

- Support
- Information
- Signposting



Adult Carers Service—Warrington

A carer is someone who, without payment, helps or supports a relative, child, neighbour or friend who because of illness, disability, frailty or addiction is unable to manage alone

Useful Contacts

Wired Adult Carers Services

01925 633492 | www.wired.me.uk
86 Sankey Street, Warrington WA1 1SG

Access to Social Care

01925 444239 (8.30am—5.00pm)
01925 444400 (out of hours)

Benefits Helpline

0800 882200

Carers UK Advice Line

0808 808 7777 | www.carersuk.org

turn2us Benefit Advice

0808 802 2000 | www.turn2us.org.uk

Carers Direct

0808 802 0202

Citizens Advice Bureau

01925 246994

Job Centre Plus

0845 604 3719

Warrington Disability Partnership

01925 240064

Speak Up Advocacy

01925 248470

Out of Hours GP

01925 650999

Dial a Ride

01925 419988

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Introduction

Wired is an independent organisation commissioned to deliver a Carers Service in Warrington.

A carer is someone who without payment helps or supports a relative, child, neighbour or friend who because of illness, disability, frailty or addiction is unable to manage alone.

At any time, one in ten people in Britain is a carer. From the experience Warrington has with carers, it is known that they need services and support that is both individual to their circumstances and flexible and reactive to their changing needs.

Carers are a high priority in Warrington and the Carers Partnership Board is made up of staff

from health settings, social care, the voluntary sector and carers. The partnership aims to give all carers and carer services a strong strategic voice and direction.

Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.



A significant number of people with caring responsibilities do not readily identify themselves as carers. They primarily see themselves as a parent, spouse, son, daughter, partner, friend or neighbour. The concept of caring is assumed but not recognised in some cultures.



Adult Carers Services provide a focal point for carers in Warrington:

- Drop in venues throughout the borough
- Information on the help and support available to carers
- A 'signposting' service
- The opportunity to talk confidentially with a Carer Support Worker
- Counselling
- Hospital Discharge Carer Support and GP Liaison Co-Ordinator
- FREE Carers' Emergency Card service
- FREE Leisure Access Card
- FREE quarterly newsletter
- Training opportunities, personal development and stress management
- Therapy sessions
- A range of social events, lunches and trips
- A chance to influence local services for carers
- Volunteer opportunities

Carers Emergency Card

A 24 HOUR Rapid Response Messaging Service for Carers

What is the Carers Emergency Card? If you are looking after someone regularly you may worry about what will happen if you are taken ill, or are in an accident or similar emergency. How will you be able to ensure that the person you care for will not be left without support?

The Carers Emergency Card is designed to give carers peace of mind in such circumstances.

Wired Adult Carers Services in partnership with Warrington Borough Council and Warrington Clinical Commissioning Group provide the Carers Emergency Card.

This will provide you, the carer, and the

person you care for with access to a rapid message handling service, 24 hours a day, 365 days a year.

When can I use it?

You can use it in any emergency, from a car breakdown to if you are taken suddenly ill and have to go to hospital.

How does the Emergency Card work?

When you register with Wired Adult Services we will arrange for you to complete an Action Plan for use should the need arise, this can be completed either here at the centre or a home visit can be arranged if you are unable to get here. You will then be issued with an Emergency Card with a Personal Identity Number.

In an emergency you can make a telephone call which will be received by Warrington Borough Council which will set in motion the arrangements you have made ie. contacting a

If the arrangements break down for whatever reason, Social Services will be alerted to the situation.

This service is totally FREE OF CHARGE and all information will be treated in the strictest confidence and comply with the Data Protection Act.

The Cared For Card

This card will be issued to the person who is cared for to be used in cases where they are involved in an accident or emergency, or their arrangements break down. Carrying the card will alert people to their need.



- 24 hour Emergency Messaging service for Carers
- Gives peace of mind
- The scheme is managed by people with direct experience of caring
- Allows the carer more independence
- The scheme is fully co-ordinated and reliable
- Provides a 'safety-net' for the cared for



Counselling

Would you like to talk to someone?

Carers Services Warrington offers counselling to all adult carers and former carers who would like to speak confidentially about their situation.

The experience of looking after a relative, friend or neighbour can be very isolating. It can sometimes be difficult for Carers to share their concerns with other people. Often the focus of attention is on the person being cared for and Carers can feel guilty about having and expressing some of their feelings.

Sometimes these feelings can seem overwhelming and many lead to ill health and a sense of hopelessness. Former carers sometimes struggle with

feelings of loss and making the change from caring to other meaningful life roles.

Counselling can help to unravel these feelings, thoughts and difficulties and can help to recharge the batteries and work towards important decisions.

Counsellors assist by listening carefully and accepting your concerns. You are not told what to do or given advice. The aim is to help you make your own choices and put them into practice.

Frequently asked questions:

Q. Who can come for counselling?

- A. Counselling sessions are available to anyone who is:
- Over 18
 - A carer or former carer
 - Resident in the borough of Warrington

Q. What do people talk about in counselling?

A. You talk about whatever is most pressing and relevant to you.

Q. Do I have to 'bare my soul' and talk about my childhood?

A. The focus is on your immediate difficulties. Sometimes this leads us to talk about the past but not always. We generally talk about current concerns. The counselling that we offer is fairly short term. For longer term therapeutic work, you can be referred to other services if you wish.

Q. So I don't talk about anything I don't want to?

A. No. You are in charge of what we talk about in your sessions.

Q. How much will it cost?

A. You will not have to pay anything.

Donations towards the cost of running the service are always welcome.

Q. How many sessions will I come for?

A. We usually arrange one session for you to meet the counsellor, where you decide together whether further sessions would be useful to you. We usually review where we are up to at the fifth or sixth session.

Q. Do I have to come to six sessions?

A. No. Some people find that a few sessions meets their needs. You can change your mind about coming for counselling at any time.

Q. Will the counsellor tell anyone about what I say?

A. The content of your sessions is confidential between you and the counsellor. You will discuss this at your first meeting together.

Q. Where do I come for counselling?

A. You come to the Centre and the sessions are held in a private room.

Q. How do I make an appointment?

A. You can request a referral to counselling by initially speaking with a Carer Support Worker at the Centre.

Q. How long will I have to wait to see a counsellor?

A. There is a waiting list for counselling, your Carer Support Worker will let you know how long the list is after you have been referred.



Hospital Discharge Carer Support and GP Liaison

What you should expect when a person is being discharged from hospital.

- Work with Warrington Hospital to provide a co-ordinated discharge approach for the Carer and Cared for
- Attend any appropriate meetings on the Carers behalf.
- Provide: information, advice, make any necessary referrals to appropriate services pre/post discharge and signposting.
- Liaise with GP Surgeries
- To help you get answers

If you have any issues that you wish to discuss privately and confidentially, we can arrange a

meeting at the hospital, town centre or at one of the Carer Outreach venues. Alternatively if you prefer we can work over the telephone. Please contact the Centre for more information or to make an appointment.



Carers and Doctors

The GP Liaison Project is funded by NHS Warrington Clinical Commissioning Group to support practices and primary care services in supporting carers. As part of their contract with NHS Warrington, practices keep a register of carers, so **if you are a carer, tell your practice.**

This information can help your doctor in identifying issues that might be affecting your health. Carers are twice as likely to suffer from ill health, compared to non-carers. If you or the person you care for have to go into hospital, please remind your Doctor about your caring role, and ensure their liaison with the hospital.

Registering as a carer with your practice can also help them with appointments to suit you, around your caring role. Wired Adult Carers

Services keep practices updated with information about carers issues on a regular basis, by newsletters, posters, leaflets etc. Carers Services staff visit each practice regularly, and are available for, and often attend practice meetings or training events.

The GP Liaison and Hospital Discharge Service is for Adult Carers who live in Warrington.

The aims of the service are to:

- Help GPs and practice staff in primary care to identify adult carers, ensuring a register is held of carers on the practice list and to offer those carers support in their caring role.
- Support the Carer and Cared For through hospital discharge and liaison between GP surgeries and hospital when necessary.
- Appointments and phone support



Access to Social Care

01925 444239 | Out of hours 01925 444400

Carers Assessment

All carers have certain basic rights, largely a right to have their views taken into account by the council when it is considering how best to make provision for the cared for person. Carers are entitled in their own right to an assessment to find out if they would benefit from services or support. It is an opportunity for the carer to discuss their caring responsibilities with the council and to identify if they would be eligible for services or if any other local organisations would be able to help them.

Service users are assessed through the fair access to care criteria, which is the national set of criteria that all local authorities must use to ensure equal access to services. This system makes sure that people in the greatest need get help. It also helps to deliver services in a fair and consistent way.

If the carer gives substantial or regular care to someone in their own home, they are entitled to an assessment of their own needs so that they can access services to help them to continue to provide support. A request can be made for a carers assessment even if the cared for person is not receiving a service from social care.

Substantial means that they provide a level of care that should they be unable to continue to do, the person they care for would be eligible for community care services. Regular means that they always or nearly always meet the persons needs when it arises.

There are three different types of assessment for adult carers, these are:

- Self assessment
- Joint assessment
- Separate assessment



Vision

The vision for Warrington Carer's Strategy is the same as that set out in 'Carers at the heart of 21st century families and communities', that by 2018

Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside of caring, while enabling the person they support to be a full and equal citizen.

**Warrington Carers Strategy 2012-2015*

Volunteering for Wired Adult Carers Services

Wired Adult Carers Services have opportunities for Volunteers in a number of roles.

No formal qualifications are required and training opportunities are provided.

You should be able to:

- Work as part of a team
- Speak and listen effectively to carers and centre staff
- Give support to others and happy to receive support and guidance.

In addition volunteers need to:

- Have a warm and friendly approach
- Be sensitive to the needs and wishes of carers

- Be patient and reliable
- Have a non-judgemental approach
- Have a willingness to gain knowledge and experience in the role.

Car mileage or bus fares between home and the volunteer placement are provided.

Eligible volunteer roles are DBS checked.

If you are interested in volunteering for us please contact us on 01925 633492.



Adult Carers Registration Form

(please pull out and post to 86 Sankey Street, Warrington, WA1 1SG)

Date: _____

About you:

Name: _____ Date of Birth: _____ Male/Female

Address: _____

Postcode: _____ Tel No: _____ Mobile No: _____

Email Address: _____

Ethnicity: (please tick one box) **Rather not say**

White Asian or Asian British Black or Black British

Chinese Other Please specify: _____

How long have you been a Carer?: (please tick one box)

Under 1 year 1-5 years 6-10 years 11-15 years 6-20 years

20+ years

Do YOU care with anyone else: YES NO

If yes, who? _____ How many people do YOU care for? _____

How many hours per week do YOU care? (please tick one box)

Under 10 10-34 35-50 51-100 Over 100

Do YOU have access to transport? (Please tick one box)

Own Private Public

Other (please specify) _____

Do YOU have any health problems? (please tick as many boxes as apply)

Back Blood pressure Depression Fatigue Headaches

Joint problems Stress/Anxiety Other (please specify _____)

YOUR GP's name: _____ GP Surgery: _____

Wired Adult Carers Services recognise the importance of your Doctor knowing that you are a carer. Can we let them know about your caring role, who you care for and what relationship they are to you?

YES NO

Employment Status:

Full time Part time Full time carer Not working Retired

Seeking Employment Would you like information about re-training and finding out what's available to you from the JobCentre

Have YOU had a Carers Assessment? YES NO

If NO, would YOU like more information? YES NO

If YES, who did the assessment?

Carers Champion Yourself Voluntary Organisation Social Worker

Do you receive any Carers Allowance?

Receiving Entitled but not receiving Not entitled Not applied

About the person you care for:

Relationship to you:

Child Parent Spouse/Partner Friend Neighbour
Sibling Grandchild Grandparent Aunt/Uncle Cousin
Other relative

Other (please specify): _____

The condition (ie. Medical) _____

Do they live with you? YES NO

If No, please complete their postcode: Postcode: _____

Does the person you care for receive support from (please tick box)

No Support Social Services Community Health

Hospital Family

Other organisation (please specify): _____

Are YOU a member of any other support organisations ie. Carers National, MS Society etc?

Carers Emergency Card

As part of your registration with The Carers Centre YOU and the PERSON YOU CARE FOR will automatically access the Carers Emergency Card – information about this excellent FREE service is enclosed. *Although we advise you not to, you can opt out of this service if you wish, by ticking below.

*I **DO NOT** wish to access the FREE Emergency Card Service for myself and the person I care for.

How did you hear about The Warrington Carers Centre?

Social Services Family/friend GP Hospital
Social Worker Health professional Newspaper/Advert
Voluntary Organisation Another Carer Internet Job Centre Plus

Other (please specify): _____

Yours and the person you care for's personal details/information can only be shared with other agencies with your permission:-

- I give permission for my personal details to be shared with other Agencies (ie. Social Services in regard to a Carers Assessment)
- I give permission for the person I care for's personal details to be shared with other Agencies (ie. Social Services in regard to a Carers Assessment)
- I give permission for my personal details to be held on Carers database
- I give permission for the person I care for's personal details to be held on the Carers database.

Signature of CARER for and on behalf of the CARED FOR: _____

The information you have provided will be stored on a database in accordance with the Data Protection Act 1998.