



# Norfolk Factsheet 3

## Support for Carers in Norfolk

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

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## **Are you a carer?**

The term 'Carer' is used to distinguish those who provide care for others on an unpaid basis, apart from those who are paid (Care Workers, home helps and people employed by someone with a disability). If you are looking after a relative, partner or friend, who cannot manage without your help (for example, because of illness; physical or mental incapacity; or age-related frailty) then you are a Carer. You may be caring all the time or for just some of the time.

Caring can be a fulfilling experience. It can also be time consuming, tiring and stressful. The responsibilities of caring can restrict other aspects of your life. Because caring is mostly done at home or in the home of the person you are helping, it can leave Carers feeling isolated or lonely. Caring can bring money pressures with it and even deterioration in the health of the Carer, both mental and physical.

This factsheet is a guide to some of the support services available to carers in Norfolk.

## **Local Support**

### **Local organisations for supporting Carers:**

There will be times when you want to talk to someone who understands how you feel because they are in a similar situation themselves. Going to a Carers' support group is one way of finding mutual support.

There are support groups throughout Norfolk for Carers, their friends or family. Every group is different. Some will meet for friendship, social activities and mutual support - others may offer practical advice or help.

Refer to our Norfolk Factsheet 2 'Getting out and about' for carers groups or contact us at Age UK Norfolk on 0300 500 1217.

### **Carer's assessment:**

If the person you care for lives in Norfolk, you are entitled to a Carer's Assessment from Norfolk County Council (even if the person you care for doesn't get any help from the Council)

For information, go to [www.norfolk.gov.uk](http://www.norfolk.gov.uk) (their care, support and health advice section) or call NCC's Customer Service Centre on 0344 800 8020.

### **Personal Budgets for Carers:**

A personal budget is an allocation of funding given to you from Norfolk County Council to be used to provide necessary support in the most suitable way. Usually, no more than one payment per Carer will be approved in a financial year. In order to receive a personal budget, you will need to meet Adult Social Care's eligibility criteria and you will need an assessment from Norfolk County Council. Your Carer's personal budget must be spent on things for you not for services for the person you care for. For information, call their Customer Services Centre on **0344 800 8020**.

### **Carer's Emergency Card:**

If you are caring for someone, it is important that you get a Carer's Emergency Card to ensure that that person will be safe if you are caught up in an emergency. The emergency services know what to do if they see your Carer's Emergency Card. Your emergency contacts will be contacted to help. If they cannot be reached, or you do not have any people who can help nearby, care workers will provide an initial response to allow enough time to plan what will need to happen next. For information, go to <https://www.norfolk.gov.uk/care-support-and-health/care-and-support/urgent-help/carers-emergency-card> 'Carer's Emergency card' section Norfolk County Council on **0344 8008020** (textphone 0344 8008011).

### **Support for Carers in GP Surgeries:**

It is important that you tell your GP surgery if you are helping to look after someone so that they can register you as a Carer on your medical notes. This information helps them to ensure that they give you information about the help and support that may be available to you. Ask your GP surgery for a registration form.

## **Carers Matter Norfolk**

This is a new and innovative county-wide service to support unpaid carers aged 16+ caring for someone aged 18+. A wide range of services are available, which have been summarized below.

- **Carers Matter Advice Line** - information, advice, guidance and listening support
- **Community support** - countywide carer connector team. Carer connectors and carer support volunteers will offer face-to-face support and will work in local communities.
- **Free carers voice and membership** - take part in research, media interviews, service improvement meetings
- **The POD** - online community for carers, access peer support, information and advice 24 hours a day
- **Education and training** - carers are 'experts by experience'. Training topics could include harm-free care, self-advocacy skills, meditation.
- **Counselling** - telephone or online sessions with a British Association for Counselling & Psychotherapy (or working towards) accredited Counsellor
- **Grants for carer peer support** - £30,000 annual Carers' Group grant (divided by five localities with quarterly application rounds)
- **Groups** - bespoke training for carers' peer support groups

### **Contact options:**

Telephone: 0800 0831 148 Monday - Friday 8am - 8pm, Saturday 4pm – 8pm, Sunday 8am – 12pm or 07537 417850 (text only)

Email: [Info@carersmatternorfolk.org.uk](mailto:Info@carersmatternorfolk.org.uk) Facebook: [CarersMatterNorfolk](#)

Twitter: [@CarersMatterNfk](#)/ Website address: [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

### **Carers' Council for Norfolk:**

This independent body is a partnership of Carers and Carers' organisations working to develop and improve services for Carers in Norfolk. For information, call on **01553 768155** or email [louisegoldccn@hotmail.co.uk](mailto:louisegoldccn@hotmail.co.uk)

## **Norfolk Family Carers (previously Norfolk carer's support):**

### Telephone advice and support line

You can call our Freephone 01603 219924 line for information, advice and support for family carers.

### Counselling

This service is for anyone who is looking after a family member or friend and is finding things difficult. There's a charge, although we may be able to reduce this in some cases. All of their counsellors are BACP qualified. Please contact Norfolk family carers directly to find out more.

### Caring at a distance

Looking after a friend or family member can be difficult enough, but it's even harder if you don't live close by, or you're very busy. Norfolk family carer's offer, personalised short and long-term support packages to help you make sure you're loved-one is well supported and to give you added peace of mind. Please call Norfolk family carers to discuss your and your family's needs.

### Expert advice and support

Norfolk Family Care Advisers can provide you with one-to-one expert advice and support to help you make sense of your options and to balance your caring responsibilities with the rest of your life. From completing benefits claim forms, to guiding and supporting you and your family to find the right care, the support is tailored to meet your needs and budget. Please contact Norfolk family carers directly to find out more.

### Carer information session

Getting the right support at the right time is crucial to help carers balance their caring role and avoid reaching crisis. Norfolk family carers offer information sessions for carers or people who may find themselves caring in the future. The sessions cover: the support that's available from health and social care services; information about benefits; advice on carers' rights and money matters; keeping healthy and emotional support. Each participant is given an information pack to take away. If you're interested in hosting a carer information session, contact Norfolk family carers directly to find out more.

### **Carers UK Digital Resources:**

Carers UK have an online resource available for all carers <https://www.carersuk.org/>

### **West Norfolk Carers:**

West Norfolk Carers is affiliated to Carers UK. They keep in touch with Carers by issuing regular newsletters; providing information on national activity; making home visits; establishing Carers Groups and offering a local point of contact to find support quickly. For information, go to [www.westnorfolkcarers.org.uk](http://www.westnorfolkcarers.org.uk) or call on **01553 768155** or write to them at 20 Thoresby College, Queen Street, KINGS LYNN. PE30 1HX. Email: [info@westnorfolkcarers.org.uk](mailto:info@westnorfolkcarers.org.uk)

### **The Norfolk and Waveney Wellbeing Service:**

This service provides a range of specialist support for people with mental health and emotional issues, such as low mood, depression or stress. Their service is free for people living in Norfolk and Waveney and you can access their support through your GP (or any other health or social care professional). Services they provide include: one-to-one support; self-help advice; relationship counselling; courses to help you to manage issues such as stress, worry, insomnia and IBS; peer support and access to social groups in your area. For information, go to [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk) (online self-referral form) or call on **0300 123 1503**.

### **Care for Carers:**

This Carers' Support Group Association offers help to any Carers, whether they belong to a support group, are on their own or work for an agency that helps Carers. They work together with other Carers organisations by holding Carers' Help Events in Norwich and Norfolk. For information, go to [www.careforcarers.org.uk](http://www.careforcarers.org.uk) (online contact form) or call on 0300 7778880 or email [info@carers.org.uk](mailto:info@carers.org.uk).

## Breaks and Practical Support for Carers

### Why take a break?

Caring for someone often takes a lot of energy and time. Most Carers need a break from everyday routine stresses in order to rest and recharge batteries and to look after their own health.

Some Carers feel guilty about having breaks. However, two out of three Carers in the UK admit their health has suffered since they began caring. Looking after yourself is vital to your well-being and to your ability to continue in a caring role. Age UK Norfolk wants Carers to ask for help which means that Carers are thinking of their own life too.

### Different kinds of breaks

There are three main kinds of break services for Carers:

**Relief Care** - this is when someone comes into your home to look after the person you are caring for to give you a few hours or a day off.

**Respite Care** - this refers to when the person you are caring for is looked after elsewhere or in your home for a longer period of time (such as a week or a weekend.)

**Holidays** – with the person you care for or separately.

### Norfolk Swift Response:

This service provides free 24-hour emergency support for anyone with an urgent unplanned need at home but who don't need the emergency services. Staff can provide support with personal care, minor nursing tasks, assisting people who have fallen and support at times of crisis where no other help is available. For information, go to <https://www.norfolk.gov.uk/care-support-and-health/care-and-support/urgent-help/how-to-get-urgent-help> To contact Norfolk Swift Response Service for urgent help at any time, call on **0344 800 8020** or email [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk).

### Norfolk first support:

The Norfolk First Support service provides intensive support in your own home for up to six weeks. If, for example, where you have been in hospital and need support when you return home, Norfolk First Support is there to help you regain as much

independence as possible. After an initial assessment of your needs, the Norfolk First Support team will work with you to develop a personalised plan designed to help you regain the skills and confidence to remain independent in your home.

Norfolk First Support also provides support to help people learn new skills or relearn previous skills.

#### Who can get help?

- Older people
- People with physical illness or disabilities
- People with learning difficulties
- Their carers

#### How much does it cost?

Norfolk First support will discuss with you how much Norfolk First Support care you need and if you are assessed as eligible for this reablement service then it is provided free for up to six weeks. The aim is to help you remain independent in your own home avoiding costly, long-term support.

Call 0344 800 8020

#### **Independence Matters Short Break Respite Support:**

We provide a wide range of support services for adults with learning and physical disabilities, young people in transition and the elderly, including people with dementia, in the home and in the community. Their CQC registered Short break service provides respite support using their short break facilities in specially designed premises in three convenient locations across Norfolk. Their short break service also provides accommodation for people being discharged from hospital. For information, go to [www.independencematters.org.uk](http://www.independencematters.org.uk) or call on **03007900508** or email [contactus@independencematters.org.uk](mailto:contactus@independencematters.org.uk).

Their respite services are located at:

- Church Green Lodge, Sprowston, Norwich. NR7 8TE
- Faro Lodge, Galyon Road, King's Lynn. PE30 3YE
- Pine Lodge, High Road, Repps-with-Bastwick, Gt Yarmouth. NR29 5JA



Some towns or villages have village aid schemes which may be able to provide a volunteer visitor to sit with the person you care for while you have a break. Look out for details of local schemes in parish newsletters or on local notice boards.

### **Voluntary Norfolk**

Voluntary Norfolk may be able to provide a volunteer to sit with the person you care for while you take a break. For information, go to [www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk) or call one of their Community Volunteer Co-ordinators 01603614474

### **Alzheimer society side by side service**

From joining a local club, going to the football, or just going for a stroll in the park - Side by Side is a new Alzheimer's Society service which helps people with dementia to keep doing the things they love and get out and about with the support of a volunteer. This extra support can make it easier for people with dementia, who might sometimes feel isolated or find it difficult to leave their homes, to do things we might take for granted and feel part of their local community. The service is highly flexible and built around the individual and their needs. Norfolk and Suffolk services can be accessed by calling - Bury St Edmunds: **01473 237301**

### **Short-stay in a Care Home:**

Short Stay Care can be arranged through Social Services or privately. It may be cheaper to arrange it through Social Services as charges are then dependent on your ability to pay, though you will need to have a financial assessment. Some Local Authority Care Homes have a few dedicated respite care beds. Other Care Homes may provide short-stay care if they have rooms available. It can be financially beneficial to arrange this through Adult Social Care Services, although these can be booked independently. The care provided in these homes will be alongside permanent residents of the home. Sometimes this cannot be booked in advance as availability may depend on whether the home has any rooms vacant.

**Age UK Norfolk** offer high standards of 24-hour respite care in hotel-style accommodation at our Norwich Respite Centre located within the Grays Fair Community Care Complex in Costessey. Support is offered to individuals who care for relatives or friends by helping them to plan for holidays or a break away. Bookings can be made in advance as well as short notice emergency admissions. For information, or to book a free assessment, call on **0303 3000 143**.

**Age UK Norfolk's Care Home Finder Service** provides up-to-date information for people considering a move into a Care Home – either permanently, for respite care or day care support. It is a free service that can help you choose the right care home for your circumstances. This information is posted on their website and the 'Weekly List of Known Vacancies' is free of charge for those who do not have internet access. For information, go to [www.ageuk.org.uk/norfolk/care-homes/care-home-finder](http://www.ageuk.org.uk/norfolk/care-homes/care-home-finder) or call on **0300 500 1217**.

### **Day Centres and Groups:**

Day care is care provided outside the home in a Day Centre or other establishment. Various kinds of day care may be available ranging from informal lunch clubs run by voluntary organisations to day care in centres which have specialist staff.

If, following an assessment of the needs of the person you care for, you are eligible for support from Norfolk County Council, they may contribute towards the cost depending on your financial circumstances. There is no charge for the assessment, but there may be a charge for some of the services. Day Centres provide social contact, a hot meal and a variety of activities and services. For information about support for carers, go to [www.norfolk.gov.uk](http://www.norfolk.gov.uk). (see details of their leaflet 'Your Guide to Care and Support for Adults' on page 14.

For details of Day Centres in your area contact Age UK Norfolk on 0300 500 1217.

## Holidays

### **Specialist organisations providing accessible holidays:**

The following organisations can provide holiday accommodation that's suitable for people with disabilities and their Carers.

#### **Park House Hotel Norfolk:**

Park House Hotel is situated within the Queen's Sandringham estate in West Norfolk and provides holiday and respite care for disabled people and their Carers and companions. Run by Leonard Cheshire Disability, this Hotel has been designed for people with disabilities and their carers to go on holiday together and also caters for the independent guest who requires minimal care. There is full wheelchair access, specialist equipment and aids, and an in-house team of experienced care staff. Social events take place throughout the year.

For information, go to the Leonard Cheshire website [www.leonardcheshire.org](http://www.leonardcheshire.org) or the Park House Hotel website at [www.parkhousehotel.org.uk](http://www.parkhousehotel.org.uk) or call the hotel on 01485 543000; fax 01485 540663; email [parkinfo@leonardcheshire.org](mailto:parkinfo@leonardcheshire.org).

#### **Ellwood Cottages:**

Located in Dorset, these cottages provide year-round, single-storey self-catering holiday accommodation for the less-abled, their families, friends and carers. Visit Britain has awarded them a rating suitable for independent wheelchair users under the National Accessible scheme. Facilities include a heated splash pool, recreation room, therapy room and garden which are all totally accessible. For information, go to [www.ellwoodcottages.co.uk](http://www.ellwoodcottages.co.uk) (there is an online contact form) or call them on 01258 818196 or write to them at Woolland, BLANDFORD FORUM, Dorset. DT11 OES

#### **Tourism for All UK (TFA):**

Tourism for All UK is a national charity for accessible tourism which provides a service for disabled and older people. They do not provide funding or organise holidays but can advise on a number of organisations who do.

They provide information about transport, accommodation, visitor attractions, activity holidays and respite care establishments, both in the UK and overseas, which enables people with all kinds of disability to holiday where possible in a mainstream

environment. Their TFA online Directory lists accommodation and other services which will help you to plan a holiday, whether you choose to go by yourself or with the person you are caring for.

For further information, go to [www.tourismforall.org.uk](http://www.tourismforall.org.uk) (online contact form) or call their helpline on **0845 1249971** or email [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk). You can also search their Open Britain website.

### **Revitalise:**

Revitalise is a national charity providing respite care in a holiday setting for disabled people and their Carers. They currently run three holidays centres in Chigwell in Essex, Southampton and Southport which provide accessible respite care and short breaks with a range of activities and excursions. Respite holidays are bookable online. For information, go to [www.revitalise.org.uk](http://www.revitalise.org.uk) (online contact form) or call on **0303 3030145**.

### **Disability Holidays Guide:**

This online resource for disabled holidaymakers and their Carers includes a Guide to Disabled Holidays in Norfolk:

- Norfolk Disabled Friendly Cottages      01485 578354
- Hall Farm Cottages (Broad)                      01692 630385
- Kett Country Cottages                              01328 801472
- Berwick Cottage (Breckland)                      01787 372343

For information, go to [www.disabilityholidaysguide.com](http://www.disabilityholidaysguide.com) (online contact form).

### **My Holidays:**

Offers supported 5-day holidays throughout UK, including Hunstanton in Norfolk, for people living with dementia and their Carers to enjoy together. For information, go to [www.MindforYou.co.uk](http://www.MindforYou.co.uk) or call on **07788292938**.

## Learning Grants

This grant ceased on 15<sup>th</sup> September 2017

## Benefits for Carers

As a Carer, you may be entitled to benefits which are all means-tested and depend on your own personal circumstances. Carer's Allowance, Carer's Credit and Universal Credit (Carer element) are government benefits you might be eligible for if you spend more than a certain number of hours a week caring for a relative or friend.

You can use the online benefits adviser to check your entitlement, go to [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators). If you are not sure if you can claim benefits for caring, you can get advice from Age UK Norfolk 0300 500 1217

### **Carer's Allowance:**

You may be able to get Carer's Allowance if you care for someone at least 35 hours a week and they get certain benefits. You don't have to be related to, or live with, the person you care for. You won't be paid any extra if you care for more than one person. CA can affect other benefits that you and the person you care for get. You have to pay tax on it if your income is over the Personal Allowance. For each week you get CA, you'll automatically get National Insurance credits contributions to your State Pension. You may also be able to apply for a Council Tax Reduction. You can apply online at [www.gov.uk](http://www.gov.uk) 'Carers Allowance' or by post by completing the form DS700 (which is downloadable/printable) and send to the address on the form.

For a claim form, call on **0800 731 0297** or request by post to Carer's Allowance Unit, Mail Handling Site A, Wolverhampton. WV98 2AB.

### **Carer's Credit:**

If you care for someone for at least 20 hours a week, you may be entitled to Carer's Credit which helps with gaps in your National Insurance record as your State Pension is based on this. Your income, savings or investments will not affect your eligibility. For information, go to [www.gov.uk/carers-credit](http://www.gov.uk/carers-credit) or call on **0345 6084321** (textphone 0345 6045312) or request by post to the Carer's Allowance Unit (address as above).

## **Useful Publications**

### **Help with Health Costs:**

For more information about benefits and what you (or the person you care for) may be able to claim, contact Age UK Norfolk.

### **Age UK Factsheet 61: ‘ Help with Health Costs’:**

#### **Dept. of Health:**

The DH leaflet HC12 ‘**A quick guide to help with health costs**’ gives a brief summary of possible help with extra costs. For information, go to [www.nhs.uk](http://www.nhs.uk) or, for a paper copy, call on **0800 731 0297**

Age UK Norfolk has been in existence since 1947

The mission of the charity is

“To support older people in Norfolk to enjoy the opportunities and meet the challenges of later life”.

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