

CARERS HANDBOOK 2019/2020

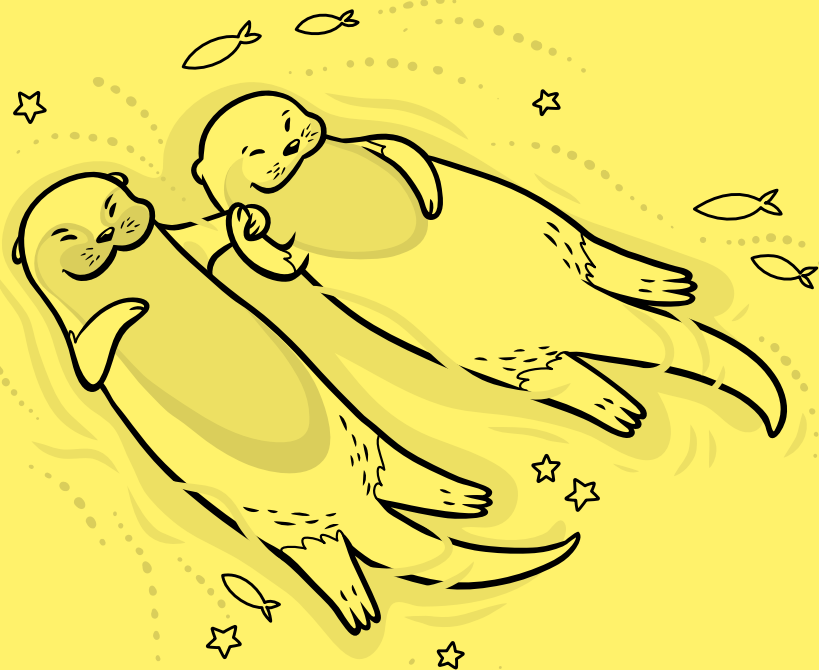
Information & Advice • Emotional Support • Health & Wellbeing



Where someone is at hand to help

CALL 01284 333035

Register at www.SuffolkCarersMatter.org.uk



So, what is with the Otters.....?

People have been asking us this wherever they see our fridge magnets, mugs, posters, banners, website etc., we haven't created t-shirts with them on yet or as cuddly things... that may come in time.

We stumbled across them when organising a day out for Carers and their families, including adults and children. Finding something to do that appealed and interested all ages and was accessible for all stretched the options. Google conjured up lots of ideas, including an Otter & Butterfly Farm in Devon!

For some reason, a member of the Carer Advice Team saw the Otters and began chatting randomly about them and her Great Uncle. We'll save that story for another time. But, it eventually brought up a fact about

Otters that we found interesting and relevant to Carers.

'When Otters go to sleep, they hold hands for security and safety from floating away'.

As our team continued chatting, it was likened to Carers. Whereby the Carer is there holding the hand of someone else, for security and safety in supporting them.

We took this one step further and felt that we were like an Otter to the Carer; holding their hand for security, safety and comfort.

Now you can see why at Suffolk Carers Matter we like Otters. It is what we strive to do here; be a hand to hold when you need it most. Even when you think you're alone and there's no one there for you, we are here.

Hello.

Thank you for picking up and reading our Carers handbook

Through this handbook we aim to provide helpful and supportive information to anybody who is supporting a family member, neighbour or friend.

"I do this because it's my family. I don't see myself as a Carer. Looking after them, being supportive and doing things for them that they can't, is what you do. That's what families and people do for others. Human kindness."

The official term is:

A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Not everyone sees themselves in this light and as a Carer.

We want to push through these differing takes, bringing people and support together. Whether you're looking after someone every day of the week or helping out every now and then, if you see yourself as a Carer or not, we are here to support you and so are many others.

We have endeavoured to cover a broad range of areas and to list as many helpful contacts as possible. It is always a moving feast of support, if at any stage you're unsure of who to contact you can contact us on **01284 333035** or via Live Chat at www.SuffolkCarersMatter.org.uk

We want this handbook to belong to you, the reader. Whether you are a practitioner such as a GP or Family Support Worker or whether you are the person in a direct caring role.

There are always many local community groups, organisations and people who are supporting unpaid Carers and their families, it isn't possible to list everyone of them in this handbook. We've sought to identify some of them to help, if you know of others please let us know so we add them to our support network. You can also look for them on infolink.suffolk.gov.uk or call us on **01284 333035**.



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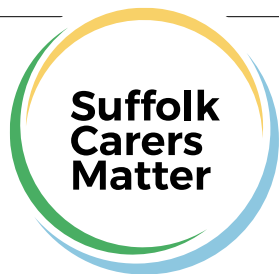
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All information stated in this publication is correct at time of going to print and subject to change without notice. Inclusion of other organisations is not an endorsement.

About.



About us

Suffolk Carers Matter provides support for unpaid Carers across the whole of Suffolk 7 days a week. By phone, online and in the community. This includes:

- Information & Advice
- Emotional Support
- Health & Wellbeing
- Community Carer Hubs

We support anybody who is caring for a family member or friend. This could be related to their physical health or mental health. It could be that they have a learning disability or problems with substance misuse.

We support Adult Carers, Parent Carers, Young Carers and Young Adult Carers.

At Suffolk Carers Matter we acknowledge the fact that not everybody sees himself or herself as a Carer; you may feel you are just helping out a family member.

We are there to offer support whenever people need it, whatever big or small their requirements.

Advice line

Our Advice Line is run by trained Carer Advisers who can provide an opportunity for people to explore all aspects of their caring role and ensure they are receiving the right support.

The Carer Advice Team can assess their needs and those of the cared for and help them access the support which will benefit them most; this may involve signposting or making onward referrals to other helpful organisations.

We can also refer people internally to our free counselling service. We offer signposting and research. Above all our advisers can offer emotional support and a non-judgemental listening ear.

Our Advice Line is open 7 days:

Monday	8am – 8pm
Tuesday	8am – 8pm
Wednesday	8am – 8pm
Thursday	8am – 8pm
Friday	8am – 8pm
Saturday	10am – 2pm
Sunday	10am – 2pm

📞 01284 333035

Counselling

We provide counselling to people whose mental health and emotional wellbeing is impacted by their caring responsibilities. You can receive counselling, in person, over the telephone or by secure private Live Video Chat, whatever works best for you.

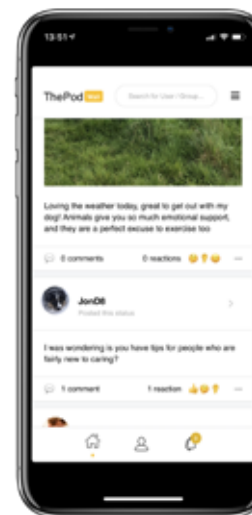
The support provides a chance to work through your emotions, develop coping strategies and process changes in your life.

In the community

We work with both statutory and voluntary services to reach people in the community. This may be by attending existing groups as well as having stands at relevant events and conferences.

The pod

You can chat 24/7 with other Carers and health professionals, either on the website or The Pod app.



Live chat

The quickest way to ask our Advice Line team a question without needing to call us. It's like messenger. Quick and flexible to suit you.

Quick food for Carers

Fancy making a quick dish at home or something that doesn't take lots of time. We've got lots of videos on our website, they're fun to watch. Plus many more recipes.

CarersTV

It's new and a nice way to relax for 15 minutes, watching a TV programme online dedicated to Carers. But, with topics and discussions beyond life as a Carer!

Suffolk Carers Matter Advice Line

📞 01284 333035
 ✉️ ask@SuffolkCarersMatter.org.uk
 🌐 /SuffolkCarersMatter
 📱 @Suffolk_Carers
 www.SuffolkCarersMatter.org.uk



Carers.

As we said earlier, we recognise that not everybody who helps out a friend or family member sees themselves or wants to be seen, as a Carer. We also recognise that the situations are different for everyone and so the notes below are only meant as a guide, not an exhaustive definition.

We must add that caring for a loved one can be a huge privilege and be enormously rewarding. By exploring the potential challenges of caring we by no means wish to diminish the positives of it. We are here to acknowledge the privilege and help with the pains.



Adults

People sometimes feel that one sure sign of becoming an adult is when the roles become reversed and you find yourself looking after elderly parents or grandparents. It can be extremely tough to find yourself with that level of responsibility and it can also mean coming to terms with the fact that your parents are no longer able to support you.

You may find yourself looking after a spouse or long-term partner and this is not without its complexities and challenges. We speak to a lot of people who have been married for decades and have never spent a night apart from each other when suddenly ill-health can mean they are separated temporarily or even permanently.

There are many conversations we have with long-time couples, which are really heart-warming and inspirational as you see that devotion shining through. However it is not all hearts and flowers and it is just as tough if you are in a difficult relationship and that person becomes unwell. It can be a real challenge and result in conflicting and complex emotions.

It may be that you are caring for grown-up children whose needs mean they are unable to be completely independent.

We speak to a lot of parents who are trying to help their adult children become more confident and experienced with life skills as they become older themselves and more mindful of a future when they will not always be there to guide and support their children.

Sandwich

There has been a lot in the news lately about sandwich Carers. We have already talked about plate spinning and this certainly comes into play here.

Looking after elderly relatives as well as trying to balance the needs of a young family can be extremely challenging. It can end up feeling as though you can't please anybody, least of all yourself. You may be trying to juggle work as well and there simply isn't enough of you to go round.

Parents

Parenting doesn't stop when your children become adults and this is especially pertinent if those children have additional needs.

All situations are of course unique. Some children's needs are identifiable from birth or very young and in other cases they may become apparent over a long period of time. As we said above, looking after children and young people with additional needs can be hugely rewarding.

We've found that parents will openly acknowledge this reward but have also voiced their frustration at feeling as though they are constantly having to fight for support; whether that is with education, finances or medical help.

It can feel exhausting and demoralising to constantly be in battle with services and of course many parents in this situation have other children to care for as well as working and all the other juggling to keep a young family afloat.

Young Carers & young adult carers (aged 5 – 25yrs)

A Young Carer (aged 5 – 15yrs) and Young Adult Carer (16 – 24yrs) will often look after a parent who is physically or mentally unwell, disabled or misuses substances and or alcohol.

They can also be supporting the family as a whole and directly looking after a sibling, these are called Sibling Carers.

Please go to page 34 for more details.

Neighbours & friends

It isn't always family members that we end up supporting. With families becoming more scattered geographically it can often mean that neighbours and friends become more involved.

This may be with looking after people in the community in a practical sense such as shopping, picking up prescriptions and can extend to becoming the first point of contact if that person has a fall or needs help.

Another angle is that you may have a friend who is looking after a family member and you may be trying to support them. It can be hard to know what to say sometimes and it can be a steep learning curve in finding the best way to support them emotionally with what they are going through.

You can always call us if you are supporting a friend or neighbour and would like some advice.

What we have tried to demonstrate in this section is that we all have the potential to be involved in helping/looking after/caring for a friend or family member (whichever phrase you are most comfortable with).

We recognise there are no strict definitions and that there is no defined route. What we want you to know is that we are committed to understanding and supporting all Carers and their families in all of life's rewards and challenges.

Most of us here at Suffolk Carers Matter have or have had personal experience of taking care of a family member.



Carers voice.

What is it?

Exactly what it says; we want to hear your voice. This may be as a family Carer, it may be as a professional working in the sector. We are keen to build links with as many organisations and people as possible. We want to hear your views and help you to get those views heard. We want to help you shape local services and make changes for the future. This won't happen overnight but with your voice we can try and make a difference for the people of Suffolk.

Get involved

We have already had support from organisations such as PACT, Seagull Theatre, Steel Bones, Lose The Label, Huddl and Rural Coffee Caravan. For us joint working is the way forward and we feel strongly that by working with others who have the same aims, we can reach and support more people.

Our aim is to host regular topics for discussion on our website and we will also promote these on social media. If you are interested in signing up to our Carers Voice please email us at ask@suffolcarersmatter.org.uk

Your views

We are always interested in your views whether as a family Carer or a professional. If these views are to do with changes you would like to see in services then please contact us.

We are also constantly looking to improve on what we do here at Suffolk Carers Matter and really value any feedback. We are now registered on Healthwatch Suffolk so please do find us on there and leave a review.

We will then share your views with statutory and voluntary organisations, with local MP's and health and social care stakeholders. This may be in board meetings or as part of our community engagement work. We will use your feedback to influence, inform and impact local services.

Carers are the experts by experience and understand what matters to Carers and their families. We want to involve you in this as much as is comfortable for you and provide the support that you need to be able to get involved.

Carer Community Hubs

Our support of Carers in the community in partnership with local groups and organisations has identified a real benefit to having 'Carer Community Hubs'.

They are a coming together of support networks, groups, advisors, health professionals and Carers who can drop-in and meet up at a regular time and place. We're also bringing relaxation activities to the hubs, so Carers can take five.

We are growing these across Suffolk, call us on **01284 333035** or visit The Pod to find out more.

Fantastic, passionate, proactive... Suffolk Carers Matter go far above and beyond to ensure they do everything possible to help Carers and their families.



Health & wellbeing.

There are different aspects of Health and Wellbeing and it is something we are passionate about here at Suffolk Carers Matter. We have a section on our website, 'Your Health' which has articles on Physical Health, Mental Health, Emotional Wellbeing and Lifestyle.

As well as your own health as a Carer, this part of the handbook aims to demonstrate what support is out there if you are looking after someone with mental or physical health problems.

Emotional wellbeing

When we talk about emotional wellbeing it is not always as straightforward as feeling happy. It is more about feeling able to cope with life's challenges as well as recognising the importance of looking after yourself and how to do that.

It is so easy for people to say 'take some time out' but this can be very hard to do especially if you are looking after somebody with ill-health or additional needs.

*Free Counselling & Support
Call 01284 333035*

Here at Suffolk Carers Matter we try and 'take five'- this could be five minutes to just take a short walk by yourself and get out of the house; it could be a five minute phonecall to a brilliant friend or just five minutes to sit in peace with the radio and a cup of tea. This alone cannot work miracles but our advisors are here to support you through the tough times and to help you look after your emotional wellbeing. We can help you find opportunities to take some time out from your caring role but we acknowledge that some people aren't looking for that. We can be there simply as a listening ear and offer that non-judgmental emotional support when you need it.

If you feel that your caring responsibility is affecting your emotional wellbeing then you can access our free counselling service. This is run by professional counsellors and the sessions are tailored to meet your needs; they could be face to face or over the telephone or live video if you prefer. If this is something that you are interested in then please fill in our online referral form or call our advice line on **01284 333035** and we can make a referral. Professionals can also make referrals via this route.

Wellbeing Suffolk

Wellbeing Suffolk provide a range of support for people with common mental health and emotional issues, such as low mood, depression or stress. Wellbeing work with you to help you make the necessary changes to improve your wellbeing and quality of life.

Their services are free for people of all ages.

Wellbeing Suffolk accept self-referrals and services they offer include one to one support, self-help advice, relationship counselling and courses to help achieve a better sense of wellbeing.

☎ **0300 123 1503** (Please note this is a non-emergency contact number)
www.wellbeingnands.co.uk/suffolk

wellbeing
Helping you live your life

Other services include

The Samaritans

They offer free 24 hour emotional support to anybody experiencing emotional distress.

☎ **116 123**
www.samaritans.org

The Silverline

The Silverline is a National Helpline for people over the age of 55. It is free and confidential and can offer friendship, information and advice.

☎ **0800 470 8090**
www.thesilverline.org.uk



Mental health

A lot of people we speak to who are looking after friends or family members with mental health can be unsure where to go for advice and support. They have also reported feeling that there is still a lack of understanding in society regarding the complexities of mental health.

Over the last few years dementia has also become a huge factor in our society and we speak to a lot of people who are caring for loved ones with this condition. As with anything, a lot of them say it is a huge learning curve and of course each situation is unique.

Whether you are supporting someone with mental health issues or if you are struggling with your own mental health we are hoping that these sources are helpful to you.

Norfolk & Suffolk NHS Foundation Trust (NSFT)

NSFT support people with mental health problems, both as inpatients and within the community. They have inpatient units in both East Suffolk (Woodlands, Ipswich) and West Suffolk (Wedgwood, Bury St Edmunds) where there are different wards for various mental health conditions. These conditions include severe depression and anxiety, psychosis, bipolar disorder, post-natal depression, obsessive compulsive disorder, eating disorders. NSFT have a Home Treatment Team, which can be an alternative to hospital admission and it can also take place after an individual has been discharged from

an inpatient unit. The Home Treatment Team offers intensive support at home and the practitioners tailor each plan to suit the individual. The plan may include regular visits and telephone contact from NSFT's mental health practitioners. Where possible the practitioners visit in pairs so that they can also offer support to family members.

☎ **0300 123 1334**
www.nsft.nhs.uk/Pages/Home.aspx

Suffolk Mind

Suffolk Mind are dedicated to making 'Suffolk the best place in the world for talking about and taking care of mental health.' They run various services including:

Ecotherapy - 'Get Up and Grow'

Getting outdoors in the fresh air can improve both our physical and mental health. Couple this with planting and watching things grow and it can be really quite calming and life enhancing. 'Get Up and Grow' has allotments in Hadleigh, Haverhill, Bury St Edmunds and Ipswich. Suffolk Mind describe Get Up & Grow as a service for people who either experience mild to moderate mental health problems, who want to help prevent the onset of mental ill-health or people who are either in recovery or who want to build emotional resilience. To find out more:

☎ **0300 111 6000**
 ✉ info@suffolkmind.org.uk
www.suffolkmind.org.uk/services/ecotherapy

Waves

Waves is an innovative service for people with a diagnosis of Borderline Personality Disorder. It offers a fortnightly staffed facility in Bury St Edmunds and Ipswich, providing a safe, supportive and empowering environment. Waves also provides a fortnightly facilitated peer support group. To find out more:

☎ **0300 111 6000**
 ✉ waves@suffolkmind.org.uk
www.suffolkmind.org.uk/services/personality-disorder-service-waves

Suffolk Night Owls

Suffolk Night Owls is a support service run by Suffolk Mind, which operates, via telephone, text or email.

The support line is open Thursday - Sunday from 7pm - 1am. It is available to anyone in Suffolk with complex emotional needs. Experienced support line workers are there to listen to you in a non-judgemental way and offer information.

In order to access the service you need to register with Suffolk Mind and they will then contact you and give you the number to call. To register go to:

www.suffolkmind.org.uk/services/suffolk-night-owls-telephone-support-line

To see Suffolk Minds full range of support services visit:

www.suffolkmind.org.uk/services

Other useful organisations include:

SANE

SANE is a leading UK mental health charity supporting people whose lives are affected by mental health as well as their families. Their 'SANEline' offers out of hours support, 4.30pm - 10.30pm daily on 0300 304 7000. SANE also has an online forum and non-emergency text and email service.

☎ **0300 304 7000**
www.sane.org.uk

Alzheimer's Society

Alzheimer's Society campaigns for change and research into a cure for dementia as well as providing support to people living with dementia today. They run informative programmes, operate the Side by Side companionship service and also have a thriving online community.

Their Dementia Helpline is run by trained advisers and is open:

Monday - Wednesday, 9am - 8pm
Thursday & Friday, 9am - 5pm
Saturday & Sunday, 10am - 4pm

Helpline number:

☎ **0300 222 1122**
www.alzheimers.org.uk/find-support-near-you

Dementia Together Suffolk

A great resource if you are living with dementia, looking after someone with dementia or if you are a health professional. People from across Suffolk have contributed their knowledge and experience to the site and the aim is to provide information, support and reassurance.

Dementia Together Suffolk has its own Free Helpline which is a single point of contact for all dementia services in the area and has trained Dementia Navigators to put you in touch with what support you might need.

Helpline number:

☎ **08081 688 000**

Monday - Friday, 9am - 6pm

Saturday, Sunday and

Bank Holidays, 10am - 4pm

www.dementia-together.com/home/about

PACT (Parents and Carers Together)

PACT is run by parents and Carers with lived experience of having children with mental health issues. As well as running local meet-ups in Suffolk they have a Parent Supportline dedicated to supporting parents and Carers of children and young people with mental health issues.

Parent Supportline:

☎ **07856 038799**

✉ **parentsandcarerstgether@gmail.com**

📍 **@PACTenquiries**

www.parentsandcarerstgether.uk

Dementia Cafes

Gatehouse in Bury St Edmunds run a Dementia Café on a Friday for people with memory worries or dementia and for those who are caring for them. The café is on every Friday from 11am - 3pm. Contact Dementia Together Suffolk on **08081 688000**.

Taste Community Café in Ipswich now runs a memory café the first and third Mondays of the month between 1pm - 4pm. As well as tea, coffee and cake there are also activities for people with dementia. To find out more visit **www.mie.org.uk/cafe**

Shine A Light is a dementia café in Newmarket which provides a programme of activities to support Carers and those living with dementia. To find out more ring **01638 669361**.

Sue Ryder Dementia Together provides information and support for people who are living with dementia and for their Carers. People from across Suffolk have contributed their knowledge and experience to the site and the aim is to provide information, support and reassurance.

www.dementia-together.com

Headway Suffolk

Headway supports people who have an Acquired Brain Injury; the injury could have been caused by any number of factors including a stroke, virus, tumour, neurological condition or some kind of accident.

☎ **01473 712225**

www.headwaysuffolk.org.uk



Behind the face we all have our own story.

Living with Dementia.



Register for support at **www.SuffolkCarersMatter.org.uk**

Physical health

Looking after somebody with physical health problems can present a variety of challenges, many of which will depend on the nature of the condition. Obviously every condition has specific needs and requirements and this is something that we are trying to build up a database on over time.

Assessments

When you are looking after someone with physical health issues it could be that person has reduced mobility and needs help with their personal care.

Customer First at Suffolk County Council is responsible for implementing care packages and they will undertake a Care and Support Assessment where they will discuss any concerns or requirements you have in detail. From this they can ascertain if you need help with personal care and they can organise this with you.

If you or the person you care for are deemed as needing help then the next step will be for Suffolk County Council to undertake a financial assessment (see more on this later in our Money & Finance section). People can self-refer to Customer First or we can help if you'd rather.

If you would like to make a referral then you can contact them on:

**Call Customer First direct on
0808 800 4005
Monday - Thursday, 8am - 5:20pm
Friday, 8am - 4:20pm**

In terms of your own caring role you are legally entitled, under the Care Act, to have a Carer's Assessment. This provides an opportunity to examine the ways in which being a Carer is impacting on your life and work out strategies to help you carry on doing all the things that are important to you and to your family.

During a Carer's Assessment you will get the chance to not only discuss the detail of your caring role but also how you feel about it. You can look at how caring affects other areas of your life such as work, education, relationships as well as your own physical, mental and emotional health.

To request a Carer's Assessment call Customer First on **0808 800 4005**.

Please Note: If you call the Customer First number out of hours your call will be diverted to the Emergency Duty Service and they will handle any calls that cannot wait until the following day. This may be a matter such as a child or adult being in immediate danger. Although if this is an emergency situation it is recommended that you call **999**.



Returning home from a hospital stay

A stay in hospital can take a lot out of both the patient and their family. Sometimes it can feel as though the person who has gone into hospital has changed during their time there or come out with more needs and less confidence.

Home First is an in-house care service who work on behalf of Suffolk County Council. They work with people who have been referred to them, often after a hospital stay or with the aim of preventing trips to hospital or a move to a care home.

Home First aims to create a plan to improve confidence at home with tasks such as cooking and bathing.

The support offered by Home First is free and the help they provide can last up to a maximum of six weeks.

To find out more contact us here at Suffolk Carers Matter on **01284 333035** or speak to Customer First at Suffolk County Council on **0808 800 4005**.

If the person you are caring for is currently in hospital you can talk to the hospital staff about Home First.

Aids and equipment at home

As well as Care and Support Assessments, Suffolk County Council can also help with getting certain aids and equipment installed at home or adaptations made in order to make things easier for someone with physical health needs and to reduce the risk of falls and hospital admissions.

Contact Customer First on **0808 800 4005**.

Also see our section on Occupational Therapists in Other Health Services.

Other organisations who can help are:

The British Red Cross

The Red Cross can loan equipment such as wheelchairs.

☎ **0844 871 8000**
www.redcross.org.uk/get-help

Disabled Living Foundation

DLF is a national charity providing impartial advice, information and training on equipment for independent living since 1969.

It is a founder member of the Information Standard, a certification scheme for health and social care information.

☎ **0300 9990004**
www.dlf.org.uk

Lofty Heights

Lofty Heights is a social enterprise based in Suffolk, which help you declutter, deep clean or organise your house. The service is available to everyone, no matter how big or small a job may be. They work closely with the NHS, local authorities, charities and housing associations and provide specialist support to more vulnerable people in our community.

Some of the services they can provide are:

- Home decluttering
- Garden, shed, loft and garage decluttering
- Enabling hospital discharge by moving furniture
- Downsizing/supported home move

Contact them on:

☎ 01473 345301
✉ info@lofty-heights.org
www.lofty-heights.org

Falls

Looking after somebody with physical health problems may result in that person being a falls risk. This can be pretty stressful and as much as it can be tempting to help and move the person yourself this can sometimes do more damage to both you and them. There are many common risk factors in having a fall. These include:

- Struggles with walking and balance
- Poor eyesight or hearing

- Long term conditions which can affect the normal balance of the body such as strokes, arthritis or Parkinson's
- Difficulty standing from a bed, chair or toilet
- Bladder and bowel problems - having to get up quickly in the night can put you at risk
- Taking a lot of medicines; these may cause side-effects such as drowsiness

If any of these factors apply to you or someone you are helping to support then speak to your GP or you can call Suffolk Community Services at their Care Coordination Centre:

☎ 0300 123 24 25
www.suffolkcommunityhealthcare.com/LookingAfterYourself/Fallsandfractures/Areyouatrisk.aspx

Other useful contacts may include:

East Coast Community Healthcare

☎ 01502 445 445
✉ ecch.enquiry@nhs.net
www.ecch.org

Ipswich and East Suffolk CCG Falls Directory

www.ipswichandeastsuffolkccg.nhs.uk/FallsDirectory/Home.aspx

West Suffolk Falls Directory

www.westsuffolkccg.nhs.uk/clinical-area/falls-and-fragility-fracture

Staying safe

Person Alarms & Key Safes

It can be a worry if you are helping somebody who could be at risk of falls or who is on their own for periods of time. County Care Line Suffolk can provide an alarm which has a base unit and then a lightweight button which can be worn either on your wrist, your belt or as a pendant around your neck. To receive help the person simply has to press the button and they will be connected to County Care Line's response centres. In the event of a problem the response centre can then contact one of the nominated contacts (usually a keyholder such as family member, neighbour or friend). Please note this is a chargeable service.

County Care Line Suffolk also provide Wellbeing visits for when family members are away or someone has not long returned from hospital.

County Care Line Suffolk

☎ 01473 599067
www.county-careline-suffolk.co.uk

Suffolk Careline provide personal alarms and can arrange to have a key safe installed at your house so that neighbours, friends or family members can access your home in the event of an accident or problem. Again this is a chargeable service.

Key Safes can also be helpful for someone who is living alone but can not always get to the door and has regular visitors such as Carers / befrienders.

Key safes come in the form of a secure box that would be attached outside the main door and it would be password protected so only people that have been given the password can open the box and retrieve the key.

Suffolk Careline

☎ 0845 6007724
www.careline.co.uk/suffolk

And what about you?

When you are busy looking after others it is easy to let your own health go on the backburner. We speak to a lot of people who have missed their own doctors appointments, postponed operations due to their life becoming consumed with caring. It can be very stressful trying to organise cover and leaving that person can lead to feelings of anxiety. But as easy as it is for us to say, if you do not look after yourself and then become ill things will become more challenging in the long run for both you and the person you care for. Please do call us here on the advice line if this is becoming the case and we can help you work out practicalities. Also do try and speak to your GP and explain the situation.

Ensuring that you eat a healthy balanced diet and that you get enough sleep can both be tricky when you are busy caring but both will make a big difference to how you feel. Our website has a Your Health section which we hope you will find useful.

www.suffolkcarersmatter.org.uk/your-health

Learning disability.

Who can help

You may be looking after someone with a learning disability or you may have a learning disability yourself. Learning disabilities can vary hugely from person to person.

At Suffolk Carers Matter we speak to a lot of parents who are looking after both young children and adult children who have a learning disability. We know that each individual is different and we strive to find the right help for each situation.

Suffolk Learning Disability Partnership

The Suffolk Learning Disability Partnership is an independent partnership of self-advocates, family Carers, health and social care commissioners, police, Healthwatch, voluntary organisations and housing providers. The partnership's vision is to enable people with learning disabilities to live positive fulfilled lives as part of their community.

To find out more go to:
www.suffolkordinarylives.co.uk

Phone the partnership to have a chat on 01449 678088, text them on 07961 743328. Or email them at hello@suffolkordinarylives.co.uk

Leading Lives

Leading Lives is a social enterprise providing social care for people with learning disabilities across Suffolk. They provide supported living, short break respite care, help at home and with activities in the community.

Leading Lives can help you to be independent into old age and it can also provide support for young people making that transition to adult services. The aim of Leading Lives is 'to support you to lead the life you choose.'

☎ 01473 406777
✉ info@leadinglives.org.uk
www.leadinglives.org.uk



Realise Futures

For people who have a learning disability Realise Futures can offer support, advice and information on a range of topics such as Housing, Employment, Training, Benefits, Health, Socialisation and Finances.

They have regular Walk-in Advice and Guidance sessions. To find the one nearest to you go to www.realisefutures.org/walk-in-advice-and-guidance/sessions-near-you

These sessions are a great opportunity to find out more about what Realise Futures can offer and you can just turn up.

To find out more you can email info@realisefutures.org or call 01473 242500.



Avenues

Avenues was established in 1993 and one of its many locations is the East of England. Avenues provide services which are tailored for the individuals needs and specialise in the areas of:

- Learning Disability
- Autism
- Acquired Brain Injury
- Behaviour That Challenges

Avenues services include supported living, outreach and residential care. They can support people from the age of nine and are committed to person-centred working, developing positive and realistic strategies. Avenues work with families and local authorities to guarantee the best outcome for the individual who needs support.

To contact the local branch of Avenues call 01449 700069 or email info@avenuesgroup.org.uk

Project 21

Project 21 is a charitable organisation running innovative events, activities and clubs for people with Down's Syndrome in Suffolk. Project 21 thinks outside the box and listens to the voices of those with DS, putting in to action their wishes (e.g. a performing arts group, a DS 'Spin' class, trips to the theatre etc.).

The charity also showcases to the world the beauty of Down's Syndrome; giving people with DS a voice in a society that often grossly underestimates them.

Some of the events they put on are Comedy Galas, Flash Mobs and Singing workshops, and they are all across East Anglia.

☎ **07990 521427**
✉ **info@project21uk.com**
www.project21uk.com

NSFT Autism Diagnostic Service

As well as providing autism diagnoses this service also gives advice and support to help families understand diagnosis. The Autism Diagnostic Service is for Young People aged 11 upwards and for adults. For more information or to make a referral please call **01449 745389**.

CAMHS - Learning Disability Service (East & West Suffolk)

CAMHS is a specialist mental health service based in the community for children and young people. They offer assessment, intervention and look at social and educational factors. CAMHS can make onward referrals and work with schools to help get the best support in place for the individual in question.

Mencap

Mencap offer a huge amount of support for people with learning disabilities.

They have an amazing internship programme with the aim of helping young adults with learning disabilities (aged 16-24) into paid employment. Mencap will help prepare young adults for work, support them with skill development and interview preparation. Once the young adult has a job then Mencap will accompany them to work until they are fully settled and confident and then gradually take a step back. To find out more go to:

www.mencap.org.uk/advice-and-support/services-you-can-count/employment-services

To contact Mencap about this or any of the other help they provide call them on 0808 808 1111 anytime between 9am - 3pm, Monday - Friday.



Behind the face we all have our own story.

Living with Autism.



Other health services.

GP's

If you have not already done so, it is important to let your GP know that you are a Carer. Many GP surgeries will make a note that you are a Carer and may offer you specific support, such as free flu jabs to help keep you well over winter, or to ensure they are understanding about needing quite specific or flexible appointment times, or phone-consultations depending on the services they offer. Your GP may also want to talk about how your caring role is affecting any health conditions you yourself may have.

Early Intervention by identifying family Carers can prevent them reaching crisis point and potentially reduce unnecessary GP appointments.



A referral to SuffolkCarersMatter, either online or by phone, offers a Carer the opportunity to talk through their caring role with an adviser and together identify what is important to them and the support they need. We can offer emotional support, discuss what services are available, provide information, and make onward referrals or signpost to other organizations and ensure a Carer is accessing all the support available to them.

Early identification ensures anyone who is caring for someone else has a point of contact if, or when their circumstance's change.

As well as being a great source of support to you and your family directly your GP can often be the person who can help refer you to other services. These could include:

Occupational therapists

It could be that the person you are caring for is keen to maintain living in their own home but they need a bit of help to make that home safer and more appropriate for their needs. They may be struggling with everyday tasks due to their physical health, mental health or a learning disability.

This is where Occupational Therapists come in. They work within Adult Social Care at Suffolk County Council and help to provide practical solutions such as assistive technology, adaptations or other useful equipment.

Once a referral has been made to Customer First then they will organise for an Occupational Therapist to come out to the home in question and do an assessment. If any needs or requirements have been identified in the assessment then the Occupational Therapist and their team will help to get these things in place.

To make a referral for an Occupational Therapy Assessment you can either contact Customer First on 0808 8004005 or call our Advice Line on 01284 333035 and we can make the referral on your behalf.

It may take a bit of time after the referral is made for someone to come out and do the assessment as demand for Occupational Therapists is high.

However urgent cases are given priority so if you feel that this applies to you do make Customer First aware of this.

Bladder & bowel service

This is a countywide service which is managed by Ipswich Hospital Trust and provided by Suffolk community services.

If you or the person you are caring for are experiencing problems with incontinence and would like some support then you can refer directly to the service by contacting the Care Coordination Centre.

The centre is open 24 hours a day 365 days a year and is accessible to all patients and referrers. If you have access to the internet and have non-urgent request or referral to make then the centre advises you email them on:

✉ suffolkcommunityhealthcare.referrals@nhs.net

If your request is urgent or you do not have access to the internet then you can call in on 0300 123 2425.

Moving and handling

If you are caring for someone who needs help with their mobility and you would like to learn more about Moving and Handling then Suffolk Family Carers commission a qualified Occupational Therapist who can visit you at home and provide guidance and support on how to move and handle the person you are caring for in a safe and confident way.

For more information visit www.suffolkfamilycarers.org/moving-and-handling or call 01473 835477.

Physiotherapists

If you feel that either you or the person you care for would benefit from a physiotherapist, perhaps after an injury or a long hospital stay, then you can self-refer to East Coast Community Healthcare.

Ring them on **01493 809977** and they will assess you over the telephone.

You can also refer online to Allied Health Professionals. They are able to support adults with musculoskeletal problems and who are registered with a GP Practice within the AHP Suffolk catchment area.

www.ahpsuffolk.co.uk/referral



Hospitals

It can be very stressful when your loved one is in hospital and it is only natural to feel out of control. A lot of people we speak to can have worries about the person they care for coming home and 'just being left'. The hospital should work with you throughout the discharge process and of course if you would like any further information or guidance you can call us here on the advice line.

West Suffolk Hospital

West Suffolk have their own Family Carer Hospital Project Worker who can be contacted direct on **07887 903725** or call Suffolk Family Carers on **01473 835477**. If the person you are looking after is admitted to West Suffolk Hospital please do tell the ward staff that you are their primary Carer and they will give you a Carers pack.

www.wsh.nhs.uk/Patients-and-visitors/Information-for-carers.aspx

Ipswich Hospital

Ipswich Hospital have set up several initiatives to help you keep going in your caring role as well as take a break. The hospital offer Family Carers' passports and badges to those who are at the hospital on a regular basis supporting a family member. Ask a member of staff for details and your passport and badge.

There is a Carers Cabin at Ipswich (it is the striped cabin near the Garrett Anderson Centre, bus stops and South Wards (Entrance 2)).

The Cabin offers rest, refreshments, a listening ear and information. It is open Monday from 10.30am - 4.30pm and then Tuesday - Friday, 2pm - 5pm (please note these times are subject to volunteer availability). There is also an Alzheimer's Society Drop-In at the Cabin on the first and third Wednesdays of the month, 9.30am - 12pm.

www.ipswichhospital.nhs.uk/forpatientsandvisitors/support-for-family-carers.htm

PALS (Patient Advice and Liaison Service)

It can be overwhelming when someone you care for is in hospital. It may feel that you are struggling to find out information or have your concerns listened to. PALS provides impartial advice and whilst they always recommend that you try and sort out any issues with hospital staff directly PALS are happy to help if you feel you need it.

They can help to negotiate with the hospital on your behalf as well as ensure that you understand what the hospital have told you regarding plans or the condition of your loved one.

West Suffolk PALS call 01284 713000
East Suffolk PALS call 0800 3896819 (option 1).

Pharmacies

If you are caring for a family member with ill health then it may be helpful to speak to someone from your local pharmacy. Those with health conditions managing their medication can have a review with a pharmacist to learn more about their condition and how their medicines might affect them.

Pharmacies may offer you further support with prescriptions. For example some can offer prescription deliveries where transport is a challenge. They can also offer advice on how to use Monitored Dosage Systems. Pharmacies can offer disposal of medications, which are no longer required.

www.westsuffolkccg.nhs.uk/local-health-services/local-pharmacies

www.ipswichandeastsuffolkccg.nhs.uk/localservices/localpharmacies.aspx

Dentists

Dental care is one of those things that can fall by the wayside when you are looking after someone.

If it is becoming increasingly difficult for you or a family member to attend appointments at the dental surgery then you can ask your dentist to make a referral for more specialist dental care.

These specialist dental services are often out in the community and can be helpful for children or adults with complex needs, both medical or social. Home visits can sometimes be offered in extenuating circumstances such as when somebody is housebound or in residential care.

To find out more about community dental care in Suffolk call NHS England on 0300 311 2233.

Healthwatch Suffolk

Healthwatch collect feedback and listen to experiences of people who have used health and social care services in Suffolk. Their aim is to use your views to make local services better and those services are dutybound to respond to the concerns put forward by Healthwatch Suffolk.

☎ **01449 703949**
www.healthwatchsuffolk.co.uk

Flu jabs

There has been a big push over the last few years, in schools, GP surgeries and pharmacies in the hope that more and more people will have the flu jab and contribute towards 'herd immunity'. So why is it so important?

Essentially flu is more serious than you realise especially for the very young, very old, those who are pregnant or who have a compromised immune system.

If you are the primary Carer for someone who is frail or who has a low immune system then the NHS advises you have the flu jab or you could put your loved one at risk. As a Carer it is also important to look after your own health.

To find out where you can get a flu jab in Suffolk check out:

www.pharmacyflujabs.co.uk/pharmacies/suffolk/private-pharmacy-flu-jabs

Suffolk Adult Safeguarding Board

Safeguarding is everyone's responsibility. If you are concerned that someone you help look after may be at risk or if you feel at risk yourself then please do seek advice and support.

The Suffolk Adult Safeguarding Board is a statutory body made up of agencies across the county who are committed to keeping vulnerable adults safe.

If you believe someone is at risk of immediate danger please call 999.

If you have concerns for yourself or another adult then you can use the secure portal on the Suffolk Adult Safeguarding Board website.

www.suffolkas.org/concerned

Suffolk Children Safeguarding Board

The Suffolk Children Safeguarding Board is a statutory body and is made up of partners and stakeholders from a range of agencies across Suffolk who are committed to safeguarding and the welfare of children. If a child is in immediate danger, please call **999**. For all other enquiries see their website:

www.suffolkscb.org.uk

The Multi-Agency Safeguarding Hub (MASH)

MASH is made up of a range of organisations in Suffolk who are responsible for safeguarding adults and children.

If you would like advice as to whether the situation in question is a safeguarding issue or whether you can make a referral call the MASH Consultation Line on **03456 061 499**.

If you are a professional wanting to make a referral then you can either ring Customer First on **0808 800 4005** or make an online referral via:

www.suffolkscb.org.uk/working-with-children/how-to-make-a-referral

Young Carers.

This section of the Handbook is dedicated to Young Carers and Young Adult Carers, namely anyone between the ages of 5-25yrs who is involved in caring for a family member.

Things that Young Carers and Young Adult Carers may help with include cooking and cleaning, giving medication, washing and dressing the person they care for, shopping, helping sort out money or bills.

Being a Young Carer can be challenging, when you try to balance your home, school and social life. As a Young Carer you may find it difficult to keep up with school work due to additional responsibilities at home, or not feel able to join in after school activities with their friends. Young Carers can become distracted and find it harder to concentrate in schools due to their caring responsibility. Young Carers and Young Adult Carers may also struggle with getting enough sleep, managing a balanced diet and finding the time to look after their own health.

As a Young Carer it is natural to feel stressed and worried about the person you are caring for, especially when you are not at home. It may also feel as though you are worrying about things beyond your years, such as bills and housing, which can put a huge

amount of stress on a developing young adult.

Being a Young Carer can leave you feeling isolated and vulnerable, especially if you feel that your peers do not understand your situation. But being involved in looking after a loved one will often mean you have empathy, knowledge and compassion beyond their years. All of this needs to be recognised and respected and from our point of view it is important for children and young people to know what help is out there so they can access it if and when they are ready.

For Young Adult Carers, making that transition to adulthood may feel tricky. There can be complex feelings involved when it comes to making decisions about the future, for example leaving the family home to pursue education, work or travel. It is natural for young adults in this situation to feel torn and anxious so it can be helpful to talk things through with someone who isn't emotionally involved.

Here at Suffolk Carers Matter we can provide emotional support and a chance to talk things through and work out strategies to help you move forward with your own life as well as making sure that the person you are caring for is okay.

The Children and Families Act 2014

The Children and Families Act 2014 was introduced to support children and young people with caring responsibilities up until the age of 25yrs (at which point they become an adult Carer). Suffolk County Council works to identify the young Carers within Suffolk, through several means, such as schools, activity groups and organisations like Suffolk Carers Matters. This is so they can look at how much responsibility a young Carer has, and then try to support them through their role.

Young Carers in focus - know your rights

The Children's Society partnered with Young Carers to create a pack specifically for them and their rights, from privacy to money. Find it here:

www.childrenssociety.org.uk/sites/default/files/DownloadableResources/know_your_rights.pdf

☎ 0300 303 7000

UKYC

UKYC work across the UK, but is based in Suffolk. They support Young Carers and Young Adult Carers, aged 5 - 25yrs, in different areas of their life such as school, work and within their family.

They put on respite activities for Young Carers such as laser tag and bowling, going in to school running sessions on wellbeing, life skills and respite.

They have a thriving digital community through social media platforms and website and in addition, they also work in partnership with other organisations and professionals to identify young Carers in the community.

✉ info@UKYC.net
 📱 @UKYCME
 UKYC.net



FAQ referring to Young Carers

What is transitioning?

Transitioning is when you move from children social care to adult social care (when you hit 18). Sometimes this can be difficult as adult social care reduces the amount of hands on support available for Carers. Suffolk County Council has to help Young Carers going through transitioning, and UKYC has a programme for Young Adult Carers to help ease this transition.

How to identify a Young Carer/ Young Adult Carer?

It is difficult to identify a Young Carer as they may not know that they have more responsibilities than their friends. If you suspect a young person is a Carer, look at our website for more information on how to refer them to us or call our advice line.

What is a whole family approach?

A whole family approach is where the local authority, in this case Suffolk County Council, will aim to support the whole family not just the one who is being cared for. This could be supporting the young person through education or transitioning, while looking after their cared for.

Here at Suffolk Carers Matter we also take a whole family approach and can tailor our support to your specific circumstances.

What is a Young Carers assessment?

A Young Carers/Young Adult Carer assessment is for an individual under the age of 18yrs (after that it's an adult Carer assessment) to see what needs they have. You don't require a needs assessment to get support, but sometimes they help as they might put in extra support to look after the cared for. For questions about a Young Carers Assessment, look on Suffolk Carers Matter's website, UKYC's website or call our Advice Line here on **01284 333035**.

Education

When a child or young adult

Within most schools in Suffolk, there is a Young Carer support worker, or a safeguarding officer who will be able to support a Young Carer. If you are unsure if a school does have somebody then we suggest you have a look on their website for their 'Young Carers Policy' or give them a call. Schools classify a Young Carer as a 'Pupil Premium' student, meaning they will be given additional support to help a Young Carer/Young Adult Carer.

Schools will be able to support a Young Carer through different means like:

- Emotional Support
- Additional time for school work
- Identifications of Young Carers
- Signposting support
- Activities

Employment

Minding the Gap

Minding the Gap is part of Community Action Suffolk and helps young people get back into work or education. They support people aged 15 – 18yrs who are NEET or risk of being NEET (Not in Education, Employment or Training). They also support people aged 19 – 24yrs who are unemployed and/or economically inactive. Minding the Gap can help young people who are Young Carers. Minding the Gap can help with funding towards courses, interview clothes etc. and they offer free activities to young people aged 15 – 24yrs. These activities aim to give young people the confidence, experience and skills that will enable and empower them to seek work, education or training.

✉ mindingthegap@communityactionsuffolk.org.uk
☎ **01473 345 352 / 07955866994**



Emotional and physical wellbeing

4YP

Suffolk Young People's Health Project (also known as 4YP) is a local charity, which provides and coordinates services that improve the social, emotional, and physical health and wellbeing of young people in Suffolk, aged 12 – 25yrs.

Through advice, guidance and practical support 4YP help young people develop the skills and knowledge to lead healthier, happier, safer and more resilient lifestyles. They give young people the confidence to make better informed choices and enable them to reach their full potential.

www.4yp.org.uk

Children and Young People's Emotional Wellbeing Hub

A key priority of the Emotional Wellbeing Transformation Plan for East and West Suffolk is to develop a central point of contact for people who are concerned about the emotional wellbeing of a child or young person. This central point of contact is the Emotional Wellbeing Hub which provides a team of practitioners who can give advice and support, a consultation helpline and an online referrals form.

To contact the Emotional Wellbeing Hub call 0345 600 2090. Or find them on www.infolink.suffolk.gov.uk where you can make an online referral.

SIBS

Sibs exists to support people who grow up with or have grown up with a disabled brother or sister. It is the only UK charity representing the needs of over half a million young siblings and over one and a half million adult siblings.

www.sibs.org.uk

Barnardo's

Barnardo's protect and support the UK's most vulnerable children and young people. They help to bring out the best in them - no matter who they are or what they have been through.

www.barnardos.org.uk

Rise Above

Rise Above is where you will find interesting and useful stuff from the web and beyond to get you all talking about the things that matter to you. You'll find inspiring and useful stories, videos, games and advice.

www.riseabove.org.uk

The Porch Project

The Porch Project aims to support young people's physical, mental, social, spiritual and educational wellbeing. The Porch Project do not work in isolation; their youth workers and mentors work closely with a range of partner organisations and agencies (including UKYC) to provide joined up and integrated support if and when young people need it.

www.porchproject.co.uk

The Source

A place for information and advice for young people in Suffolk, looking at wellbeing, health, love, sexual health, housing, money, leisure and transport. They also have a dedicated section for Young Carers.

www.thesource.me.uk

The Mix Stowmarket

The Mix Stowmarket is a young person's hub, which aim to support young people in many different areas, such as: leadership, employment, education, skills, respite and general life challenges.

www.themixstowmarket.org

Good to know

Young Carers Unlimited

Activities for Young Carers and Siblings of Disabled Children, for the latest information about what's on and what you can get involved in:

www.access-unlimited.co.uk/young-carers-unlimited

Max Card

The Max Card is a discount card for Young Carers and their families, it covers access for two adults and two children. Young Carers and their families will gain discounts to a vast range of places like Alton Towers, Butlins, Go Ape etc., to get a discount. See here for more information:

www.access-unlimited.co.uk/young-carers-unlimited/max-card



Customer First

Customer First is the first point of contact for social services in Suffolk. If you need questions answering around money, Carers assessment, additional support etc, contact here:

Call 0808 800 4005.

Suffolk Children Safeguarding Board

The Suffolk Children Safeguarding Board is a statutory body and is made up of partners and stakeholders from a range of agencies across Suffolk who are committed to safeguarding and the welfare of children. If a child is in immediate danger, please call 999. For all other enquiries see their website:

www.suffolkscb.org.uk

For more information see:

Suffolk Info Link

They provide a search tool to see all activities and services within Suffolk.

<https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page>



Good to know.

Legal advice

Looking after a loved one can be a huge learning curve in so many ways and clarifying legal matters can be a big part of this.

Legally, health and social care professionals must assume that an individual has the mental capacity to make their own decisions unless this has been proved otherwise in a formal assessment.

If you are caring for a friend or family member who no longer has mental capacity, or who is losing their mental capacity then it may be time to get some things in place.



Free advice for Carers
call **01473 226577** or visit
www.thblegal.com

Lasting power of attorney

The person you care for may have taken out a Lasting Power of Attorney (LPA) which names you to act on their behalf. There are two elements to this; health and welfare and finance and property. Health and welfare applies to factors surrounding the care they receive and in some cases medical decisions. Finance and property applies to paying bills, sorting out finance for their care, this may be because the person isn't practically able to do so but you must still seek their permission to organise their finances, if they are mentally able to give it.

To clarify, the person must have still had mental capacity when they applied for LPA and if they have named you to act on their behalf for health and welfare this would only come into play once they no longer have mental capacity. It is a big responsibility and all decisions must be made in the best interests of the individual.

In order to make a Lasting Power of Attorney you can either do this through a solicitor or online at the government website.

www.gov.uk/power-of-attorney/make-lasting-power

Appointing a deputy

Sometimes it isn't possible for people to apply for LPA's before they lose their mental capacity. If this is the case for someone you are caring for then you can apply to become their deputy, which will enable you to make decisions regarding their health, welfare and finances. In order to become a person's deputy you will need to be 18 years old or over and you will have to have completed an assessment. If you have a child with a learning disability then this could be an option for you.

To apply to become someone's deputy you will need to contact:

The Court of Protection

☎ **0300 456 0300**
✉ **customerservices@publicguardian.gsi.gov.uk**

Making a will

It may sound obvious but it is amazing how many people do not make wills. If you have small children then making a will gives you the opportunity to name a guardian in the event of your death so that your child has that security. It can also give you the chance to outline to whom you would

like to leave your assets to and alternative options if your named beneficiaries die before you. Making a Will can give people a huge peace of mind and it can also help to prepare the family for what needs to happen in the future.

It is always advisable to go to a solicitor who specialises in Wills. The solicitor should be licensed with the relevant professional body such as Law Society. Some charities offer a free Will drafting service in exchange for a donation so this could be another option and some solicitors take part in national schemes such as Wills Week and Free Wills Month.

Independent Age can offer a wealth of advice on all of the above (including LPAs) and they can offer people who use their services the chance to have a simple Will written for free by a participating solicitor. Call their Helpline on:

☎ **0800 3196789**
Monday - Friday, 8.30am - 6.30pm
Saturday, 9am - 1pm
✉ **advice@independentage.org**

Mencap – Wills & Trusts Service

If you are caring for an adult with learning disability then Mencap have their own Wills & Trusts Service. They provide free information and guidance on how to provide financial stability for your child's future. Their contact details are as follows:

☎ 0207 6966925
✉ willsandtrusts@mencap.org.uk

Advocacy

Voiceability

Total Voice Suffolk is a partnership of seven experienced organisations who work together to provide advocacy in Suffolk.

Voiceability is the leading partner of Total Voice Suffolk. They have Independent Mental Capacity Advocates, Independent Mental Health Advocates, Care and Support Advocates, NHS Complaints Advocates.

Voiceability are based in Ipswich and are open Monday - Friday, 9am - 5pm 01473 857631.

They can also be contacted via email on tvspartnerhip@voiceability.org www.voiceability.org/services/suffolk

Age UK Suffolk

As another partner of Total Voice Suffolk, Age UK Suffolk provide advocacy to anyone over 55yrs and living in Suffolk. This includes older people with physical and sensory disabilities, dementia, mental health and learning disabilities.

✉ info@ageuksuffolk.org
☎ 01473 351234

ACE Suffolk People First Advocacy Service

This is a user-led organisation and the involvement project for the Suffolk Learning Disability Partnership Board. ACE have advocates working all over Suffolk and this provision includes instructed advocacy, non-instructed, one to one, group, peer, self and independent mental capacity assessments.

✉ info@aceanglia.com
☎ 01449 678088
www.aceanglia.com



**Behind the face we
all have our own story.**

Living with Multiple-Sclerosis.



Money & finance.

Funding for care & deferred payments

Suffolk County Council may be able to provide services to your family, which could include respite or Carers coming in to help. If it becomes apparent that you do need support then Suffolk County Council will carry out a financial assessment.

If your savings and capital is above the current threshold of £23,250 then it is unlikely you will receive any support from Suffolk County Council towards your care, whether this is within the home or in residential and nursing care.

To clarify, if you are receiving care in your own home then the value of your home will not be taken into account as part of your capital. However if the person in question goes into residential / nursing care then the value of their home will be taken into account. It could be that if the person going into residential or nursing care owns a property and their other capital and assets total less than £23,250 then they may be able to ask for a deferred payment.

A deferred payment agreement is an arrangement with Suffolk County Council, which could enable a person to use the value of their property to

pay for their care in a residential or nursing home. If the person in question is deemed eligible then the council will help to pay the care home bills on the understanding that the council will be reimbursed when the property gets sold which could be after the persons death.

If you or the person you care for has capital and savings over £23,250 then we would recommend you seek advice on planning long-term care options. It may be that you can employ somebody privately either a friend or family member, or through a care agency to provide the care required.

Please do call us on **01284 333035** if you would like some advice on your situation and options.



Citizen Advice

Citizen Advice offers free and impartial advice on financial issues, housing, employment and relationships, 'the big issues affecting people's lives.'

www.midsuffolkcab.org.uk

☎ **01449 676060 / 01449 676280**
Monday - Wednesday, 9.30am - 3.30pm (Wednesday is telephone advice and appointments only)
Thursday, 9.30am - 6.30pm
Friday, 9.30am - 12.30pm

☎ **0300 330 1151**
Monday - Friday, 10am - 4pm
www.suffolkwestcab.org.uk

You can contact North and East Suffolk CAB by visiting a drop-in sessions or by submitting an online secure form.

www.nesuffolkcab.org.uk

Money Advice Service

Call them for free and impartial money advice.

☎ **0800 138 7777**
Monday - Friday, 8am - 8pm
Saturday, 9am - 1pm

Saga Care Funding Advice Service

Saga can offer expert advice in this area. There is no cost in speaking to an adviser or for any research they do. However if you do decide to proceed with their recommendation then advice fees will apply. The advisers will outline all potential costs involved before anything is payable so you can make an informed choice.

For an initial free consultation call Saga on:

☎ **0800 096 8703**
Monday - Friday, 9am - 5pm

Understanding benefits

If you are caring for someone it could well be that both you and the person you care for can receive some financial support. It can be a bit of a mindfield as there are lots of different benefits and they can sometimes affect each other.

Here is a brief rundown of the main benefits, which could be relevant. Please don't hesitate to contact us if you wish to discuss further.

Carers allowance

If you are caring for someone for at least 35 hours a week then it could be that you are eligible for this Carers Allowance (currently £66.16 a week). Other eligibility criteria includes:

- You must be aged 16yrs or over
- You have been living in England, Scotland or Wales for at least two out of the last three years
- You usually live in England, Scotland or Wales, or you live abroad as a member of the armed forces
- You are not studying for more than 21 hours a week
- You don't earn above £123 per week after deductions (i.e., tax, cost of replacement care)

In order to apply for Carers Allowance the person you care for must be receiving one of the following benefits:

- Personal Independence Payment (PIP)
- Attendance Allowance

- Armed Forces Independence Payment (AFIP)
- Disability Living Allowance (DLA) the middle or highest care rate

If you are over 65yrs and receiving a state pension it could be that you are not eligible for Carers Allowance but it is still worth applying. Benefits such as Pension Credit could be increased due to your caring role.

You must keep the Carers Allowance Unit updated if you have a break from caring e.g. if you go on holiday or the person you care for goes into hospital.

In order to apply for Carers Allowance you call either go online to www.gov.uk/carers-allowance

Or call 0800 731 0297 to request a paper claim pack.

Carers Credit

Carers Credit can help to fill gaps in your National Insurance record, which your State Pension is based on. If you aren't eligible for Carers Allowance but you are caring for someone for at least 20 hours a week then you may still be eligible for Carers Credit. Your income and savings will not affect eligibility for this benefit.

In order to apply for Carers Credit, as well as caring for someone for at least 20 hours a week, you must be aged 16yrs or over but under State Pension age.

The person you care for could be receiving one of the following benefits:

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

If the person you care for does not receive any of the benefits listed above, you should still be eligible to receive Carers Credit. In this case you will need to fill in the 'Care Certificate' part of the application form and ask a health or social care professional to sign it.

You can download the Carers Credit application form at

www.gov.uk/carers-credit/how-to-claim or you can call 0800 731 0297 to request a claim pack. They are open Monday - Friday, 8am - 6pm.



Personal Independence Payments (PIP)

Personal Independence Payment (PIP) is a benefit that helps with the extra costs of a long-term health condition or disability for people aged 16 - 64yrs. PIP will gradually replace the DLA over the next few years. It is non-means tested; thus, it doesn't matter how much money you earn or have in savings.

In order to be eligible for PIP you must:

- Need help with everyday tasks like going shopping or getting dressed
- Have needed this help for the last three months, and will expect to need this help for another 9 months (unless terminally ill)

PIP is made up of two components:

- **Mobility:** If you need help getting about, such as to the shops
- **Daily Living:** If you need help doing daily activities like getting dressed, cooking dinner etc.

To make a PIP claim you need to call the department of Work and Pensions on 0800 917 2222 or see their website on: www.gov.uk/pip

Attendance Allowance

This benefit is for people over the age of 65yrs who need help looking after themselves due to physical or mental care needs. Attendance Allowance is not means tested and it can help with the extra costs of daily care.

Attendance Allowance is paid at two different rates, higher and lower. People who need help either day or night usually receive the lower rate which is £57.30 per week whereas people who need help during both the day and the night usually receive the higher rate which is £85.60 per week.

Attendance Allowance is intended to cover costs towards personal support. It does not cover mobility needs.

To find out more visit www.gov.uk/attendance-allowance

Disability Living Allowance (DLA)

The DLA is now being phased out by the government and is being replaced by Personal Independence Payment (see next). You no longer can apply for DLA. If you were born on or before 8 April 1948, you'll continue to get Disability Living Allowance (DLA) as long as you're eligible for it.

If you were born after 8 April 1948, your DLA will end. You'll get a letter telling you when that will happen. However, you'll continue to get DLA until that date. Unless your circumstances change, you do not need to do anything until you get this letter.

☎ 0800 121 4600

Change of Circumstances

If your circumstances change, and this might affect your DLA or PIP payments, you need to let them know. These changes may include:

- A change in the type of help you need or a change in condition
- You go into hospital or care home for over 4 weeks

☎ 0800 121 4600

Universal Credit

Universal Credit is a payment to help you with living costs, it is paid monthly. Universal Credit will replace the following benefits:

Child Tax Credit, Housing Benefit, Income Support, Income-based Jobseeker's Allowance (JSA), Income-related Employment and Support Allowance (ESA), Working Tax Credit.

You might be eligible for Universal Credit if:

- You're on a low income or out of work
- You're 18yrs or over (there are some exceptions if you're 16 - 17yrs)
- You're under Pension Credit qualifying age (or your partner is)
- You and/or your partner have £16,000 or less in savings between you

Usually, you need to apply for Universal Credit online, and then you will need to go to an appointment at your local jobcentre.

www.gov.uk/universal-credit

Council Tax Exemption (Dementia)

People with dementia can find that they are eligible for a discount on their council tax and sometimes the people who care for them can also be eligible for a discount. We advise that you contact the Council Tax Department at Suffolk County Council on:

☎ 0345 606 6067

✉ customer.service@suffolk.gov.uk

Grants & funding

It can be tough financially when you are caring for someone and a little extra help can come in very useful. This list is by no means exhaustive but here are a couple of possible options:

Family Fund

Family Fund is the largest UK charity who provide grants for raising disabled or seriously ill children and young people. It is for low-income families and it is to help improve the lives of these families. You can apply annually.

Funding can go towards holidays, computers, garden equipment.

To apply you must live in England, Scotland, Wales or Northern Ireland and be the parent or Carer of a disabled or seriously ill young person who lives with you.

The child or young person must have additional needs arising from a long term disability or disabling condition or a serious or life limiting illness. The family must also be in receipt of certain benefits.

The full eligibility criteria is listed on their website:

www.familyfund.org.uk/FAQs/are-we-eligible-to-apply

Disabled Facilities Grant

A Disabled Facilities Grant is a government funded grant to help with home adaptations such as stair lifts, widening of doors or a downstairs bathroom to name a few examples.

Depending on your income you may need to pay towards the cost of the work. Although some children under eighteen may get a grant without their parents income being taken into account. The person applying for the grant must either own the property or be a council tenant.

The starting point is to contact the local council who will send an Occupational Therapist round to check what is required and the details of your claim. For more info:

www.gov.uk/disabled-facilities-grants



Breaks & respites.

Activities Unlimited

Activities Unlimited is Suffolk County Council's Short Break Service and referred to by most families and professionals as AU. Activities Unlimited provides short breaks and leisure activities to disabled children aged 0 - 25yrs in Suffolk.

There are various activities and short breaks to meet the needs, wants and wishes of disabled children and young people to enable their parents and Carers to receive regular breaks from caring. Parents can register their child and become members to access discounted activities and breaks via the AU registered providers.

There is also a short break offer that provides a direct payment. It can be used for things such as 1:1 swimming lessons, the gym and other leisure activities like trips to the cinema. The allocated money can also be used to pay for a break as a family in one of the three Activities Unlimited owned lodges.

For more information visit www.activities-unlimited.co.uk

Royal Airforce Benevolent Fund

The RAF Benevolent fund has subsidised welfare breaks for those who have/are involved with the RAF. These welfare breaks take place in the seafront Princess Mariana House situated in West Sussex. They have in house support for those who need assistance with personal care and offer wheelchair accessible rooms.

The RAF heavily subsidise the everyday running of the Princess Mariana House and ask for you to only pay what you can afford.

They welcome applications from RAF personnel, past and present and their spouses, partners, widows or widowers too.

☎ **0800 169 2942**
✉ welfareservices@RAFNF.org.uk
www.rafbf.org/help

Leading Lives Respite

Leading Lives can provide different types of short break respite to enable you to enjoy a different experience and break from routine whilst offering family Carers a valuable break from their caring responsibilities. Short break respite can be offered in many different ways.

They have short break respite units in Suffolk that all offer different experiences and activities for people with learning disabilities, autism and complex needs. Their units are well equipped for complex needs and they offer a warm welcome and enjoyable stay based on your own personal preferences.

☎ **01473 406777**
✉ info@leadinglives.org.uk
www.leadinglives.org.uk

Transport

When you are looking after someone and/or you are socially isolated then transport can be a real challenge. It may be that ill health has meant that someone in your family has had to give up their driving licence or perhaps lack of funds has made it hard to run a car. Parts of Suffolk are very rural and getting from A to B can be a challenge.

Here are some organisations and schemes that will hopefully help.

Suffolk On Board – travel vouchers

If you or the person you are supporting is eligible for a bus pass but are not able to use public transport then travel vouchers could be a great alternative.

It could be that your walking has been impaired by disability or injury. It could be that you have a severe visual impairment which makes taking public transport difficult or you live in a remote location with no available services. If any of these situations apply to you or the person you care for then you could well be eligible for travel vouchers instead.

Travel vouchers are provided by Suffolk County Council and to apply you will need to detail the reasons you are unable to use public transport and have these reasons endorsed by a health professional who is involved in your care such as a doctor or nurse.

Suffolk County Council will ask that you relinquish your bus pass in return for the travel vouchers. Travel vouchers are issued at the value of £100 per annum.

To apply you can either:

Request an application form online.

www.suffolkonboard.com/concessionary-travel/forms/travel-vouchers-application-form-request

Pick up an application form from one of Suffolk's libraries or one of Suffolk County Councils offices.

Call Suffolk County Council on **0345 6000659**.

Travel Training

Suffolk County Council has been working in partnership with Essex County Council to deliver Travel Training in Suffolk. The scheme has had great success in Essex over the last ten years.

Travel Training helps to prepare students with additional needs for traveling to college or sixth form. Travel Training also works with adults with learning disabilities, helping them to use public transport to attend their learning centres.

The scheme works by using approved trainers who will work on a one to one basis over a number of weeks. The trainers will assess the individuals ability to make the journey and only 'sign them off' when they feel the person is safe to make the journey alone.

Provided that training has been approved following on from a referral then there is not normally a cost to the individual or their family/school.

To find out more about the travel training scheme email transporttraveltraining@suffolk.gov.uk or call 0345 606 6173.

Connecting Communities - Community Transport

Suffolk County Council are working in partnership with Suffolk Community Transport Operators to help by Connecting Communities. The scheme helps people, young or old travel within Suffolk when there is no public transport available locally.

It could be that you find it difficult to meet up with friends and family, get to medical appointments or do your weekly shopping. If you need to make a journey and there is no public transport available to you then you can access the scheme. Connecting Communities can collect you and link you to public transport so that you can complete your journey easily and efficiently. Where there are no onward public transport links available Connecting Communities may be able to help with the complete journey.

To book a journey people are advised to call their local Community Transport Operator a week before they travel. The Community Operators for each locality are as follows:

Forest Heath

The Voluntary Network
☎ **01638 664304**

St.Edmundsbury

The Voluntary Network
☎ **01440 712028**

Mid Suffolk & Ipswich

BSEVC
☎ **01449 614271**

Babergh

Hadleigh Community Transport Group and Go Start
☎ **01473 826242**

Waveney

BACT ☎ **01986 896896**

Suffolk Coastal

Coastal Accessible Transport Service and FACTS
☎ **01728 635938**

The cost of Connecting Communities fares is based on the average bus fare cost for the equivalent distance.

To find out more go to www.communities.suffolkonboard.com/about or contact info@suffolkonboard.com



End of life & bereavement care.

Getting support

If you find yourself caring for a loved one at their end of their life it can feel incredibly daunting. For some this can be a longer process while for others things can happen very quickly. Whether long-term or short-term, palliative care is all about making the person in question as comfortable as possible and ideally in the surroundings of their choice. GP's and District Nurses can be a huge support in the community and in Suffolk we are fortunate to have three fantastic hospices.

St. Nicholas Hospice Care, Bury St. Edmunds

St. Nicholas Hospice is very close to our base in Bury St Edmunds and we have been fortunate enough to get to know them. We had some amazing training from the education team on 'Conversations around End of Life Care' and also received some valuable information about all of their services.

As much as St. Nicholas Hospice Care has an outstanding reputation for their clinical in-house care this isn't the only aspect of their remit. They offer many non-clinical services to people with life-limiting illnesses, their Carers and those who have been bereaved.

These services include:

24 hour around the clock support line

An invaluable resource this support line is managed by Nurse Specialists, Senior Registered Nurses and Registered Nurses and Doctors. The line is for patients, relatives, public and professionals and is available 24/7 365 days a year. Consent should be given by the patient before you call on **01284 766133**.

Family & bereavement support

The team at St. Nicholas Hospice Care recognise how overwhelming it can be when you or a loved one are diagnosed with a terminal illness. They can offer counselling and emotional support to help you navigate your way around complex medical situations and to enable you to manage difficult conversations with family and friends. Family Support accept both professional and self-referrals.

The team can also offer bereavement support for both adults and young people. For adults this may take the form of one to one sessions or groups such as their walking programme, Stepping Out. For children and young people aged between 5-18 years old Nicky's Way offers a free confidential service.

Nicky's Way offers one-to-one meetings with the young person as well as age-related groups offering various activities. Nicky's way also runs a support group for parents and guardians which runs along side the young peoples group.

To find out more you can email the Family Support Team on:

✉ enquiries@stnh.org.uk
☎ **01284 766 133**

Open House

This is an informal drop in for people who are suffering with a life-limiting illness, their Carers or those coping with bereavement. There is no need to book and there are members of staff from the Hospice there to offer information, support and educational nuggets on relevant topics such as managing fatigue and nutrition.

Open House takes place across West Suffolk and Thetford including Botesdale, Sudbury, Mildenhall and Newmarket. See their website for specific details.

www.stnicholashospice.org.uk/support-and-information/support-groups-and-activities/open-house

Bereavement Café

The Bereavement Café is an informal drop in, a chance to meet and talk with other people who have had similar experiences to your own. Anyone who has been bereaved is welcome, no matter how long ago that bereavement was. The pilot Bereavement Café at the Apex in Bury St Edmunds has been running for over a year now and there are also Bereavement Cafes in Haverhill (at the Haverhill Hub) and in Mildenhall (at the Bell Hotel), both on Fridays from 10am - 12pm.

www.stnicholashospice.org.uk/support-and-information/support-groups-and-activities/bereavement-support-groups



St. Elizabeth's Hospice, Ipswich

Emotional support

The team at St. Elizabeth's provide emotional support to any person who has been referred to them, along with their family members or friends. This support includes counselling, practical support, art therapy, support groups and children's specialist support.

St. Elizabeths work with families to help them make important decisions, prepare children (in partnership with their parents) and negotiate with teachers and employers. The team also organise regular social events aimed at supporting Carers. For more information and advice you can contact their Emotional Wellbeing Support Line on **01473 707999** which is open Monday - Friday, 9am - 4pm.

The Hospice also has a One Call-One Number 24 hour Specialist Advice Line which is for patients, professionals, family members, everyone in the catchment area. It could be a question to do with pain relief or a recent diagnosis. Whatever your query is you can receive expert advice over the telephone seven days a week from senior registered nurses, even in the middle of the night.

The One Call number is **0800 567 0111** and calls are free from a BT landline.

www.stelizabethhospice.org.uk/how-we-can-help/information-and-support/information-for-patients-and-families

East Anglia's Children's Hospice's (EACH)

EACH can provide both practical and emotional support for all family members, where there is either a child in need of palliative care or where families have been bereaved of a child as a result of complex health needs. Support offered by EACH may include counselling, play specialists, sibling activity days and male/female Carers nights. Support can take place at one of the hospices, at home or in the community whichever is preferred.

Referrals can be made either by families or by professionals and can be done so directly to a member of the Care Team at The Treehouse (EACH's Suffolk Hospice) on **01473 271334**.

EACH also provide a Help at Home service which puts a caring volunteer into the families home to provide much needed practical support such as gardening, shopping, cooking. This may be a one off requirement or some families may need support with practical tasks on a weekly basis. The scheme supports around 50 families at any given time across the county.

www.each.org.uk/family-zone/help-at-home-service

Advanced Care Planning

In Suffolk there is 'My Care Wishes', a series of helpful documents which can be filled in by the individual and are kept in a yellow folder.

'My Care Wishes' can give people the opportunity to discuss their preferences for their end of life care. This could be relating to treatment, where they would like to be, essentially it is all about enabling better planning and provision of care and to help people live well right until the end of their lives.

'My Care Wishes' is a way to think ahead and by writing things down it can mean that your wishes are more likely to be remembered and respected, even after you may not be able to verbalise them any longer.

GP's can help with 'My Care Wishes' as can other professionals such as hospice care nurses and family support workers and we can help too at Suffolk Carers Matter.

Looking after someone at the end of their life can carry a lot of responsibility to do things the 'right way' and it can be hard to always know what the person would have wanted. That is why it is so important not to have to second-guess but to have as much clarified as possible.

Marie Curie

Marie Curie can offer nurses to come and help with end of life care at home. This needs to be organised through the district nurse or GP. Marie Curie also have a Helper service which involves a trained volunteer offering companionship and practical support such as helping you to make an appointment, running basic errands.

Marie Curie have a support line offering advice and help to people living with or caring for someone with a terminal illness.

☎ **0800 230 090 2309**
Monday - Friday, 8am - 6pm
Saturday, 11am - 5pm

Cruse Bereavement Care Suffolk

Cruse have trained bereavement support workers who can offer one to one counselling or facilitate group sessions. Cruse recognises that all grief is different and is committed to breaking the stigma surrounding grief and talking about death.

Cruse have four branches covering Suffolk. Ring **01473 230888** for advice, support and information. The Ipswich branch of Cruse also has a team of volunteers who are trained to work with children and young people up to the age of 17. Call the advice line for more information on this service.

Other useful organisations.

Suffolk Warm Homes Healthy People

This is a project designed to help vulnerable people heat their homes in a more economic way and can provide grants for first time central heating as well as grants towards insulation and basic draught proofing. Warm Homes Healthy People can also loan out electric heaters in the event of a boiler breakdown as well as financial assistance towards boiler repairs or replacements.

For people who own or privately rent their property Warm Homes Healthy People can arrange for an independent surveyor to come and discuss energy efficiency improvements. In a crisis the project can award a fuel payment which would be either added to a card meter or paid directly to the heating supplier.

To find out more contact Warm Homes Healthy People on:

☎ **03456 037 686**
✉ **whhp@eastsoffolk.gov.uk**

Steel Bones

This is a charity supporting civilian amputees and was founded by Emma and Leigh Joy-Staines a young couple, after Leigh had his leg amputated when he was in his twenties. They have made several referrals to us here at Suffolk Carers Matter.

They now have their very own 'Bones Line', which will serve to offer information, advice and support to those living with amputation and their families. The Bones Line is open 9am - 7pm, Monday - Friday and 10am - 6pm on a Saturday and is run by trained volunteers. The number is **01223 734 000**.

Home-Start

They support families who are going through challenges; this could be ill-health, having a child with additional needs, post-natal depression, bereavement, financial stress. They have trained volunteers who spend 2-3 hours a week with the family helping them with practical things such as preparing meals etc. and also emotional support.

www.homestartinsuffolk.org

Gatehouse

Gatehouse was started in 1986 with the aim of helping those in material and emotional need throughout West Suffolk. Their services and activities are based in Bury St Edmunds and help raise awareness of the causes of social injustice by undertaking voluntary projects in social welfare by providing practical help for disadvantaged families and individuals throughout the area.

We have 5 separate projects:

- The Memory Cafe
- Furniture Re-use/ Recycling Store for individuals and families in need
- Gatehouse Day Centres for Elderly with Mental health issues and social isolation
- Bury St Edmunds Foodbank
- Gatehouse Christmas Project

www.gatehouse.org.uk

The Voluntary Network

They offer an amazing befriending service for people in West Suffolk over 65. Amanda Larcombe who runs it is a real inspiration and lovely.

The Voluntary Network also offer community transport.

www.thevoluntarynetwork.org/befriending
www.thevoluntarynetwork.org/community-transport

Hospice Neighbours (St. Nicholas Hospice Care)

This is a community-based scheme; trained volunteers go out to visit people who have a life-limiting condition. Volunteers help with practical things such as shopping or dog walking. Most importantly they offer companionship and this can often develop into friendship. It is extremely rewarding for all who are involved.

If you know of someone who could benefit from having a Hospice Neighbour you can refer them yourself by calling the team on **01284 716938**. Similarly do get in touch with the team if you would like to find out more about volunteering!

www.stnicholashospice.org.uk

Young Carers Unlimited

This is a scheme run by Suffolk County Council. It is an information service and provides social opportunities for Young Carers and Young Adult Carers to get together.

Young Carers Unlimited works to raise awareness of Young Carers / Young Adult Carers and the various issues they face. It also provides information to health and social care professionals, teachers, community groups and Young Carers themselves.

Contact Young Carers Unlimited on:

☎ **01473 260026**

✉ **Young.Carers@suffolk.gov.uk**

**Suffolk Parent Carer Network (SPCN)**

SPCN is a voluntary organisation run by parents and Carers in Suffolk who have children with additional needs. Their aim is to be the voice of parent Carers and to facilitate two way communication with service providers.

Anyone who lives in Suffolk and is or has been a caregiver to a child or young person aged 0 - 25yrs with additional needs can be a member.

Your child or young person does not need to have had a diagnosis in order for you to be a member. Professionals with an interest in the provision that children and young people need may also be a member. Contact SPCN on:

☎ **01473 345375**

✉ **admin@spcn.org.uk**
www.spcn.org.uk

Age UK Suffolk - Information and Advice Line

A local independent charity supporting older people across Suffolk.

☎ **01473 351234**

Monday - Friday, 9am - 1pm
www.ageuk.org.uk/suffolk

**Family First Ipswich**

Family First is a Christian charity, which supports and enables families going through difficult times. This support primarily involves a Family First Volunteer going in to visit a family once a week for an hour to listen, befriend and encourage. Family First focuses on helping vulnerable and struggling families with children of up to age eighteen.

Their volunteers will work with families to choose and achieve goals; for example to eat one meal a week all together at the table. The goals are tailored to suit each individual family and situation and the volunteer will work with the family in question for up to a year so that they can build that trust and consistency. To find out more:

☎ **07936 008199**

Family First also now offer free parenting courses which run for six weeks. To find out more:

✉ **info@familyfirst-uk.org**

Our Special Friends

Our Special Friends is a charity dedicated to helping people benefit from animal companionship throughout ill health, bereavement and other crises. They can help with dogwalking and have even been known to help with things such as getting your cat neutered!

Our Special Friends can help with making difficult decisions about your pets future and can also source animal contact for people who can no longer keep a pet but who benefit hugely from animal contact.

At the moment Our Special Friends predominantly supports people in West Suffolk but they can take on cases in nearby areas and are keen to expand as much as their funding permits.

☎ **01284 247077 / 07770855303**

✉ **info@ourspecialfriends.org**
www.ourspecialfriends.org



In the workplace.

Your rights

If you are looking after a family member or friend then juggling this with work can be tough. Knowing your rights in this situation can be helpful.

If you have parental responsibility for a child with additional needs then you have the right to take unpaid time off work for dependents in an emergency. You are also protected under the Equality Act 2010 against discrimination and harassment because of your caring responsibilities. This is due to the fact that as a Carer you would be associated with someone protected by the law due to their age or disability.

When you are working it is advisable to check your employers policies for supporting Carers. Perhaps speak to your line manager as it could be that you are able to use leave arrangements paid or unpaid to cover a period of intense care. People First have lots of helpful information on this:

www.peoplefirstinfo.org.uk/looking-after-someone/balancing-caring-with-work-and-education/your-rights-in-the-workplace-as-a-carer

Carers do have the statutory right to ask their employer for flexible working. Flexible working means being able to request a change in working patterns, e.g. hours, times, places (working from home for example) to fit in with your caring role.

To qualify for flexible working you must be an employee with a contract of employment and you will need to have worked there for 26 consecutive weeks at the time of the request. The right covers one request within a 12 month period and if you are making the application then the person you are caring for, or expecting to care for, must live at the same address as you.

HR & employer support

Here at Suffolk Carers Matter we work with partners to provide support to employers so they can help their staff who may be caring for somebody. We have a pack that we can send out to you and can talk with you in person to help you support Carers in your workplace. To find out more call us on **01284 333035**.



Compassionate Companies - St. Nicholas Hospice Care

St. Nicholas Hospice Care in Bury St Edmunds run their own Compassionate Companies. They enable businesses both small and large to do more for their community by working with the hospice to support people at difficult times in their lives.

Compassionate Companies help to raise employers awareness of their own social responsibility to the people who work for them as well as enable them to build resilience to cope with different emotions. To find out more or register your interest call **01284 715560**.

Suffolk Employment Service (Shaw Trust)

The Suffolk Employment Service helps people who have either a learning disability or a mental health condition to secure paid work. Referrals can be made into the service from GP's, Community Mental Health teams and Jobcentre Plus. The Suffolk Employment Service has offices in Ipswich, Bury St Edmunds and Lowestoft but cover the whole county. **To find out more email wellbeing@shaw-trust.org.uk or ring 01473 407019.**

Suffolk Work Well

Suffolk Work Well is a programme run through Suffolk Mind and helps people with mental health conditions to gain and stay in employment. Suffolk Work Well works with people to get them 'work ready' and provides holistic support, looking at the whole picture so that not only can individuals secure employment they also have the confidence and skills to retain the job they have acquired.

Suffolk Work Well does this through courses and one to one sessions with a dedicated Case Worker who will help you build your Personal Wellbeing Plan.

Suffolk Work Well is based in both Ipswich and Felixstowe. To apply for Suffolk Work Well you must be over eighteen, have an interest in seeking employment/already be in employment and be ready to positively engage and attend appointments.

People can either be referred by their Job Centre, GP, Support Worker, Psychiatrist or other professional or you can refer yourself to Suffolk Work Well via their online referral form at **www.suffolkmind.org.uk** or you can email **suffolkworkwell@suffolkmind.org.uk** to find out more.

Education.

Rights

If you are the parent or Carer of a child with additional needs then you may well know about the Presumption of Inclusion which states that all children and young people will attend mainstream unless in certain circumstances. Parents can state a preference for specialist provision.

Education, Health and Care Plans (EHCP)

When a child has additional or special educational needs, but their school cannot provide the necessary special educational Provisionals, they need an EHCP. EHCP's identify educational, health and social needs and set out the additional support to meet those needs. The EHCP is a legally binding document that sets out the provisions to support the young person, and any educational placements they need.

You can ask Suffolk County Council to carry out an assessment if you think your child needs one. Additionally, you can contact the Special Needs Co-ordinator (SENCO) at your child's school, who could assist you in the application. **Call 0808 800 4005.**

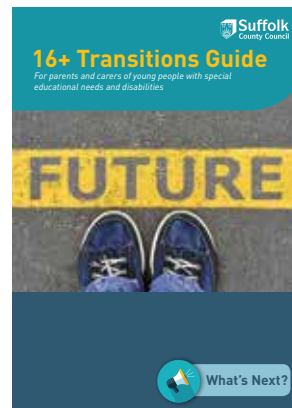
Publication of SEND 16 + Transitions Guide

The new 16+ Transitions Guide is a key priority in Suffolk's SEND Strategy for 2017-2020.

Suffolk County Council and CCG's have produced the guide in conjunction with Suffolk Parent Carer Network and the SEND Young Persons' Network.

A digital copy of the guide can be downloaded from the Suffolk Local Offer website on the Preparing for Adulthood and Employment page or by searching for SEND 16+ Transitions Guide.

For more info visit:
www.ipswichandeastsuffolkcccg.nhs.uk



Suffolk Local Offer

The Local Offer outlines the services available in Suffolk for children and young people with special educational needs and disabilities. These services include education, health and social care and you can use the Local Offer to find therapy services, groups, schools, nurseries and social work services.

To find the Suffolk Local Offer Website go to www.infolink.suffolk.gov.uk and look up Local Offer. If you need help with this then please contact the Local Offer Navigator on **0345 606 1490.**

Suffolk SENDIASS

Suffolk SENDIASS (Special Educational Needs and Disabilities Information Advice and Support Service) is a confidential and impartial information, advice and support service on issues related to Special Educational Needs and Disability (SEND).

It is free, easy to access and confidential. They can help children, parents and young people take part in decisions that affect their lives.

They offer information, advice and support to:

- Children and young people (up to 25 years) with SEND
- Parents and Carers of children with SEND
- Practitioners (who might support children, young people or parents to access our service)

www.suffolksendiass.co.uk

Independent Parental Special Education Advice (IPSEA)

IPSEA offers legally based information and advice to help families to get the right education for children and young people with SEND. They are a free service and provide training on the SEND legal framework to parents, Carers and professionals.

IPSEA also has various legal guides and resources which families can download. They have an Advice Line and also a Tribunal Helpline. IPSEA work to influence policy at a national level. To find out more go to:

www.ipsea.org.uk
or call **01799 582030.**

In an emergency.

Emergency services (police, ambulance, fire) - 999

Samaritans - 116 123

Customer First - 0808 800 4005

Gas - 0800 111 999

Emergency services Childline - 0800 1111

UK Power Networks - 0800 3163105

NHS Direct - 111

UK Power Networks - 0800 3163105

In Case of Emergency (ICE)

Who should we contact in the case of an emergency?

Please note, any details you put here are intended for First Responders such as Paramedics, Firefighters, Police Officers, Health Professionals or others who may come to your aid in time of need and should help them with contacting another person, such as your next of kin.

If you detail any personal information, do have consent of the person whose details you put in here. They should agree to this and also be aware that they may be contacted in case of an emergency.

ICE 1

THEIR NAME IN FULL:

RELATIONSHIP TO YOU:

LANDLINE:

MOBILE:

ICE 2

THEIR NAME IN FULL:

RELATIONSHIP TO YOU:

LANDLINE:

MOBILE:

PLEASE WRITE ANY COMMENTS OR NOTES HERE:

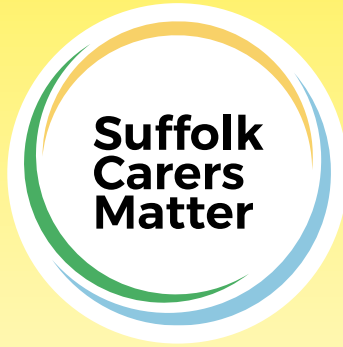
GP NAME:

GP NUMBER:

LOCAL HOSPITAL:

SOCIAL/SUPPORT WORKER:

EMERGENCY CONTACT NUMBERS:



✉ ask@suffolkcarersmatter.org.uk

📘 [facebook.com/SuffolkCarersMatter](https://www.facebook.com/SuffolkCarersMatter) 🐦 [@Suffolk_Carers](https://twitter.com/Suffolk_Carers)

www.SuffolkCarersMatter.org.uk