



Carers Matter Norfolk

'with Carers at the heart of everything we do'

Welcome to Carers Matter Norfolk



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Welcome to Carers Matter Norfolk

We are pleased that you are now in contact with us, and in this pack you can read more about the support that is available to you as a carer – someone looking after or supporting a family member or friend.

At Carers Matter Norfolk, our vision is to create a world where carers are recognised, supported, valued and empowered to care with confidence and improve their health and wellbeing.

We know that caring can have a big impact on your everyday life, whether that be your own health, finances, or opportunities to be involved in activities other people may take for granted – for leisure, education or employment.

At Carers Matter Norfolk we can provide you with information and signposting, listening and practical support, and education and training support.

We can also help you to have your voice heard through Carers Voice Norfolk and Waveney, ensuring that carers' views are listened to by organisations who carers regularly come into contact with - such as GP surgeries, hospitals, employers and Norfolk County Council - to make things easier for carers. We can provide opportunities for you to get involved and shape services for carers or the people you care for.

Three in five people within the UK will become a carer at some point in their lives.

Nearly one in eight of Norfolk's population are caring and others care at a distance for people living in the county.

We are here to help and support you.

Who we are

Carers Matter Norfolk is the county-wide service funded by Norfolk County Council, the NHS and the Life Chances Fund to provide support to unpaid adult carers.

All our services are free and available to people aged 16+ caring for someone aged 18+. Support is available to carers living in Norfolk, or who are caring for someone who lives in Norfolk.

The support we are able to provide to carers is flexible in approach and tailored to meet what matters to you as an individual carer.

We are a partnership of five organisations led by Bridges Outcome Partnerships. The other partners are:

- Carers Voice Norfolk and Waveney
- Caring Together
- Norfolk & Suffolk Care Support Ltd
- Voluntary Norfolk.

To find out more about the origins of the service, visit carersmatternorfolk.org.uk/about-us

“ After a tumultuous 12 years of caring for my mum with her complex health issues, I thought I could deal with anything but the point sometimes comes where you have to raise your hand and ask for help. Carers Matter Norfolk gave such natural and empathetic support it was immediately like speaking to a friend who simply understood and was prepared to help. ”

What happens when you are first referred to us

Whether you have referred yourself or been referred by a professional who is also involved in supporting you or your family, one of our team will call to speak with you to find out more about your situation - how you are coping and what you would benefit from. The number they will call from will be 01603 365285 – we'd suggest you save it in your phone or make a note of it so you know it's us calling.

They will be happy to talk to you to find out more about you and your caring role, and how you can best be supported in this.

We will talk to you about the next steps for you getting this support, which may include a carer's assessment. This is done to assess what support you are entitled to and might benefit from. Do not be put off by the word 'assessment', it is assessing what can be done to make life easier for you as a carer, not testing you. The assessment can be completed at a time that suits you.

If you need to speak to someone sooner, please do call the Advice Line on 0800 083 1148

“ Both Hayley and Sam were very supportive and understanding of the pressures of caring for my husband who has dementia. I felt I was talking to someone who could really help me. I was provided with a lot of useful information and felt energised after the call. ”



What Carers Matter Norfolk can offer you

Advice Line

Our Advice Line provides free, independent and confidential support. Our highly skilled team of Carer Advisors have been trained to provide listening and emotional support and many have personal experience of caring.

It is free to call our Advice Line on 0800 083 1148 from both landline and mobile telephones. Our line is open Monday to Friday 9am-8pm and on Saturday 10am-2pm.

The Carers Matter Norfolk Advice Line can provide information, signposting and advice on issues such as:

- Accessing local services and support, including Carer Peer Support Groups, dementia cafés or other local social activities or services
- Carers' rights (including employment)
- Accessing health and social care services
- Social welfare (benefits), legal and housing signposting
- Equipment and adaptations, including assistive technology
- Education, volunteering and training
- Emergency planning.

If we identify you will benefit from additional support such as a carer's assessment, counselling, access to the health and wellbeing fund, a break from your caring role or education and training, we can help with this.

Read more about our advice line at carersmatternorfolk.org.uk/advice-line

Contact us at carersmatternorfolk.org.uk/contact-us

We have included links to find out more about the other services mentioned in this booklet, you can also call 0800 083 1148 to find out more.

Carer's assessment

A carer's assessment is your opportunity to discuss what support or services you need. The assessment will look at how caring affects your life, including your physical and emotional health, and whether you are able or willing to carry on caring.

It explores what's working well, your networks of support (e.g. family, friends and local community) and what's important to you. It also explores what could be improved, and the possible solutions to achieve what matters to you.

We will look at all aspects of your health and wellbeing, from access to work, education, leisure and volunteering and time for yourself, to social and economic considerations, physical and mental health and personal and family relationships.

It is your choice whether you want to have a carer's assessment or not. The assessment is not about judging how well you look after the cared-for person. It is your needs and what support will benefit you that are being assessed.

Carer's assessments are split into two parts:

- Part A, is usually done with you talking over the phone or Zoom with one of our advice line team. Be treated with dignity and respect.
- If you and the advisor feel you would benefit from a full carers assessment, then you will be able to do part B with one of the community support team.

With both parts, we will contact you beforehand to arrange it at a time that works for you and fits around your caring role.

From your assessment, a support plan will be developed that focuses on the outcomes that you want to achieve.

Find out more about having a carer's assessment visit carersmatternorfolk.org.uk/your-right-to-a-carers-assessment

Carer breaks

We understand how draining the caring role can sometimes get, especially if it's full-time and you're unable to get a break.

Carer breaks provide a personalised, flexible break from caring. A break could make a positive difference to you as a carer by improving your physical and emotional wellbeing, giving you more opportunities for you to have a life outside of caring, as well as helping you be more able to sustain your caring role in the long-term and prevent burnout.

Your break might involve:

- Support for the person you care for at home, or in the community which could include a day centre or participating in an activity together. This could be with or without you.
- Care being provided in the home or community so you can go out, or have time to yourself or with friends.
- Practical help around the home or with shopping.
- Giving you time away for a holiday or short break. This may be with or without the person you care for.
- Time together for you as a whole family.

This might be combined with, or topped up with, other support if needed.

If you would like a carer break, mention this to one of our advisors when they contact you to talk through your caring role.

If a carer break is identified as something which will help, the advisor will help move it forward. As part of your carers break, the care for the person you look after is provided by Caring Together. Caring Together are an established CQC regulated homecare provider.

Find out more about carer breaks at carersmatternorfolk.org.uk/carers-breaks

You can find out more about homecare provided by Caring Together at caringtogether.org/homecare

Community support

Our highly skilled and knowledgeable team of Family Carer Practitioners are based across the county and work closely with Early Help Hubs and Norfolk County Council Adult Social Services, as well as a range of other organisations. They deliver one-to-one support in the community and meet you face-to-face to carry out the second part of carer's assessments.

Family Carer Practitioners will offer:

- Carer's assessments – tailored support and action planning to help you maintain your health and wellbeing and independence.
- Support planning e.g. working with you to increase your local support networks.
- Support to access entitlements or grants.
- Information and advice in greater detail than the Advice Line.
- Support with complex form filing such as benefits, housing, major adaptations.

We will help you gain the skills to self-advocate (speaking up and representing yourself) where possible or refer you into specialist services where appropriate if you would like someone else to represent you.

If you would like to find out more go to carersmatternorfolk.org.uk/community-support

“ I was empowered to take stock and regain my life!

I spoke at length to a lady on the advice line. I felt heard, validated and supported in the most professional and empathetic way.

Following the call I was able to take a step back and take care of me!

”

Education and training

Carers have told us what matters to them is having the confidence of knowing that the care they provide is safe and meets the needs of those that they care for. Caring can often be something that we have to take on at short notice, for example, the sudden illness of a relative which results in a long-term condition requiring ongoing care and support.

At Carers Matter Norfolk, we offer education and training to help carers, helping to give you a real sense of confidence in your caring role.

For example, you can use the Self-Help Hub. It brings together, in one place, online learning to support carers with both the practical aspects of caring and your own health and wellbeing.

Whether you are an adult caring for another adult, a child or young person caring for a parent or sibling, or a parent caring for a child, there are resources on the hub that will meet your needs.

Topics on the carers self-help hub include:

- Caring basics
- Dementia
- Managing behaviour
- Nutrition and diet
- Mental health
- Emotional wellbeing
- First aid
- Carers' rights.

To find out more about the carers self-help hub, go to carersmatternorfolk.org.uk/carers-self-help-hub

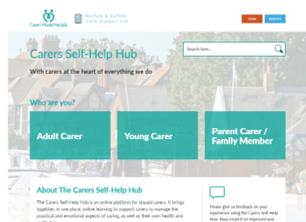
Carers Self-Help Hub

[Home](#) / [Our Work](#) / [Support For Carers](#) / Carers Self-Help Hub

About Carers Self Help Hub

Carers have told us what matters to them is having the confidence of knowing that the care they provide is safe and meets the needs of those that they care for. Caring can often be thrust upon us at short notice, for example, the sudden illness of a relative which results in a long-term condition requiring ongoing care and support.

At Carers Matter Norfolk, we believe the unpaid care workforce need to be provided with training and development, as much as paid care workers.



Health and Wellbeing Fund

The purpose of the Health and Wellbeing Fund is to improve your health and wellbeing as a carer and to support you in your caring role.

Carers who have completed a carer's assessment and action plan are able to access the fund which is there for your benefit as a carer.

You will also be able to spend some time with your Family Carer Practitioner to explore if there are other grants available who could fund the item or support you need, or if you are able to either partly or wholly fund it yourself.

The Health and Wellbeing Fund can be used for items or services which can help support your mental or physical wellbeing, your caring role, assist you to manage at home, to access some time for yourself, provide help looking at your finances or if you would like some help getting back into work.



Some examples might include:

- Activities such as exercise classes, meditation or CBT sessions
- A tablet or device to contact friends or access support
- Lifting and handling training
- Employing a gardener or cleaner
- Furniture or appliance to make home life easier
- Event or travel tickets
- Group carer event
- Debt or budgeting advice
- Support with interview training or clothing.

To learn more go to carersmatternorfolk.org.uk/health-and-wellbeing-fund

Carers voice

Through your experiences as a carer, you are an expert as to what support you and your family need, and so 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 Matter Norfolk is a carer-led service; carers are involved in decisions at every level, from helping us to decide how we should use our time and resources to best meet your needs and those of other carers, to looking at how effective we are in what we do.

Carers Voice Norfolk and Waveney is responsible for ensuring that the voice of carers is listened to and heard in the design and delivery of services that support carers. As a carer you can be involved and co-produce services through a variety of ways including locality groups, peer support networks, co-production and user involvement groups as well as one to one contact.

Find out more at carersmatternorfolk.org.uk/carers-voice

Young carers and family support

If there is a young carer in your family, or you know a young person under the age of 19 who is regularly looking after a parent, grandparent or sibling who cannot manage without their support, help is available. The Young Carers Matter Norfolk service offers tailored support for the whole family, addressing the practical and emotional needs of the young carer, the person they are caring for and other family members.

Here are some of the ways in which they can help:

- One-to-one support
- Mentoring for young carers
- Opportunities to spend time with other young carers
- Education and Training
- Carers voice.

If you'd like to find out more, please visit the dedicated young carers website at youngcarersmatternorfolk.org

Joyce's story

Joyce, 74, was in desperate need when she first got in touch with Carers Matter Norfolk. For the last 12 years, she has cared for her husband who has a variety of medical issues, namely COPD and arthritis. When she went to a Carers Voice Norfolk and Waveney event in Cromer, after reading our leaflets she realised that we could really be of help to her.

Afterwards, she got in touch with Stacey, a Family Carer Practitioner who asked her to fill out a questionnaire to build a picture of how Joyce was coping financially and emotionally with her caring situation. Stacey then began to introduce ways in which Carers Matter Norfolk could help.

They first looked together at what was bothering Joyce and at what could be done to start to address each issue. Stacey put Joyce in touch with a number of community groups in her local area which immediately made her feel less isolated in her caring role.

They then worked together on her financial issues, which had been a major cause of stress. Before Joyce's husband became ill, they both dealt with bills, car payments, household planning together, but as his health deteriorated she had to take all these on herself. It put a real strain on her mental health and at times she struggled to cope.

However, Stacey worked with Joyce very gently and helped to plan for each of the issues and to also ask for help when she really needed. Stacey has been alongside Joyce every step of the way as her husband's condition has changed, for example, they organised a carer's break this year as she became very tired due to COVID.

Likewise, as an Ambassador for Carers Voice Norfolk and Waveney, Joyce meets twice a week to chat and have coffee. She says it's helped keep her active, and the regular social contact with such supportive people has made a big difference to her mental health. She says that they all have their eye out for each other, and now knows she never has to feel as if she's going through this alone.

Planning, including for an emergency

Carer's emergency card

Being a carer can be difficult at the best of times, but what if something unexpected happened, to you or the person you are caring for?

Planning ahead helps you and the person you care for. You can be prepared, know what to do and, if necessary, who to ask for help.

We recommend you get a carer's emergency card (it's free) if you have not already done so. This will help the person you care for if you're caught up in an emergency.

Visit the Norfolk County Council website to create your emergency plan online. If you struggle to complete the plan online, then speak to one of our team who will be able to give you help.

See more at carersmatternorfolk.org.uk/making-an-emergency-plan

Lions Message in a Bottle scheme

The Lions Message in a Bottle scheme is a simple idea to encourage people to keep their personal and medical details on a standard form and in a common location – the fridge. It is focused on the more vulnerable people in our communities, but this scheme can benefit anyone.

See lions105sc.org.uk/projects/health/messageinabottle.html

Anglian Water's priority services

You can register for Anglian Water's priority services so you are notified of any supply interruptions, you can receive help with meter readings and protection against scams and bogus callers.

Call 0800 232 1951 or see anglianwater.co.uk/priority

Extra support during a power cut

You can receive extra support during a power cut if you register on the UK Power Networks' Priority Services Register.

You can call UK Power Networks on 0800 316 3105 or go to ukpowernetworks.co.uk/power-cut/priority-services-register

The Herbert Protocol

The Herbert Protocol is a national scheme used by most police forces and encourages carers to put together useful information which could be used if a vulnerable person goes missing.

Carers complete the form in advance, recording all vital details, including medication required, mobile numbers, places previously located, and a photograph. If the person you care for goes missing, the form can be easily handed to the police to reduce the time taken gathering this information.

See norfolksafeguardingadultsboard.info/publications-info-resources/resources/herbert-protocol

Digital resource for carers

Norfolk County Council's digital resource for carers (DRC) combines Carers UK's digital products and online resources with local information to give carers in Norfolk a comprehensive support resource. Visit carersdigital.org and use our unique access code DGTL7862 to create a free account.



The digital resource for carers includes information and resources on:

- Health and wellbeing
- Technology and caring
- Working and skills.
- Support for caring
- Financial planning

For details see carersmatternorfolk.org.uk/digital-resource-for-carers

Valued advice for carers

We asked carers what advice and information had been most valuable to them, or what the most important things would be they would tell someone else new to looking after a family member or friend.

Information in this section is collected from what carers have told us and what our staff say carers they speak to value the most that has not already been covered.

Taking care of yourself

The most common answer carers gave was to make sure you take care of yourself. This included looking after your health, taking opportunities for a break, keeping a hobby going, making time to talk to someone and knowing you can ask for help.

They often said it is important for your own health and wellbeing, and so you are in a good position to look after the person you care for.

Your health

Carers tell us how valuable they have found speaking to their GP. Make sure your GP knows you are a carer for the person you look after so they can give you the appropriate advice and information. Being registered as a carer with your GP makes a difference, for example, with being entitled to flu and COVID-19 vaccination.



GPs can also help support you with your health which is important for you and the person you care for.

Advice on benefits

You can find out more about the help and advice on benefits available from Norfolk County Council at norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/help-and-advice-with-benefits

Also see the 'Other useful advice' section for details of organisations who can help including Age UK and Citizens Advice Norfolk.

Carers Matter Norfolk Handbook

The latest version of the Carers Matter Norfolk Handbook is available as a downloadable PDF on our website at carersmatternorfolk.org.uk

You can also request a printed version.

Someone to talk to

Carers benefit from being able to share their experiences with other carers, or just being able to talk more generally with other carers.



Carers UK Forum

Visit the Carers UK forum online at carersuk.org/forum where you can discuss a range of topics with other people looking after a family member or friend.

Mobilise

Mobilise is a community of people helping each other look after someone they love. They hold online or virtual 'cuppas' where you can connect with other people who are also looking after a loved one.

See mobiliseonline.co.uk/cuppa for more information.

Support with mental health, worry and more

For urgent help with mental health, call the NHS on 111 and choose option 2

First Response is a 24/7 helpline for people of all ages in Norfolk and Suffolk who need urgent mental health support. If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can call the helpline on 0808 196 3494. You can find out more at nsft.nhs.uk/first-response

You can talk to Samaritans anytime on 116 123. Their support is not just for those who are feeling suicidal.

If you are under 19 you can contact Childline about anything. Call 0800 1111.

Norfolk and Suffolk NHS Foundation Trust have resources about mental health conditions available at nsft.nhs.uk/mental-health-conditions



If you are feeling stressed, anxious low or depressed WellbeingNandS can help. You can visit their website at wellbeingnands.co.uk/norfolk or call their non-emergency number of 0300 123 1503.

Norfolk and Waveney Mind have a range of support and resources available to help whether you are managing your own mental health problem or supporting someone else with theirs. See norfolkandwaveneymind.org.uk or call 0300 330 5488.

Other information carers said is useful

Norfolk County Council

Information for carers is available at norfolk.gov.uk/care-support-and-health/get-help-with-looking-after-someone/support-for-carers

Norfolk Community Directory

The directory provides information, advice, services and activities across Norfolk. It includes information which supports the Local Offer, Care Act and Childcare Act.

Visit norfolk.gov.uk/norfolk-directory

Norfolk Assistance Scheme

The Norfolk Assistance Scheme (NAS) helps people who are unable to meet their immediate needs or need practical support to set up home. See norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme

Citizens Advice Norfolk

Citizens Advice Norfolk can provide advice on a range of subjects, and provide specialist services in specific areas such as debt, wellbeing, addiction, homelessness and general wraparound support.

Call 0800 144 8848 or visit ncab.org.uk

Turn2Us

A useful website that can help you find grants and financial support that you may be eligible for provided by Turn2Us.

Visit grants-search.turn2us.org.uk

Age UK Norfolk

Call 01603 787111

Details of services can be found at ageuk.org.uk/norfolk/our-services

Age UK Norwich

Call 01603 496333 or visit ageuk.org.uk/norwich

Safeguarding

If you are worried that an adult is at risk of harm, whether that be physical, including domestic violence, emotional or any other form of abuse, then call Norfolk County Council on 0344 800 8020.

If it's not urgent, you can also complete an online form at adultsocialcare.norfolk.gov.uk/web/portal/pages/safeguarding/

If the person is at immediate risk of harm, you should call 999.

You can also talk to any member of Carers Matter Norfolk staff if you have any concerns.

Feedback

If you want to provide feedback on your experience, either positive or for things we can improve upon, then contact Carers Voice Norfolk and Waveney at info@carersvoice.org, or contact us directly at haveyoursay@carersmatternorfolk.org.uk

Any feedback provided is greatly appreciated and contributes to making our service as helpful for carers as possible.

“ It wasn't long before I received a call from Carers Matter Norfolk and it was such a relief to speak to someone who totally understood our situation and where I was coming from. To get the moral as well as practical support was hugely appreciated. ”

Key contacts

Carers Matter Norfolk
Name
Number 0800 083 1148

GP
Name
Number

District nurse
Name
Number

Homecare provider
Name
Number

Social worker
Name
Number

Person doing my carer's assessment
Name
Number

.....
Name
Number

Your appointments

Notes									
Who with									
Time									
Date									

Your notes

Checklist for carers

- Register emergency plan
- Sign up to Carers UK digital resources
- Arrange a carer's assessment
- Call Carers Matter Norfolk
- Look at Mobilise and Carers UK forums
- Download Carers Matter Norfolk Handbook
- Register as a carer at my GP surgery
- Sign up to priority register with utility companies



Carers Matter Norfolk

'with Carers at the heart of everything we do'

T 0800 083 1148

E info@carersmatternorfolk.org.uk

carersmatternorfolk.org.uk



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Information is correct at time of going to print
and is subject to change at any time.

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