someone online, our advisors are here to help through our live chat.

### Norfolk Young Carers Forum

For Young Carers and Young Adult Carers aged up to 24, they have the chance to get involved with Norfolk Young Carers Forum. This is a project hosted by Carers Trust Cambridgeshire, Peterborough, Norfolk which enables young carers and young adult carers across Norfolk to have their voices heard both locally and nationally.

There are lots of different ways to get involved, including Area Forums which look at issues in specific parts of Norfolk, county forum which plans campaigns and projects across the county, and awareness-raising where they help make adults and other

young people aware about what it's like to be a young carer.

### A project to give Young Carers in Norfolk a voice

**Norfolk Young Carers Forum** gives young carers the chance to have their voices heard on a local and national level. From planning and running their own campaigns and events, to creating ways to hear from lots of different young carers about what life is like for them and their families, to training up professionals and other young people about young carers - there are lots of ways to get involved, gain new skills and make a real difference.

**Norfolk County Council** can also help support you and your family.

Norfolk County Council's main focus is ensuring all children in Norfolk have the opportunity to reach their full potential, meeting their needs as early as possible, so that no child in Norfolk is disadvantaged.

### Care for the whole family

To make sure the needs of your whole family are met, the council will carry out a needs assessment.

*"They asked me and my family about the help I need."*



This is part of the councils 'Duty of Care'. The duty of care is a set of requirements that ensures every young carer and family member is given the support they need.

### What does the Needs Assessment cover?

The Needs Assessment will look at how caring affects you, both physically and emotionally, and how it affects your progress at school, college or work. It will also include how caring affects your social life, friendships and spare time. Your feelings and wants will be taken seriously, along with the needs of your family as a whole. This assessment may lead to plans to support more than one member of your family, and could include services and organisations including Children's and Adult's Social Services, your school or college, your Doctor or Nurse or your Support Worker.

A needs assessment can help.

*"I talked to somebody about how caring affects my studies, my relationships and my social life!"*

### The Transition Assessment

If you are a young carer approaching 18, the ways in which you receive and access support and services will change. A transition assessment will make sure that you have the right information, options and choices about your role as a carer, help you to plan for the future, and ensure your day-to-day wishes are achievable.

#### Carers Matter Norfolk

☎ **0800 083 1148**

📞 **07537 417 850**

[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

#### Norfolk County Council Children's Services

☎ **0344 800 8020**

[www.norfolk.gov.uk/care-support-and-health/looking-after-someone/young-carers](http://www.norfolk.gov.uk/care-support-and-health/looking-after-someone/young-carers)

#### Norfolk Young Carers Forum

☎ **01480 499090**

✉ [nycf@carerstrustcpn.org](mailto:nycf@carerstrustcpn.org)

🌐 [@NorfolkYCFForum](https://www.facebook.com/NorfolkYCFForum)

📍 [/NorfolkYCFForum](https://www.facebook.com/NorfolkYCFForum)

Talk to your school or college Student Services because they can help you too!

**What are my rights?**

1. All Young Carers (under the age of 18) and Young Adult Carers (age 16+) living in Norfolk have the right to an assessment of their help and support needs from Norfolk County Council (NCC). It doesn't matter who you care for, how much, or what kind of care you provide or are planning to provide in the future. If caring is affecting your health, education, friendships or social life ask for a Young Carers Needs Assessment by ringing your local (NCC) Early Help Team.
2. Once you ask for a Young Carers Needs Assessment, a member of the Early Help Family Focus Team in your local area will contact you within two weeks to arrange to meet with you and your family. You will be able to talk to the assessor alone, or with someone else there to support you.
3. If you or someone in your family needs help and support, the assessor will work with you to create a support plan, guiding you through to what will happen next.

4. You'll be given a written copy of the assessment and plan to keep. This is to make sure everyone knows, and is doing, what they agreed. The plan will include a date for a review to make sure the help and support is still working for you and your family.
5. Your privacy will be respected, and only people who need a copy of the assessment and plan will have one.

**QR CODES FOR QUICK SUPPORT**

**Carers Matter Norfolk**



**Childline**



**ChatHealth**



**Young Minds**



*You can find out more about family care and your rights from the services below.*



**Carers Matter Norfolk**

☎ 0800 083 1148

📍 07537 417 850

[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

**Norfolk County Council**

☎ 0344 800 8020

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

**Norfolk Young Carers Forum**

☎ 01953 878143

[www.nycf.org.uk](http://www.nycf.org.uk)

**To find your Local NCC Early Help Team:**

☎ Breckland - 01362 654515

☎ Norwich - 01603 224101

☎ Broadland - 01603 306435

☎ South - 01508 533933

☎ East - 01493 448188

☎ North - 01263 739004

☎ West Norfolk & Kings Lynn - 01553 669276

**Norfolk County Council Adult and Children's Social Services**

☎ 0344 800 8020

Open 24 hours and for emergencies.

**Norfolk Swift Response**

☎ 0344 800 8020 – Select option 1

Urgent and/or unexpected care of an adult, aged over 18.

**Childline**

☎ 01480 499090

A helpline for young people.

**Matthew Project: Unity**

☎ 0800 970 4866

[www.matthewproject.org/unity](http://www.matthewproject.org/unity)

Support for if you're affected by someone else's drug, substance, or alcohol misuse.

**Mental Health**

[www.youngminds.org.uk](http://www.youngminds.org.uk)

**Wellbeing Service – Mental Health**

☎ 0300 123 1503

Talk to your school or college student services because they can help you too!

**HANDY NUMBERS & CONTACTS**

**Emergency numbers**

Fire, Police, Ambulance: 999

Non life-threatening medical: 111

Non-emergency Norfolk Police: 101

**Carers Matter Norfolk**

☎ 0800 083 1148

📍 07537 417 850



*"With support from Carers Matter Norfolk, I took up a course of counselling to help me with the emotional side of caring and had a short break to relax and go horse riding."*

Joan from Hoveton, who cares for her husband who had a brain haemorrhage

### Age UK Norfolk

Provides a range of services to support older people in later life. They provide respite care and a wide range of facilities & activities at a specially designed centre in Norfolk for people aged over 50. Age UK Norfolk also operate Day Support Clubs and have details of care homes that can accept short term residents. Their **Norfolk Care Home Finder** is a free service that can help you choose the right care home for your circumstances.

### Age UK Norfolk

☎ 0300 500 1217

[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

[www.norfolkcarehomefinder.co.uk](http://www.norfolkcarehomefinder.co.uk)



### ADDITIONAL RESOURCES

#### Alzheimer's Society

☎ 01603 763 556

✉ [norfolk@alzheimers.org.uk](mailto:norfolk@alzheimers.org.uk)

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

#### Open Britain

☎ 0845 124 9971

✉ [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

[www.openbritain.net](http://www.openbritain.net)

A one-stop shop for accessible tourism in the UK.

#### Revitalise

☎ 0303 303 0145

✉ [info@revitalise.org.uk](mailto:info@revitalise.org.uk)

[www.revitalise.org.uk](http://www.revitalise.org.uk)

Offers respite breaks and holidays for disabled people and carers.

#### The Respite Association

☎ 01775 820 176

✉ [help@respiteassociation.org](mailto:help@respiteassociation.org)

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

Offers short-term respite care for when you need a break.

### LOOKING AFTER YOURSELF

**Like you, many of our advisors have personal experience in caring for other people, and so we understand the mental, emotional, and sometimes even physical toll that caring for someone can take on you. By calling our Advice Line on 0800 083 1148, we can guide you through the whole range of solutions and support available to you, whether you're looking for social groups to make friends, are thinking of taking up an activity, or anything else.**

All of our advisors are trained to provide emotional support, so they know how to listen, and may help you feel less isolated. If you're an adult and do have emotional issues around caring, we can offer you free counseling by phone, Skype, Facetime, Twitter, or Facebook.

If this is a service you're interested in, you can discuss it with one of our advisors on the Carers Matter Advice Line, and they'll be able to make a referral.

If you're in training or at college, or if you're thinking of taking up training or returning to college, you can also

talk to your Student Services for information on their student support or wellbeing team. This team can give you advice or support in combining your caring role with your studies.

**It's important you let your GP know that you're a carer and to find out how they may be able to support you with such things as more suitable appointment times, the flu jab, health checks, carers' groups, or a referral to other sources of information and support.**

### Pharmacists

Pharmacies in Norfolk offer much more than just medicines. They can also help you to look after yourself, make a lifestyle change, or advise you on other services available both within the pharmacy and from other local providers.

### Medication

Your pharmacist will always be able to give expert advice on how to use medication and discuss any issues and solutions if you or the person you care for is having any difficulties. They also offer a review of any new medication that may be prescribed.



### Medicines Usage Reviews

This is an opportunity to sit down in private with the pharmacist and discuss what you or the person you care for are taking and ensure that they or you are getting the maximum benefit from the medicines. The person you care for must be present if you are discussing their medication and you can accompany them.

### Flu Jabs

This service is free of charge and usually runs from October. Flu vaccination is funded by the NHS to help carers stay well over the winter season. You may be asked to sign a declaration to say that you are a carer.

### Healthy Living

Many local pharmacies now offer a range of healthy living services; from one-to-one support for quitting smoking to emergency contraception or NHS Health Checks. Ask a member of your pharmacy team or visit: [www.norfolkswell.org.uk](http://www.norfolkswell.org.uk)

### Self-Care

If you, or someone you look after, is feeling under the weather ask your pharmacist first. They can give you advice about many common minor

illnesses, such as diarrhoea, coughs, headache, travel health advice or sore throats. They can also advise which medicines can be taken together or when you may need to see your GP.

Your pharmacy may also offer home delivery, prescription management, Electronic Prescription Service (EPS) and more. If you have any questions about medications, staying well, or services available from your pharmacy ask your local pharmacy team.

### Medicine Disposal

If you have medicines in your home that are no longer needed return them to the pharmacy so that they can be safely disposed of. Check your medicine cabinet regularly for medicines which are out-of-date or no longer needed and never put them in the bin or down the toilet.

### The Norfolk Medicines Support Service

For helping people over 18 years old with a GP and who are confused or finding it otherwise difficult to manage their medication particularly when it is important to comply with the dosage. Ask your pharmacist for a referral.

### Safeguarding

Some people find it difficult to protect themselves from physical, domestic, sexual, or psychological abuse, such as threats of harm or abandonment. Other forms of abuse include modern slavery, self-neglect, and financial abuse such as theft, fraud, and scamming. And yet everyone has a right to feel safe, to make their own decisions, to be respected and listened to, and to live free from abuse or neglect.

If you're concerned that you or someone you know may be suffering from abuse, trust your instinct and report your concern by calling Norfolk County Council. If necessary, you can make this call anonymously, but please give as much information as possible. If it's an emergency, call the Police on 999.

### Norfolk County Council

☎ 0344 800 8020  
[online.norfolk.gov.uk/socialcareenquiry](http://online.norfolk.gov.uk/socialcareenquiry)



**Norfolk Safeguarding Adults Board**  
[www.norfolksafeguardingadultsboard.info](http://www.norfolksafeguardingadultsboard.info)

**Norfolk Safeguarding Childrens Board**  
[www.norfolkscb.org](http://www.norfolkscb.org)

**National Domestic Violence Helpline**  
☎ 0808 2000 247 (24 hours)  
[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

### ADDITIONAL RESOURCES

**The Counselling Directory**  
☎ 0333 325 2500  
✉ [info@counsellingdirectory.org.uk](mailto:info@counsellingdirectory.org.uk)  
[www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

The Counselling Directory can help you find a local counsellor or therapist.

**SANE**  
☎ 0300 304 7000  
[www.sane.org.uk](http://www.sane.org.uk)

A national out-of-hours mental health helpline, a non-emergency email and text service, and an online forum.

CHILD  
SAFEGUARDING

**The Samaritans**

☎ 116 123  
 ✉ [jo@samaritans.org](mailto:jo@samaritans.org)  
[www.samaritans.org](http://www.samaritans.org)

24 hour emotional support to anybody experiencing distress, despair, or suicidal feelings. You can also talk to someone face to face if needed.

**The Silver Line**

☎ 0800 470 8090  
[www.thesilverline.org.uk](http://www.thesilverline.org.uk)

A free, 24-hour, confidential national helpline for people over the age of 55, offering information, friendship, and advice.

**Wellbeing Norfolk and Waveney**

☎ 0300 123 1503  
[www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)

A range of support for people with common mental health and emotional issues. It's free for anyone aged 16 and over, and you can refer yourself or be referred by your GP, or any other health or social care professional.

**Chill4us Carers**

📘 [/groups/chill4uscarers](https://www.facebook.com/groups/chill4uscarers)

An online, Facebook-based, peer support group for family carers across the UK.

**Carers UK**

☎ 0808 808 7777  
[www.carersuk.org/forum](http://www.carersuk.org/forum)

A listening service and chat room. The helpline is available on Monday and Tuesday, 10am - 4pm while the webchat forum is available 24-hours a day.

**Norfolk's Living Well Service**

[www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing](http://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing)

Details of hundreds of services that can help you to make positive changes to your lifestyle, from quitting smoking to losing weight.

**norfolk's**  
 living well 

Local services for a healthier, happier you

**Active Norfolk**

☎ 01603 732 333  
[www.activenorfolk.org](http://www.activenorfolk.org)

A partnership aimed at improving and increasing opportunities for the people of Norfolk to be physically active. They have activities to suit every level in order to encourage everyone to participate in sport and physical activity, and to support people of all ages to lead healthy and active lifestyles.

**Heron**

[www.heron.nhs.uk](http://www.heron.nhs.uk)

Provides details on self-help and support groups for diseases and conditions.

**NHS Choices 111 service**

☎ 111  
[www.nhs.uk](http://www.nhs.uk)

An online health advice service, an A-Z symptom checker and wellbeing section.





## SEEKING WORK

If you've had time out of work to care for someone, you may find the transition back to paid employment a little daunting, but caring can give you skills and experience that employers value.

### National Careers Service

This service helps you highlight the skills you have acquired to choose or change your career. They even have a free "Skills Health Check" that can help you decide what jobs might be right for you. The National Carers service is free and available locally by appointment.

### Work Preparation Support for Carers

This government scheme provides you with the help and support you need to make a successful transition into work. In some cases, you might get assistance to cover the cost of replacement care while you attend interviews or take part in training.

To find out more, go to [www.gov.uk/moving-from-benefits-to-work/help-for-parents-and-carers](http://www.gov.uk/moving-from-benefits-to-work/help-for-parents-and-carers)

### National Careers Service

☎ 0800 100 900

[www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk)

### Council run programmes

Some councils run schemes to help you get back into paid employment. Ask your local council about similar schemes or call us for advice.

*"Those attending had different reasons for being out of work - from bringing up children to caring for elderly relatives - and some had not been in paid employment for more than 20 years."*

Broadland District Council  
Choices Programme



Image courtesy of Broadland District Council

## JUGGLING CARING AND WORK

**Working and caring for someone can be a tricky balancing act. We can put you in touch with organisations that can either help you into work, or explore what alternate care might be available if you need to go to work, or want to take up training, or other learning opportunities.**

### Talking to your employer

The best way to start is to let your employer know that you're a carer and to ask them whether they have a carers' policy, and/or whether they offer counselling service or other support for carers. If you work in trade, you should speak to your union, as they can also offer support.



### Flexible working

You should also be aware that, as a carer, and if you have worked for the same employer for 26 weeks or more, you have the right to request flexible working arrangements with regards to hours, times, or place of work.

You also have the right to take "reasonable" time off for a dependent-related emergency, although this time off may be paid or unpaid, at your employer's discretion, and you'll need to let your employer know as soon as possible.

### Unpaid parental leave

You may also be entitled to unpaid parental leave if you are caring for a disabled child under the age of 18 years. Under all circumstances, however, you have the right to legal protection from discrimination at work.

**To find out more, contact our Advice Line on 0800 083 1148**

## Money matters

### FINDING LOCAL GRANTS AND SUPPORT

**Our advisors are always on hand to guide you through the information and many options in accessing grants and other support. We may be able to award you a small grant if you're part of a carers' group, or are thinking of starting one up.**

Funded by Norfolk County Council, this grant aims to improve the support services available to carers across Norfolk. The carers' group must be for carers over the age of 16, caring for people over the age of 18, and more than half the group have to be current carers. The group also has to offer spaces for new carers and provide them a break.

To find out more, call us on our Advice Line **0800 083 1148** or visit our website [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

### The Norfolk Millennium Trust for Carers

The Norfolk Millennium Trust for Carers is administered by the Norfolk Community Foundation and gives out grants to unpaid carers to provide them and their loved ones a better quality of life.

The Millennium Trust grant is for practical items like washing machines and wheelchairs, as well as for short breaks and leisure activities which relieve the 24/7 pressures of caring.

**Norfolk Millennium Trust for Carers**  
 ☎ **01603 623 958**  
 ✉ [grants@norfolkfoundation.com](mailto:grants@norfolkfoundation.com)  
[www.wecareappeal.co.uk](http://www.wecareappeal.co.uk)

### The Rank Group and Carers Trust

This is another great source of support for adult carers through a range of grants for equipment or care-taking skills, and to help take care of the carers' wellbeing. To find out more, or to apply, contact the Carers Trust.

**Carers Trust**  
 ☎ **0300 772 9600**  
[carers.org/article/grants-available-carers-trust](http://carers.org/article/grants-available-carers-trust)



### Disabled Facilities Grant

This is a maximum grant of £30,000 that may be available to you from your local council if you need to adapt your home to the needs of a disabled person.

You may want to improve access to rooms and facilities by installing ramps, put in a stairlift, a downstairs bathroom, or adapt heating or lighting. The amount awarded depends on your household income and savings, and your local council will normally want to assess the disabled person's needs.

For more details, you can find your local council's contact details in the Useful Contacts section, page 52.

*"With help from Carers Matter Norfolk to access a grant, I could take a weekend away with my husband. It wasn't much but it helped me feel less worn out."*

Gloria from Kings Lynn, caring for her Mother who has dementia



### FUNDING FOR CARE SERVICES

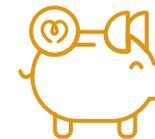
**Norfolk County Council can provide services to support you and the person you care for. If you're found to be eligible for support, the Council will agree a Support Plan with you.**

This may include support to access the services in your community, arranging for breaks from caring on a regular or one-off basis, equipment to make caring easier, or leisure activities to reduce stress.

To find out whether you, or they, are eligible, you can find more details in the Carer's Assessment section of this booklet, page 7, or you can call Norfolk County Council.

**Norfolk County Council**  
 ☎ **0344 800 8020**  
[www.norfolk.gov.uk/payingforcare](http://www.norfolk.gov.uk/payingforcare)





You can pick up or download a copy of Norfolk County Council's 'Your Guide to Care and Support for Adults', which has the contact details to a range of care services from which you can choose.

#### Norfolk County Council

0344 800 8020

0344 800 8011

[www.norfolk.gov.uk/careservices](http://www.norfolk.gov.uk/careservices)

## UNDERSTANDING BENEFITS

**As a carer, you and the person you care for have access to financial support. Claiming these benefits can be confusing, though, and some benefits can affect others. Our advisors can inform you on which benefits are available to you, how to claim, and can guide you through the application process.**

If you're interested in this assistance, call us on our advice line, or head to our website to find out more.

### Carer's Allowance

This is one of the main benefits available to you as a carer. If you're caring for someone at least 35 hours a week, you may be eligible for a

£64.60 a week Carers Allowance, provided all of the following apply:

- You're 16 or over
- You spend at least 35 hours a week caring for someone
- You have been in England, Scotland or Wales for at least 2 of the last 3 years
- You normally live in England, Scotland or Wales, or you live abroad as a member of the armed forces
- You're not in full-time education or studying for 21 hours a week or more
- You earn no more than £120 a week after deductions (i.e. tax, cost of replacement care, and 50% of what you pay into your pension)

Carer's Allowance is not based on you or your partner's income and capital. However, there's a cap on how much you can earn from work and still be entitled to Carer's Allowance, and this is currently set at £120 per week after deductions. If you need to pay for care to allow you to continue working, you can include these costs in your deductions.

The person you are caring for must receive one of the following benefits:

- Personal Independence Payment (PIP) daily living component
- The middle or highest care rate of Disability Living Allowance (DLA)
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit, or basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment (AFIP)

You may also be able to claim other benefits, such as an income-related benefit or Pension Credit. If you're over 65 and on a low income, you might also be able to claim the Carers Premium of Pension Credit.

**If you're claiming other benefits, such as a state pension, you might not be eligible for Carers Allowance, but you should still apply.** This is because these other benefits might be increased as a result of your caring role.

You should also be aware that claiming Carer's Allowance may affect the benefits that the person

you're caring for might be receiving, so you should always check with an advisor before applying. Our advisors can help you apply. Contact by phone or visit our website for more details.

To apply for Carers Allowance, go to [www.gov.uk](http://www.gov.uk) or call **0800 731 0297** to request a claim pack.

### Carers Credit

If you don't qualify for Carer's Allowance, but you're caring for someone for at least 20 hours a week, you may still qualify for Carer's Credit, as your income, savings, or investments won't affect eligibility for this benefit. Carer's Credit helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record, and if you're eligible for Carer's Credit, you can get credits to help fill these gaps. This means that you can take on caring responsibilities without affecting your State Pension.

To get Carer's Credit you must be:

- Aged 16 or over, and under State Pension age
- Looking after one or more people for at least 20 hours a week



The person you're looking after must get one of the following:

- The middle or highest care rate of Disability Living Allowance (DLA)
- Attendance Allowance
- Constant Attendance Allowance
- The standard or enhanced Personal Independence Payment (PIP) daily living component
- Armed Forces Independence Payment (AFIP)

If the person you're caring for doesn't get one of these benefits, you may still be able to get Carer's Credit. Just fill in the 'Care Certificate' part of the application form and get a health or social care professional to sign it.

You don't need to apply for Carer's Credit if you get Carer's Allowance – you'll automatically get the credits. You can also still get Carer's Credit even if you have breaks from caring (up to 12 weeks in a row). A break is any time you spend less than 35 hours a week caring for the other person. An example of a break is if you take a short holiday, or the person you look after goes into hospital. Just make sure to keep the Carer's Allowance Unit updated if you have a break in caring of more than 12 weeks in a row.

To apply, download the Carer's Credit claim form at [www.gov.uk](http://www.gov.uk) or call the carers allowance unit on **0800 731 0297**. The claim form includes a Care Certificate – ask a health or social care professional to sign it for you.

### Disability Living Allowance (DLA)

Disability Living Allowance (DLA) **is a benefit paid to a disabled child or a child with a long term health condition** or illness, ranging between £22.65 and £145.35 a week depending on the level of help the child needs. The aim of the benefit is to **help with the extra costs** of looking after a child who:

- Is under the age of 16
- Has difficulties walking or needs much more looking after than a child of the same age who doesn't have a disability

To be eligible, this child will need to meet all of these requirements. To find out more, call the Disability Living Allowance helpline or head to the government website.

**Disability Living Allowance helpline**  
 **0800 121 4600**  
[www.gov.uk](http://www.gov.uk)

### Attendance Allowance

This is a benefit for people aged 65 or over who need help looking after themselves because of a long-term illness or disability, which can be either physical and/or mental. The Attendance Allowance helps with the extra costs of this care, and the disability has to be severe enough for the person to be unable to care for themselves, or for someone to need to supervise them for their safety in their daily tasks.

To find out more, or to apply, call **0800 731 0122** or go to [www.gov.uk](http://www.gov.uk)

### Personal Independence Payment (PIP)

This is paid to a person aged 16 to 64 who is disabled or has a long-term health condition (physical or mental) or illness, and can be spent however this person chooses. Persons 65 or over will need to claim Attendance Allowance, and it's worth noting that the PIP is slowly replacing the Disability Living Allowance.

Getting the PIP doesn't reduce other benefits, and may even increase them. The rate will depend on how the person's condition affects them, rather than on the condition itself,

and so the person you care for will need to have an assessment to work out the proper level of help for them. The award will then be regularly reassessed to make sure the person you're caring for is getting the right amount of support.

To find out more, or to apply, call **0800 917 2222** or go to [www.gov.uk/pip](http://www.gov.uk/pip)

### Universal Credit

A monthly payment that has started to replace income and work-related benefits. If you or the person you're caring for are already receiving tax credits, you won't need to do anything. Just make sure that you continue to claim any benefits you're entitled to and report any changes in circumstances.

To find out more, or to apply, call **0800 328 5644** or go to [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)





### The State Pension

The amount of state pension you receive depends on your National Insurance contributions and how many years you have paid.

To find out more, call the Pension Service at **0800 731 7898** or go to [www.gov.uk/state-pension/overview](http://www.gov.uk/state-pension/overview)

## RECEIVING HOUSING BENEFITS

**If you receive a low income, there are a number of schemes in place to help with paying your rent or mortgage.**

### Housing Benefit

It's best to contact your district council. You can find their contact details in the Useful Contacts section of this handbook, page 52.

### Discretionary Housing Payment

You can also talk to your local district council if you need help paying any rent that is not covered by Housing Benefit.

### Council Tax Band Reduction Scheme

You can apply for this if you live in a larger property than you need or have to accommodate or adapt your property for a person with a disability.

### Support for Mortgage Interest (SMI)

Receive help towards interest payments on your mortgage or on loans if you have had to make certain repairs or improvements to your home. It's paid to you as a loan, which you'll need to repay (with interest) when you sell or transfer ownership of your home. For eligibility details, visit the [www.gov.uk](http://www.gov.uk) website.

## SAVING AND MANAGING MONEY

**There are now a number of trusts that can assist you if you're struggling with your utility bills (gas, electricity, and water).**

For more information, contact your utility provider or contact Norfolk's Citizens Advice Bureau.

**Norfolk's Citizens Advice Bureau**  
 ☎ **03444 111 444**  
[public@ncab.org.uk](mailto:public@ncab.org.uk)



### Warm Homes Discount Scheme

You may be able to get £140 off your electricity bill if you're either receiving Pension Credit (Guarantee Credit element) or on a low income. To qualify, the bill has to be in your name and your electricity supplier has to be part of the scheme. Visit [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme) or contact your electricity supplier directly.

### Winter Fuel Payment

You could also get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 November 1953. To find out more, contact the Winter Fuel Payment Centre on **0800 731 0160**.

### Cold Weather Payment

If you're already receiving certain benefits, you may be entitled to a cold weather payment. You don't need to apply for this, as you'll get it automatically if you are eligible.

## ADDITIONAL RESOURCES

### The Government's Money Advice Service

☎ **0800 138 7777**  
[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

### Eastern Savings and Loans credit union

☎ **0333 600 0690**  
[www.eslco.co.uk](http://www.eslco.co.uk)

Gives credit and access to a range of financial services.

### Equal lives

☎ **01508 491 210**  
 ✉ [info@equallives.org.uk](mailto:info@equallives.org.uk)  
[www.equallives.org.uk](http://www.equallives.org.uk)

Advice on personal budgets and welfare benefits.

### Norfolk's Citizens' Advice Bureau

☎ **03444 111 444**  
[www.ncab.org.uk](http://www.ncab.org.uk)

Free, confidential, and impartial advice.

### Norwich Credit Union

☎ **01603 764904**  
[www.norwichcreditunion.org.uk](http://www.norwichcreditunion.org.uk)

Anyone living in Norfolk can apply.

## Useful contacts

If you've found this handbook useful, have feedback for future editions, or want more copies please get in touch with us:

### Carers Matter Norfolk

☎ 0800 083 1148

📞 07537 417 850

✉ [info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)

[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

## EMERGENCIES

**Fire, Police, Ambulance –**  
in case of an emergency, dial 999  
**Non life-threatening medical: 111**  
**Non-emergency Norfolk Police: 101**

**ICE (In Case of Emergency) –**  
use this smartphone app to  
store your emergency and  
next-of-kin details.

**Norfolk County Council's Adult and  
Children's Social Services**  
☎ 0344 800 8020

Open 24hrs and for emergencies.  
You will need to give details of the  
next-of-kin of the person you care for.

### Samaritans

☎ 116 123

## LOCAL COUNCILS

### Breckland

☎ 01362 656 870

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

### Broadland

☎ 01603 431 133

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

### Great Yarmouth

☎ 01493 856 100

[www.great-yarmouth.gov.uk](http://www.great-yarmouth.gov.uk)

### King's Lynn and West Norfolk

☎ 01553 616 200

[www.west-norfolk.gov.uk](http://www.west-norfolk.gov.uk)

### North Norfolk

☎ 01263 513 811

[www.north-norfolk.gov.uk](http://www.north-norfolk.gov.uk)

### Norwich

☎ 0344 980 33 33

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

### South Norfolk

☎ 01508 533 701

[www.south-norfolk.gov.uk](http://www.south-norfolk.gov.uk)

## NATIONAL CARER SUPPORT SERVICES

### Carers Direct

☎ 0300 123 1053

Confidential information and advice  
for carers.

### Carers UK Helpline

(Mondays & Tuesday, 10am - 4pm)

☎ 0808 808 7777

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

### Carers Trust

☎ 0300 772 9600

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

## PHYSICAL AND MENTAL DISABILITIES/DIFFICULTIES

### Alzheimer's Society Norfolk

☎ 01603 763 556

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Equal Lives

☎ 01508 491 210

[www.equallives.org.uk](http://www.equallives.org.uk)

Empowering people to live  
independent lives and remove  
disability barriers.



### M.E. Support Norfolk

☎ 07823 407 966

✉ [mesnorfolk@btinternet.com](mailto:mesnorfolk@btinternet.com)

[www.mesupportnorfolk.co.uk](http://www.mesupportnorfolk.co.uk)

Information and support for  
sufferers of people with Myalgic  
Encephalomyelitis and their carers.

### Mind

☎ 0300 123 3393

[www.mind.org.uk](http://www.mind.org.uk)

A mental health charity. Find your  
local service through the website.

## OLDER PEOPLE

### Age UK Norfolk

☎ 0300 500 1217

[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

### Norfolk Community Directory

[www.norfolk.gov.uk/norfolk-directory](http://www.norfolk.gov.uk/norfolk-directory)

A resource for residents, e.g. lunch clubs,  
outdoor pursuits, financial advice,  
activities, help around the home.





## GENERAL

### Better Together Norfolk

☎ 0300 303 3920

[www.bettertogethernorfolk.org.uk](http://www.bettertogethernorfolk.org.uk)

Preventing and reducing loneliness and social isolation.

### The Bridge Plus

☎ 01603 617 076

✉ [office@bridgeplus.org.uk](mailto:office@bridgeplus.org.uk)

[www.bridgeplus.org.uk](http://www.bridgeplus.org.uk)

Information and support for Black, Asian and Minority Ethnic people.

### LILY

☎ 01553 616 200

[www.asklily.org.uk](http://www.asklily.org.uk)

A directory of services and activities for people in West Norfolk.

### Norfolk LGBT project

☎ 01603 219 299

✉ [info@norfolk-lgbtproject.co.uk](mailto:info@norfolk-lgbtproject.co.uk)

[www.norfolk-lgbtproject.co.uk](http://www.norfolk-lgbtproject.co.uk)

### West Norfolk Befriending

☎ 01553 763 500

[www.wnbefriending.org.uk](http://www.wnbefriending.org.uk)

### Voluntary Norfolk

☎ 01603 614 474

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

Information on volunteering opportunities in Norfolk.

## ADDITIONAL CONTACTS

### Norfolk Swift Response

☎ 0344 800 8020

For urgent and/or unexpected caring needs.

### ChildLine

☎ 0800 1111

A helpline for young people.

### Silverline

☎ 0800 470 8090

[www.thesilverline.org.uk](http://www.thesilverline.org.uk)

A helpline for older people.

### Wellbeing Service

(Monday to Friday, 8am - 8pm)

☎ 0300 123 1503

[www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)

For mental health/emotional issues.

### UK Power Networks

☎ 0800 316 3105

[www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk)

Support for vulnerable people in a power cut.

### Carers Matter Norfolk Advice Line

(Monday to Friday, 8am - 8pm, Saturday 4pm - 8pm and Sunday 8am - 12 noon)

☎ 0800 083 1148

📱 07537 417 850 (Text only)

[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

Please write any comments or notes here:

GP Name:

GP Number:

Local hospital:

Social/Support Worker:

Emergency contact numbers:

All information stated in this publication is correct at time of going to print and subject to change without notice. Inclusion of other organisations is not an endorsement.



Carers Matter Norfolk

In an Emergency call 111 (medical)  
999 (life-threatening)

Norfolk Adult  
& Children Services  
0344 800 8020

Norfolk Swift  
Response  
0344 800 80 26

We're here to  
support you,  
7 days a week

You can call us on  
0800 083 1148

Alternatively, find out more  
and get in touch by

 [info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)

 [Facebook.com/  
CarersMatterNorfolk](https://www.facebook.com/CarersMatterNorfolk)

 [@CarersMatterNfk](https://twitter.com/CarersMatterNfk)

 07537 417850

[www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

