

Looking after someone

Information and advice
if you care for someone
in Brighton & Hove



www.brighton-hove.gov.uk/carers
accesspoint@brighton-hove.gov.uk
01273 295555

NHS


Brighton & Hove
City Council



Contents

Do you look after someone?	4
Who is a carer?	5
Young carers	6
Adult social care support for carers	7
Assessing your support needs	8
Mental health services	10
Carers' personal budgets	12
Paying for care	13
Time off from caring	14
Carers' card	16
Working and caring	17
Making decisions for the person you care for	17
Keeping people safe	18
Online help	19
What can I do for myself?	20
Compliments and complaints	24
Key contact details	25

Do you look after someone?

This booklet offers information & advice if you are looking after someone who lives in Brighton & Hove, and aims to help you to understand your rights as a carer.

This booklet tells you about support available through Adult Social Care and gives details of other organisations that provide support. It also gives some useful tips from carers, and from professionals who are experienced in working with carers, on things that you can do to look after yourself whilst you are looking after someone else.

At the back of this booklet you will find a list of contact details for key local organisations so you know who to contact for advice and support.

You can also find more information online at:

www.mylifebh.org.uk

www.brighton-hove.gov.uk/social-care

Who is a carer?

A carer is someone who provides unpaid support to family or friends who couldn't manage without their help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has a mental health need or substance misuse issues. It could be someone who has dementia or a learning disability. You don't have to live in the same house as the person you care for to be their carer.

A carer may help with activities like personal care, attending appointments, laundry, managing medication, paperwork, shopping, cleaning, preparing meals and providing emotional support.

This booklet is mainly for people who are looking after an adult, which includes young carers who may be supporting a family member.

If you need information about services for children, including advice if you are looking after a disabled child, you can contact the Family Information Service on:

www.familyinfobrighton.org.uk
familyinfo@brighton-hove.gov.uk
01273 293545

Are you a young carer?

Young carers are children and young people under 18 who look after another family member. Most young carers look after one of their parents or care for a brother or sister and do extra jobs in and around the home, such as cooking and cleaning or helping someone to get washed and dressed. Being a young carer can sometimes get in the way of concentrating on school work or being able to get out and spend time with friends; it can impact on day to day living.

If you're a young carer, tell someone at school or college so they can understand what is happening and make sure you and your family get the help that you all need. School nurses are regular visitors to both primary and secondary schools and can offer confidential, individual support and advice on health and wellbeing so they can be a good person to talk to about being a young carer.

To find out more about support for young carers and their families, contact the Family Information Service on 01273 293545 or familyinfo@brighton-hove.gov.uk

You can also contact the Young Carers Project on:

www.thecarerscentre.org
info@thecarerscentre.org
01273 746222

Adult Social Care support for carers

Adult Social Care

www.brighton-hove.gov.uk/access-point
AccessPoint@brighton-hove.gov.uk
01273 295555

Adult Social Care Access Point is the main point of contact for carers who are looking after an adult, aged 18 or over, with care and support needs. The Access Point offers information and advice and can arrange for an assessment for you as a carer, and for the person you are looking after, in order to identify what help you might need.

You can contact the Adult Social Care Access Point for advice even if the person you look after does not get support from Adult Social Care.

Local authorities are responsible for providing support to carers based on where the person they care for lives. If the person you care for does not live in Brighton & Hove, you will need to contact the local authority for the area they live in if you want to request an assessment. You can still access advice and support from the Carers Centre if you live in Brighton & Hove even if the person you care for lives elsewhere.

Support if the person you care for is in hospital

Hospital admissions are often the time when people take on a caring role, or it can be when their caring role changes. You should speak to the hospital staff about any concerns that you have and ask to be included in any plans for the discharge from hospital. They can

arrange for the person you care for to be assessed by Adult Social Care before discharge, if needed.

If you need any advice about your caring role whilst the person you care for is in hospital, you can contact the Adult Social Care Hospital Carer Support Workers directly on rsch.carers@brighton-hove.gov.uk or contact the Access Point.

Assessing your support needs

Carers' assessments

You have a right to a carer's assessment if you provide, or intend to provide, unpaid support to someone who could not manage without your help.

There is a lot of help and support that you can access without an assessment, but a carer's assessment can be a useful first step in helping you to understand your situation and the needs you may have. You can have an assessment even if the person you care for does not want an assessment, or has refused support.

The assessment looks at:

- The care and support you provide and how this impacts on your life, including your health and wellbeing
- What you would like to achieve and the support you might need to achieve this

How is the assessment carried out?

There are a number of ways that you can have your needs assessed. You can complete a self-assessment online and we will get in touch to discuss your needs in more detail, you can have an assessment over the telephone or someone from Adult Social Care can arrange to visit you. The type of assessment you have will depend on your situation and preference. With your permission we may contact other professionals involved in supporting you or the person you care for in order to best understand your needs and how to support you.

If you would like an assessment you can:

- Apply online or complete a self-assessment online at www.brighton-hove.gov.uk/carers-assessments
- Contact Adult Social Care (details at bottom of page).

Care and support assessments for the person you look after

A carer's assessment is a useful first step if you would like some advice or support on how to look after yourself in your caring role. However, if you are starting to struggle with providing all the care and support the cared-for person needs, or if you feel that you need a break from caring, then it might be helpful for the person you care for to have a social care assessment. The assessment will look at what needs they have and what options are available to support them to reduce some of your caring responsibilities.

Even if you do not want to have an assessment of your needs, as a carer, you have a right to be included in the cared-for person's assessment process if you will be providing ongoing support.

Mental health services

If the person you look after has mental health needs, they may receive support from Sussex Partnership Trust Mental Health services. If they are currently receiving support from mental health services, you should contact their team or care coordinator if you have any concerns, or need advice and support. If the person you care for does not receive support from Sussex Partnership Trust, they should get in touch with their GP. The GP may be able to help, or refer on to more specialist mental health services if needed.

For more information, visit www.sussexpartnership.nhs.uk. They also produce a helpful handbook for carers who are looking after someone with mental health needs which you can download from the website.

Support with the assessment process

You may find it useful to have a family member or friend to support you with the assessment process. If you or the person you care for has difficulty understanding or remembering information, you may need the help of an advocacy service during the assessment process. An advocacy service helps you to be involved in decisions about your life, understand your choices and options and defend your rights.

For more information on local advocacy services: www.brighton-hove.gov.uk/socialcare-advocacy

What happens after an assessment?

Everyone who has an assessment will be given information and advice about their needs and the support available locally, even if

we decide that you do not have any eligible needs. The assessment process can help to better understand your situation and to think about what might help. We also have a range of support services for carers regardless of whether they have eligible needs or not (details throughout this booklet).

If you have eligible needs, we will work with you to put together a **Support Plan** detailing what we have agreed to put in place to support you in your caring role. This might include:

- Information and advice
- Support from local community groups and organisations
- A carers' personal budget.

If the person you look after has eligible needs we will complete a **Care and Support Plan** with them, which will outline their needs and detail how these are going to be met. It will include details of the support that you provide:

- Equipment or changes to the person's home to make it more suitable
- Support from local community groups and organisations
- Care workers to help provide personal care at home
- A short stay in residential/respite care, or support at home so that you can have a break from caring
- Direct payments so people can organise the help they need in their own way

The type of support offered will depend on your needs, and the needs of the person you care for.

If you would like more information about assessments and different options for care and support, Carers UK produce a really helpful handbook.

Visit their website www.carersuk.org or call their helpline on 0808 808 7777 to request a copy.

Carers' personal budgets

Carers personal budgets are usually a one-off direct payment to help carers to achieve the outcomes they have identified during their carers assessment to maintain or improve their wellbeing.

The amount you might receive will depend on the needs identified in your assessment and what other support is available to meet your needs. We would always look at whether you and the person you are caring for are getting the right benefits as this can help with some of the costs of caring.

You are best placed to think about what would help you but here are some examples of how carers use personal budgets:

- Help with transport costs such as bus or taxi fares or driving lessons
- Help with paying towards the costs of a course if you are looking to get back into employment
- Technology to support you such as a mobile phone or, support to access a computer or a laptop
- Help to relieve stress, improve health or promote wellbeing, such as gym membership

Carers' personal budgets will not affect any benefits that you get. You cannot use them to pay for everyday living costs such as food, heating, rent or mortgage payments, nor to pay for goods or services that you have already purchased.

Eligibility criteria

The Care Act sets out the eligibility criteria for deciding who qualifies for care and support. You will be given more information about the eligibility criteria when you have your assessment. There are three questions that we will look at in relation to eligibility for carers:

1. Are your needs the result of you providing necessary care?
2. Does your caring role have an affect on you? This could be an affect on your physical or mental health, or that caring prevents you from doing something that is important to you
3. Is there, or is there likely to be, a significant impact on your wellbeing?

Paying for care

There is no charge for an assessment and the council does not charge for any of the services we provide directly to carers.

If the person you care for receives support arranged through Adult Social Care, they will need a financial assessment to work out how much they would need to pay towards the cost of their care. This includes support they might receive to enable you to have a break from caring, such as respite at home or in a care home.

For more information on paying for care:
www.brighton-hove.gov.uk/paying-for-care
01273 295662 (Financial Assessment Team)

If the person you look after pays for their own care and support, we can still offer advice and support with arranging this if needed.

Continuing Healthcare funding

If the person you care for has ongoing healthcare needs, they may qualify for NHS Continuing Healthcare. This is a package of care arranged and funded by the NHS, so there is no financial assessment.

If you think that the person you care for may be eligible for an assessment, you can request that the professional involved in the person's care complete the first stage of the assessment, which is called the Checklist.

For more information: www.brightonandhoveccg.nhs.uk/your-information/continuing-healthcare

Time off from caring

Having regular breaks from caring is important; ask for support from family and friends where possible, or you can ask for support from Adult Social Care to help arrange breaks.

Here are some other ways you can have a break.

The 'Carers – My Health Matters' scheme provides cover for carers to attend health-related appointments and training.

When you are busy looking after someone else, it can be easy to forget about your own health. 'The Carers – My Health Matters' scheme is provided by Crossroads Care, who will provide support to the person you care for whilst you attend your appointments.

This service is funded by Brighton & Hove City Council and the NHS so there is no charge to you, or the person you care for.

You can also use this service to attend training or courses that will help you in your caring role, such as counselling or first aid training. You can use the service if you want to join the Healthwalks around the city.

For more information

www.esbhcrossroads.org.uk

b&hoffice@esbhcrossroads.org.uk

01273 234021

Emergency Back-Up Scheme

Carers often worry about what would happen to the person they care for if they have an accident or are suddenly taken ill.

The Emergency Back-Up Scheme offers peace of mind by enabling you to set up a plan to include up to three people who could provide support in an emergency. Once registered, you are given a card to carry with you in case of emergencies. The plans are registered with our CareLink Plus service so your plan is active 24/7 all year round.

Register with the Emergency Back-Up Scheme at:

www.brighton-hove.gov.uk/planning-for-emergencies

CareLink Plus and telecare

CareLink Plus uses technology to help people to live independently and give you peace of mind that the person you care for is safe and well. CareLink can provide you or the person you care for with an alarm that lets you call for help quickly and easily if you fall, feel unwell or need any other urgent assistance. Telecare could allow you to leave the house or get a good night's sleep knowing that you will be alerted if there is a problem.

CareLink Plus offer carers a one-month free trial so you and the person you care for can give it a try to see how it could help you in your caring role.

www.brighton-hove.gov.uk/carelinkplus
CareLinkPlus@brighton-hove.gov.uk
0300 123 3301
Twitter: @carelinkplus

Carers weekend break at Roffey Park, Horsham.

We organise a weekend break for carers once a year, in partnership with Roffey Park and East Sussex County Council. This weekend gives carers a chance to relax and unwind, meet other carers and try out different activities to help look after their own health and wellbeing.

The weekend break is for carers aged 18 and over, looking after another adult.

If you are interested in attending, contact the Access Point. You may need to have a carers assessment if you have not had one recently.

Carers' Card

The Carers' Card offers savings and discounts on leisure and wellbeing activities across Brighton & Hove. The card is free to all carers looking after someone in Brighton & Hove.

For details on how to get your card and where you can use it:
www.brighton-hove.gov.uk/carers-card

Working and caring

Continuing to work while caring can help you to have a better balance in your life and provide you with social interaction outside of your caring role. But staying in work or returning to work can be daunting; you may find it helpful to talk to your employer about taking some time off or working flexibly. Your employer may already have advice and support in place for employees with caring responsibilities.

Many carers consider giving up work but it is important to understand the implications this could have on your income, quality of life and future pension entitlements. If you are finding it difficult to balance working and caring, or you would like to consider returning to work, a carers assessment can be a helpful step in looking at what support you might need.

You can also find out more information about caring for someone whilst working, including your rights at work at www.nhs.uk/carersdirect and www.carersuk.org.uk

Making decisions for the person you care for

Mental capacity is the ability to make your own decisions. The Mental Capacity Act is a set of rules aimed to protect people who may find it difficult to make some decisions, due to an 'impairment or disturbance of the functioning of the mind or brain'.

It might be helpful to discuss arranging a Lasting Power of Attorney (LPA) with the person you care for. An LPA allows them to appoint someone to make decisions on their behalf, around their health &

welfare and their finances, helping to prepare for a time when they may no longer be able to make decisions themselves.

The Mental Capacity Act applies to people who provide unpaid support to a person who lacks capacity so you may find it useful to read more about this at www.gov.uk/make-decisions-for-someone

The Carers Centre provides free half-hour legal sessions with experienced local solicitors if you would like more advice around LPAs or other issues such as paying for care.

Keeping people safe

People with care and support needs may be unable to protect themselves from abuse or neglect and this can include carers.

Caring for someone can be very rewarding but it can also be really demanding. Sometimes people being cared for may harm their carer, for example if they have a condition (such as dementia) which can change their behaviour. When a carer is managing a challenging situation, this may lead to them harming the person they care for (either intentionally or unintentionally). This might happen because the carer does not have the support they need to carry on caring.

If you are concerned that you or someone you know may be being abused, neglected or exploited please contact the Access Point. In an emergency, dial 999.

When we receive reports of possible abuse or neglect, we can enquire into the situation and try to ensure that appropriate steps are taken to protect the person at risk.

Online help

The internet is full of information, support and discussion forums relating to carers. The internet can also help to make some caring tasks easier, such as internet banking or online shopping. There are also 'apps' you can download on your smartphone or tablet.

There are lots of different apps available that can help you to make the most of technology and this includes using apps to help with your caring role. A good first step is to decide what area of your life you might need help with and then search the app store to see what is available.

Many apps are free or very cheap but make sure you check before you download!

Jointly App Jointly is an app that makes caring for someone a little easier, less stressful and a lot more organised by making communication and coordination between those who share the care as easy as a text message. Download it for free using the code: BHCC_JT75

Talking Point A support forum and source of information and advice for people with dementia and their carers

My Local NHS App Helps you choose the right NHS service, leaving urgent care to those that need it most. The app will explain what each service does, when it should be used and where to find it.

What can I do for myself?

This is a checklist of things to consider doing to help yourself in your caring role – it includes tips from carers who often tell us that they wish they had done these things earlier in their caring role!

1 Look after yourself

Caring can be exhausting and it is important to look after your own health and to make time for yourself. If you help the person you care for with lifting and handling, contact the Back-Care Support Worker for free advice and guidance on how to look after your back.

If you struggle to attend your own health appointments because of your caring role, you can contact Crossroads to arrange for someone to look after the person that you care for so you can attend your appointments.

2 Get Online

Contact your local library for support with getting online – you can use the computers for free and they have volunteers who can help you to learn how to use the internet.

Find places near you where you can use computers and get help with improving your digital skills at www.digitalbrightonandhove.org.uk

3

Tell your GP

Make sure you tell your GP that you are a carer, this can be recorded on your medical records. You may be eligible for additional support like a free flu vaccination or health check.

If you experience stress, anxiety or depression at some point in your caring role, you can access support through the Wellbeing Service (contact details at back of booklet)

You might also find it helpful to do some courses available through the Recovery College.

4

Include your family and friends

Coping alone may have an impact on your health. Many carers turn to family and friends for support, and to help them to take a break from caring

Download the 'Jointly' app to help share caring tasks with family & friends. Use the code BHCC_JT75 to download it for free.

5

Let people at work know

As a working carer, you are likely to need a range of support at different times. As a carer, you have a right to request flexible working. For more information on your rights at work, contact Carers UK on 0808 808 7777.

6

Make sure you and the person you care for are receiving the right benefits

There is a range of financial support available for people with disabilities, their carers and those on a low income, including benefits, tax credits, grants and concessions.

Making sure you are getting everything you are entitled to can help to reduce the financial hardship you might experience in your caring role.

Contact Carers UK for a benefit entitlement check. They also produce a helpful guide on financial support for carers.

www.turn2us.org.uk is a good website to search for any grants you might be able to access.

Some energy and water suppliers will cap your bills if there is someone in the household receiving a qualifying benefit. Contact your supplier to see if you or the person you care for qualify. This can be particularly helpful for people who may use more heating or water as a result of their illness or disability.

7 **Connect with the Carers Centre**

The Carers Centre provides information & advice, coffee mornings, support groups and activities. Meeting with other carers can help to reduce the isolation you might experience as a carer, and provides a good opportunity to get advice from other people in a similar situation.

8 **Claim your discounts**

Sign up for a Carer's Card which gives carers discounts on leisure and other activities across Brighton & Hove. It is a joint initiative between the council, local charity Amaze and the city's Carers Centre. There is also a discount card for young carers.

You can get a free parking permit for Brighton & Hove if you do not live in the same parking zone as the person you care for. This means you can park for free near their home whilst you are caring for them. Visit www.brighton-hove.gov.uk/parking

9 **Training**

You can access free training that might help you in your caring role. This could be first-aid training, manual handling training, or training around the specific condition of the person you care for.

www.brightonhove.gov.uk/socialcaretraining

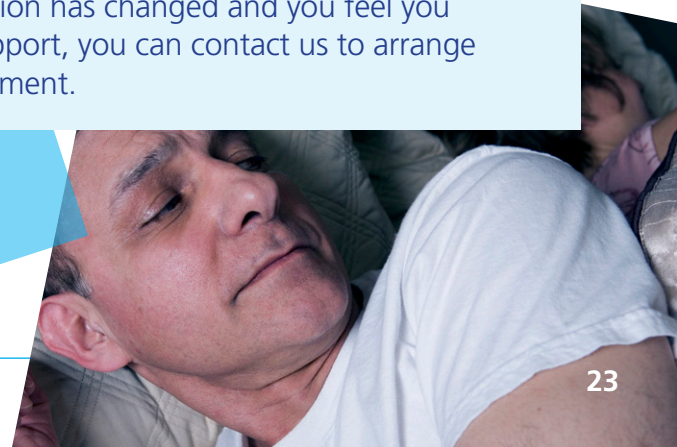
10 **Join the Emergency Back-Up Scheme**

Having a plan in place for emergencies will give you some peace of mind.

11 **Tell Adult Social Care**

You can let us know if you are a carer, even if you do not feel you need an assessment. We can offer information and advice and make sure you are signed up to the Carers' News magazine so you are kept updated on support for carers.

If you have had a carers' assessment in the past but your situation has changed and you feel you need more support, you can contact us to arrange another assessment.



12 Think about the future

As hard as it might be to contemplate, there may come a time when you are no longer in your caring role. It is important that you keep as much of your own life going as you can. Use your Carer's Card to get involved with new activities and take some time out for yourself.

The Carers Centre offers support to former carers, so if the person you care for has moved into long-term care, or has passed away, you can still get support.

Compliments and complaints

Your feedback is really important and helps us to make sure we are providing the help and support that carers need. If things go well or you have any comments or ideas about how we can do things better, please get in touch. If things have not gone well, please get in touch as soon as possible and we will try to put things right. We can learn from your comments and complaints to help improve our services.

www.brighton-hove.gov.uk/asc-complaints
customerfeedback@brighton-hove.hove.uk
01273 291229

If you are interested in talking about your experiences of being a carer and helping to raise awareness of the issues facing carers, then why not think about joining the Carer Expert Project at the Carers Centre?

Healthwatch Brighton & Hove

Healthwatch helps people to get the best out of their local health & social care services. Healthwatch are independent from health and

social care services so can be of help if you have any comments and complaints about the service you have received.

www.healthwatchbrightonandhove.co.uk
help@healthwatchbrightonandhove.co.uk
01273 234040 (9.30-12.30 Mon-Fri)

Remember that as a carer you have rights. Carers UK produce a really helpful guide which covers your rights as a carer
www.carersuk.org.uk

The main bits of legislation which relate to carers and their rights are:

- Care Act 2014
- Children & Families Act 2014
- Equality Act 2010
- Work & Families Act 2006

Key contact details

You can get information and helpful support from the following organisations which are funded by Brighton & Hove City Council & the Clinical Commissioning Group (CCG).

Key local carer organisations

Alzheimer's Society Brighton and Hove
www.alzheimers.org.uk
brighton@alzheimers.org.uk
01273 726266

Provide a range of support services for people with dementia, their families and carers, such as home based respite to allow carers to have time for themselves, peer support groups and workshops

for carers, dementia cafes, “singing for the brain”, home visits by dementia support workers and support by dementia advisors for people caring for someone with a dementia diagnosis.

Amaze

www.amazebrighton.org.uk

helpline@amazebrighton.org.uk or info@amazebrighton.org.uk

01273 772289

A charity that provides support to families of children and young people with special educational needs or disabilities in Brighton & Hove. They also offer independent support services to young people up until their 25th birthday.

Amaze run a helpline, courses, workshops and provide 1:1 support. They also run The Compass, which is a register of children and young people in Brighton & Hove with more significant disabilities. Families on the register receive a Compass leisure card which gives them lots of discounts and offers for leisure opportunities across the region.

Back Care Support Service for carers

Sussex Community NHS Trust.

www.sussexcommunity.nhs.uk/services

SC-TR.BackcareSupportReferralline@nhs.net

01273 696 011 ext 3310

The service provides safe handling and back care advice for carers of adults and children in Brighton & Hove. Advice may also cover equipment to help with manual handling the person you care for.

Carers Centre

www.thecarerscentre.org

info@thecarerscentre.org

01273 746222

twitter.com/brightoncarers

www.facebook.com/TheCarersCentreforBrightonandHove

The Carers Centre provides a range of support and activities for carers, including young carers aged 8-25. The support provided includes 1:1 casework (information, advocacy and emotional support) and a range of support groups, activities and workshops. The Carers Centre also have a ‘reablement’ service, with volunteers who can support carers to learn new skills or hobbies.

The Carers Centre produce a range of factsheets, as well as a quarterly magazine that can be accessed through the website, by e-mail or paper copy for those who cannot access it any other way.

Changes Ahead mental health carer support and action group

The Vallance Centre, Unit 2, Conway Court,

Sackville Road, Hove, BN3 3WR

www.mindcharity.co.uk/the-mind-directory/changes-ahead/

changesaheadoakleaf@gmail.com

07935 302838

Monday 9am - 5pm & Tuesday 12 noon - 8pm (alternating) drop in service offering advice and support to carers of people with mental health issues.

Carers can call into the office or telephone Changes Ahead to make an appointment for 1:1 support/speak to someone in person, pick up information and/or join the action/social support group.

Crossroads

www.esbhcrossroads.org.uk
b&hoffice@esbhcrossroads.org.uk
01273 234021

Crossroads provides a flexible service to give carers a break, including regular home visits, overnight stays and cover for health appointments, special occasions etc. Crossroads works with all ages and a wide range of disabilities.

Pavilions Families & Carers Team - support for people affected by someone's substance misuse

www.pavilions.org.uk
familyandcarers@pavilions.org.uk
Freephone: 0800 0149 819

Pavilions understand how deeply families, friends and carers can be affected by the substance misuse of those they care about. Services include: Advice, information and support, Support Groups, One-to-one Counselling, Relationship Counselling for any two people affected by substance use, and Structured Education Groups.

Key national carer organisations

These organisations provide a range of information and advice services, including online support forums and factsheets.

There are also other national organisations that provide support related to a particular medical condition, such as Parkinson's Disease, Multiple Sclerosis, Motor Neurone Disease and Macmillan Cancer Support. We haven't listed them here but it might be helpful to have a look online in case there is more support that you or the person you care for can benefit from.

Carers Direct Helpline

www.nhs.uk/carersdirect
0300 123 1052

You can call the Carers Direct helpline on 0300 123 1053 if you need help with your caring role and want to talk to someone about what options are available to you. The line is open between 9am and 8pm, Monday to Friday and 11am to 4pm on weekends.

Carers UK

www.carersuk.org
advice@carersuk.org
0808 808 7777

Carers UK is a carer-led organisation working for all carers. The AdviceLine is open Monday to Friday, 10am to 4pm and a listening service is available Mondays and Tuesdays, from 9am to 7pm.

Carers Trust

www.carers.org

They have an online community offering support to young carers under 18, carers aged 16-25 and adult carers. Their website has a wealth of information and advice about benefits, such as carer's allowance, respite services, taking a holiday, employment, transport and getting the most out of your GP service.



Other useful sources of information and support

We have listed some other useful organisations below but be sure to visit www.mylifebh.org.uk for more information about local services and you can search for the information you need.

Gov.uk www.gov.uk

This website provides contact information for government services and information such as benefits, working and studying and information about your rights as a carer.

Money Advice Service www.moneyadviceservice.org 0800 138 7777

The Money Advice Service was set up by the government and offers free and impartial money advice online, over the phone and in person. Useful for information and advice about benefits, budgeting and managing money, debt and more.

Care Choices www.carechoices.co.uk enquiries@carechoices.co.uk 0800 389 2077

Care Choices produces directories of care services, such as homecare agencies and residential and nursing home, including useful advice on choosing a care home.

Age UK www.ageuk-bh.org.uk info@ageuk-bh.org.uk 01273 720603

Age UK offer a wide range of services for older people including information and advice, counselling, Help at Home service for domestic and gardening support, crisis support and support for people who may have lost confidence, for example following a fall or hospital admission.

MIND Advice and Information Service www.mindcharity.co.uk info@mindcharity.co.uk 01273 66 69 50

MIND offer advice and information around mental health conditions, diagnoses and symptoms as well as treatment and other support options for people experiencing mental health issues, and their carers. MIND also provide advocacy, peer support and information on how local mental health services work and how people can improve their mental health as well as community out-reach projects and signposting to other services, including how to access legal advice and information on rights.

The Fed Centre for Independent Living www.thefedonline.org.uk info@thefedonline.org.uk 01273 89 40 40

The Fed offer a range of services to support disabled people, older people and their families, friends and carers. The Fed provides a disability information and advice service, including help with benefits. They also provide advocacy support, help with planning care and

support and have a really helpful website to help you find activities in your local area such as lunch clubs and social groups.

Recovery College

www.sussexrecoverycollege.org.uk
recoverycollege@southdownhousing.org
01273 749500

Sussex Recovery College offers free educational courses about mental health and recovery which are designed to increase your knowledge and skills and promote self-management. The courses can be really helpful if you are looking after someone with mental health needs, or are using mental health services yourself, and they also run some courses specifically for carers such as 'Wellbeing Skills for Carers'.

Citizens Advice Bureau

www.brightonhovecab.org.uk
01273 223951

Provide free, confidential and impartial advice on all sorts of issues such as a money, benefit, housing or employment problems.

East Sussex Fire and Rescue Service

www.esfrs.org/your-safety/home-safety-visits/
Homefire.Safetyvisits@esfrs.org
0800 1777069

Offer free Home Safety Visits to those most at risk from fires in their home. Factors such as smoking, age, hearing or sight loss, restricted mobility, mental health, hoarding, alcohol and substance misuse, and being on medication, can all impact on risk in relation to fire. ESFRS offer a wide range of advice around home safety, check smoke alarms, and discuss specialist equipment as appropriate.

Sussex Partnership Trust www.sussexpartnership.nhs.uk

Sussex Partnership Trust provide NHS care across Sussex for people with mental health problems, learning disabilities or addiction to drugs or alcohol. Visit their website for information on the different services they provide, including information on different conditions and a helpful handbook for carers if the person you care for receives support from Sussex Partnership Trust.

Welfare rights team

www.brighton-hove.gov.uk/welfarerights
welfarerights@brighton-hove.gov.uk
01273 291116

The Welfare Rights Team offers advice on all social security benefits. The team provide an advocacy service for people challenging benefit decisions and representation at tribunal. The advice line is open between 10am - 1pm on Monday, Tuesday and Thursday.

Library Services

www.brighton-hove.gov.uk/libraries

Visit your local library to borrow books, CDs and DVDs, use computers for free, get help with learning to use computers,



internet and email. The libraries also run lots of different events and activities like reading and writing groups, knitting clubs.

The Reading Well Books on Prescription scheme are self-help books for managing common conditions including stress, depression, anxiety and dementia. You might also find it helpful to borrow books to learn more about particular medical conditions of the person you are caring for.

Key contacts for social care & health services, including getting help in an emergency

Access Point

First point of contact for Adult Social Care Monday-Friday 8.30am-5pm
www.brighton-hove.gov.uk/access-point
accesspoint@brighton-hove.gov.uk
01273 295555

Out of hours emergencies

During evenings, weekends and bank holidays you can contact the out of hours duty service on 01273 295555. Please note this service is for real emergencies only (events that need a response before the next working day).

Help in a mental health crisis

If the person you care for receives support from Mental Health services, you should contact them in the first instance if you have any concerns. It may also be helpful to refer to their care plan which should include details of who to contact in an emergency.

Sussex Mental Health Line

0300 5000 101

Monday-Fri 5pm – 9am

Weekends & bank holidays 24hrs

The Sussex Mental Healthline is a telephone service providing support and information to anyone experiencing mental health problems including stress, anxiety and depression. The service is also available to carers and healthcare professionals.

Urgent Mental Health support

Mental Health Rapid Response Service (MHRRS)

24hrs a day, 7 days a week

01273 242220

MHRRS offers assessments for patients suffering from mental health problems who are at risk and may not be able to keep themselves safe, or are considering attending accident and emergency for help with their mental health. MHRRS is available 24 hours a day, seven days a week, and health professionals, carers or patients can ring for advice.

Emergency services

In an emergency, call 999 for police, ambulance or fire services.

Health information

Your GP is your first point of call when you are ill or injured but don't need immediate hospital treatment (or the GP of the person you care

for if they are unwell). When your GP surgery is closed call the NHS 111 helpline to be referred to the out-of-hours service.

Your local pharmacy can also offer advice on health & wellbeing services and information about prescription and over-the counter medication.

You can find information, advice & guidance about health conditions and details of local health services at www.nhs.uk

Brighton & Hove Wellbeing Service

www.bics.nhs.uk

BICS.brighton-and-hove.wellbeing@nhs.net

0300 002 000

The Wellbeing Service is a primary care based mental health service for all people aged 18 and over who are living, and registered with a GP, in Brighton & Hove. They offer a range of mental health support for common problems such as low mood, stress, anxiety and depression. Most people use their GP as their first point of contact to talk about their emotional or mental health problems, but you can also self-refer to the service using the referral form on their website.

Notes

www.brighton-hove.gov.uk/carers
accesspoint@brighton-hove.gov.uk
01273 295555



Translation? Tick this box and take to any council office

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic ☐

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali ☐

需要翻譯? 請在這方格內加剔, 並送回任何市議會的辦事處。Cantonese ☐

ترجمه؟ لطفا این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi ☐

Traduction? Veuillez cocher la case et apporter au council. French ☐

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin ☐

Tłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biura samorządu lokalnego (council office). Polish ☐

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese ☐

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz Turkish ☐

other (please state) ☐

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