

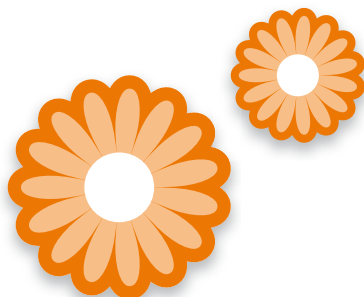
Money Checking my benefits 🌻 Flexible
 breaks Having time away from caring 🌻
 Leisure Having a social life 🌻 Health
 and well-being Keeping physically and
 emotionally healthy 🌻 Work Finding
 work to fit in with me 🌻 Having a voice
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Do you look after an adult on a regular basis?

If you do, this leaflet for **carers** can help you



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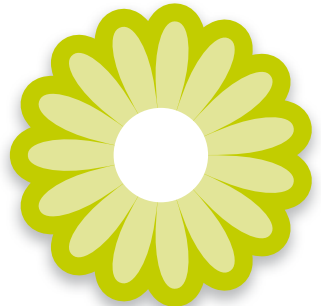


Am I a carer?

This booklet tells you about the support services available to carers of adults. By carers we mean people who provide care and support to a partner, relative, friend or neighbour on a regular basis without receiving payment for it. These support services are also available to carers who receive Carer's Allowance.

We recognise that a carer's role can be stressful and time consuming, as well as physically demanding. We can help you to identify and access different types of support to make your life easier.

The Royal Borough of Kensington and Chelsea works in partnership with NHS Kensington and Chelsea, voluntary sector organisations and carers to provide services and support to meet carers' needs.





How can I get help?

You must be caring for someone who lives or gets help from Adult Social Services, in Kensington and Chelsea. You don't have to live with the person.

- We can arrange an assessment for the person you look after to see if services can be provided to support or replace the care you normally give.
- We will take account of your needs by giving you a carer's assessment. We will do this even if the person you care for has refused to have an assessment of their needs by Social Services or by a voluntary organisation on their behalf.

Our carers' assessment process aims to help you to answer the questions:

- "What do I need and want for myself to support me as a carer?"
- "What impact does caring have on my life?"

We will ask you to complete a self-assessment questionnaire about your caring role and how it impacts on different parts of your life.

We will then discuss and agree with you the specific support that you need, which will be documented in your support plan.

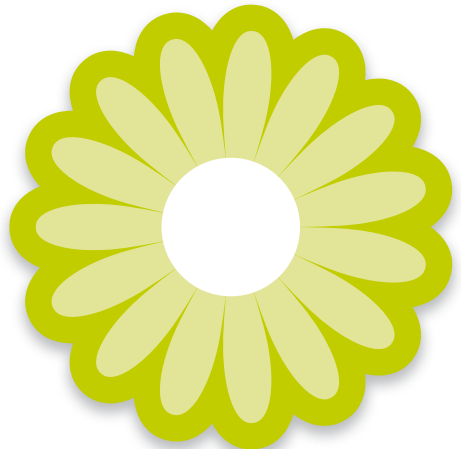
We will give you a personal budget to support you as a carer during the year, if you qualify.

How can I use my personal budget?

Your personal budget can be used in all kinds of ways. You can use it to fund breaks or activities to suit your individual circumstances, practical needs, emotional and physical health and personal lifestyle. However it must be used to meet your needs as agreed in your support plan.

Here are some examples:

- travel expenses or fees so you can take up leisure or education activities
- health promotion activities such as exercise classes or relaxation or complementary therapies
- practical things such as a washing machine or a computer
- respite breaks so you have some time for yourself
- a holiday so you can have a break either with or without the person you care for.



Free support services for carers

We can offer professional advice and information on some of the support services available and refer you to them.

Support groups

These are opportunities for you to share experiences and information with other carers in a supportive environment. There are also group activities for young carers.

Counselling

It can relieve stress to talk to someone about your caring role and your feelings towards it. A counsellor can explain this process and assess the type of support likely to be useful to you in your particular circumstances. A series of weekly sessions can then be set up, or you could choose to join a group for support.

Help with maximising your income

We can refer you to Citizens Advice, which will check if you are eligible for Carer's Allowance or other benefits, and help you get these.

Employment and training support

We can refer you to services which support carers to enter or re-enter the workplace, through guidance and training.



Carers' Emergency Card Scheme

This aims to give reassurance and back-up support in case you are involved in an accident or crisis which stops you from continuing your caring role. When you register with the scheme, we will ask you about the usual daily routine of the person you care for, and the support you provide. We will also request the contact details of two people who can step into your shoes if needed. You can still join the scheme if you are unable to provide these contact details. This information will form part of an emergency care plan to ensure the person's needs are met in your absence. If the situation requires it, care will be provided in the person's home by emergency care providers.

You will be given a small card, about the size of a credit card, to keep in your wallet or purse. It will have your name, a reference number and a 24-hour emergency telephone number to access help if needed. Care can be provided for up to 48 hours.

For more information about our services for carers and to arrange a carer's assessment:

- call the Social Servicesline on **020 7361 3013** or email **socialservices@rbkc.gov.uk**
- contact the team involved with the person you care for, if they are already known to us



Do you look after an adult on a regular basis?



More contact information

NHS Kensington and Chelsea services

- Contact your local doctor (GP) for information about health services. Your GP can tell you about district nurse services which can support you in your caring role with things such as changing dressings, managing incontinence or taking medicines.
- Call NHS Direct, a 24-hour advice service on **0845 46 47** for information on GP practices near you as well as health advice and information or visit **www.nhsdirect.nhs.uk**
- Injury Prevention Service, Community Rehabilitation Service call **020 7349 3239**.

Website and national helpline

Carers Direct

Website and helpline providing confidential information and advice for carers.

Telephone: **0808 802 0202**

Textphone: **0800 988 8657**

Web: **www.nhs.uk/carersdirect**

Community and voluntary sector services

Family Action young carers service Kensington and Chelsea

Support, outings and holiday activities for young carers between the ages of seven and 17.

Tel: **07783 395890/020 8968 0535**

Email: **kandc.youngcarers@family-action.org.uk**

Full of Life

Support and advocacy for family carers of people with learning disabilities.

Tel: **020 8962 9994**

Email: **info@fulloflifekc.com**

Hodan Somali Community

Information for Somali carers, referrals for carers' assessments and support through this process.

Tel: **020 8960 5813**

Email: **hodan_somalicommunity@yahoo.co.uk**

K & C Mental Health Carers Association

Carer advocacy and carer-led support service.

Tel: **020 8960 3873**

Email: **kcmhcarers@gmail.com**

Web: **www.kcmhcarer.blogspot.com**

Portobello Green Fitness Club

Leisure opportunities for carers.

Tel: **020 8960 2221**

Email: **aoconnor@pgfc.org.uk**

Stroke Association Family and Carer Support Service (Kensington and Chelsea)

Support and advice to people who have had a stroke, their families or carers.

Tel: **020 8968 2194**

Email: **Florence.Joseph@stroke.org.uk**

Vitalise Home Services

Live-in and visiting home care.

Tel: **0845 863 9385**

Email: **homecare@vitalise.org.uk**

Web: **www.vitalise.org.uk**

WPF therapy

Individual counselling and support group sessions.

Tel: **020 7378 2007**

Email: **ede.palmer@wpf.org.uk**



Training and employment support

Jobcentre Plus

Personal advisers can help carers to combine paid work and caring. Free replacement care available to enable take up of training.

Tel: **020 7853 4740**

Email: **andrew.fawcett@jobcentreplus.gsi.gov.uk**

New Futures 50 Plus

Supports carers aged 50 plus with career guidance, job search and interview skills, and tailor-made action plans.

Tel: **020 8964 1900**

NOVA

Provides adults with advice and guidance and a range of courses to help them enter employment or access further learning.

Tel: **020 8960 2488**

Email: **admin@novanew.org.uk**

Services to support older carers

Time for Me

A leisure and activities project to improve health and well-being for carers over 50.

For activities in the north of the borough call Open Age

Tel: **020 8964 1900**

For all other areas of the borough, call New Horizons

Tel: **020 7590 8970**

Email: **jgraham@new-horizons-chelsea.org.uk**

Wayfinder

Gateway to information about services for older people in Kensington and Chelsea.

Tel: **020 8964 8624/020 8969 9105**

Email: **wayfinder@ackc.org.uk**

Free courses to support carers

Caring with Confidence

A programme which aims to help adult carers to improve their own situation and that of the person they care for. Sessions cover topics such as balancing caring with other parts of your life and coping with the emotional side of caring, as well as practical day-to-day things. You can choose which sessions you attend and it is up to you how many you do.

For further details and dates contact Kayley Darby-Philpotts on **020 8563 8014/8019**.

Looking After Me

This six week course for carers aims to help you to take more control of your situation. You will learn techniques to make a difference to your life, for example how to deal with pain and extreme tiredness, different ways to relax, how to cope with feelings of depression and how to plan for the future.

Expert Patient Programme

A programme for people with long-term health conditions such as arthritis, depression, diabetes, heart disease and HIV. The course aims to help people to learn new skills and manage their condition better on a daily basis.

For more information on Looking After Me or the Expert Patient Programme call freephone **0800 954 0650** or textphone **07797 807161**, email **london.courses@epccic.co.uk** or visit the website **www.expertpatients.co.uk**



Carers' Forum

The Kensington and Chelsea Carers' Forum meets monthly. It is a chance to get together with others in a similar situation to you, discuss issues that affect you as a carer and have an influence in local services. Meetings usually last around three hours and include lunch.

For more information contact Emma Walker on **020 8962 4228** or email **emma.walker@kc-pct.nhs.uk**

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Social Servicesline

Tel: **020 7361 3013**

Email: **socialservices@rbkc.gov.uk**