



Quick guide for carers



Brighton & Hove
City Council



Are you a carer?

A carer spends a significant proportion of their time providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carers

Young carers are children and young people under 18 who look after another family member in a way that affects their development and daily life.

Your needs as a carer

If caring for an adult has a major impact on your life, you can talk to the council's Adult Social Care services about any help and support that you may need - this is called a carer's needs assessment. You can do this even if the person you care for refuses help. If the person you care for is having an assessment, we will take your needs into account too.

Caring for a disabled child

If you are caring for a disabled child, we will assess your needs as part of our overall assessment of your child and family.

We recognise that carers need support and that caring for a disabled child can affect the whole family.

There is a range of support services which can help. Contact the [Children's Disability Service based at Seaside View Child Development Centre on 01273 265825](#).

Breaks and services for carers of adults

We can help you take a break by providing services to the person you care for such as:

- short-term residential or nursing care
- a sitting service

We may be able to help you have a break with the person you care for or on your own.

Other support could include:

- equipment or transport costs
- employment, education or leisure

We may be able to help young carers take part in activities such as school trips, playschemes or sport and leisure activities.

How can you get help?

If you would like an assessment of your needs or want to know more about taking a break or other carers' services, contact the [Access Point on 01273 295555](#).

Tell your GP you are a carer

Your GP (General Practitioner) and primary care team can provide you with invaluable support, advice and information.

As soon as you begin caring (or if you are already a carer, as soon as you can) tell your GP that you are a carer. This can be recorded on your medical records. If they know you are a carer and likely to be under pressure at times, they will find it easier to offer the advice and support you need and if necessary diagnose and treat you in the future. Carers of people with serious/chronic health conditions or who are frail can also qualify for an annual flu vaccination. Ask your GP or practice for more information.

Getting help for the person you care for

If the person you care for doesn't receive any community care services, they could get help by having their own assessment. This will give them a chance to discuss their own needs in confidence and find out what kinds of help and support are available.

Is there a charge?

The cared for person's finances will be assessed to see if they need to make any contributions, as there is a charge for some of the support we offer. This is normal council procedure.

Self Directed Support

The council is introducing Self Directed Support. This means that eventually all service users and carers who are eligible for support and funding from the council will have a 'Personal Budget'. This will give people the flexibility to decide how they spend this money to meet their support needs. People who are

self funding will also be able to have help and advice with planning their support.

Emergency back-up scheme for carers

The emergency back-up scheme offers alternate home-based care to give peace of mind to carers of a disabled relative or friend, and parents or carers of disabled children.

For more information contact [Access Point on 01273 295555](tel:01273 295555).

Daily Living Centre Back Care Service

This provides back protection advice, support and, where possible, equipment to carers of adults and children in Brighton & Hove, to help you move and handle the person you care for safely.

Tel: 01273 296132
dlc@brighton-hove.gov.uk
www.brighton-hove.gov.uk/dailylivingcentre

Information prescriptions

This website provides information for people with long term health conditions or social care needs and their carers, to help them manage their condition and live longer, healthier and more independent lives.

This can include:

- asthma and diabetes or other health conditions
- health and social care services financial and housing advice support groups
- information for carers
- education and training opportunities
- employment and volunteering social and leisure activities

You can access the website directly, ask at any Brighton & Hove library for help with accessing the site or call [0800 013 0251](tel:0800 013 0251).
www.ipbh.org.uk

Who to contact

The Access Point provides a single point of contact for social care services, information, and advice. We can also offer a simple assessment process.

This is also the number to call for out of hours social care emergencies.

Tel: [01273 295555](tel:01273 295555)
Minicom: [01273 296388](tel:01273 296388)
email: accesspoint@brighton-hove.gov.uk

Comments and complaints

Adult Social Care

Freephone [0800 0729960](tel:0800 0729960)

Children & Young People's Trust

Freephone [0500 291229](tel:0500 291229)

Specialist carers' organisations

Alzheimer's Society

Tel Helpline: [01273 726266](tel:01273 726266)
9am-11pm daily
www.alzheimers.org.uk

Provides a range of services for people with and affected by dementia and their carers:

- home visits to give carers a break
- information and support work
- day service for younger people with dementia
- carers' outings and socials
- carers' support groups
- drop-in sessions and clinics across the city

The website has information about services in Brighton & Hove in the 'local information' section.

Amaze

Tel: 01273 772289

amazebrighton.org.uk

Supports parents and carers of children with special needs especially with education, disability living allowance, social care and health services.

Amaze also works with parents of teenagers moving from children's to adult services:

- telephone helpline for information and advice
- publications and website
- Compass leisure card, offering discounts at local leisure outlets
- workshops and training

'Through the Maze' is a handbook about services available for children with special needs and how to access them. 'Through the Next Maze' is for parents of teenagers with special needs. Both are available free from Amaze.

Amaze also supports the Parent Carers' Council (PaCC), a group of parent carers who work together to influence services for children with special needs through involvement in partnership boards across health, social care and education.

Carers' Centre

Tel: 01273 234045

Textphone: 07704 409155

email: info@thecarerscentre.org
thecarerscentre.org

The Carers' Centre works with adult and young carers, and provide:

- emotional support to help you cope with, and make choices about, caring
- advocacy to ensure you get the benefits and services you need
- support groups and activities
- training, courses and events
- a chance to get your voice heard at our quarterly Carers' Forums

- Carers' Voice - to support carer representatives to raise awareness and improve services for carers
- Care Passports - a communication tool when the person you care for is in hospital or residential care
- support to carers at some GP practices through the Carers' Link Worker Scheme
- factsheets on bereavement services, help in the home, respite care services, transport; community care, holidays, and returning to employment
- Carers News - a quarterly newsletter with information and news
- a website with information, news and much more

Crossroads

Tel: 01273 234021

email: office@brightoncrossroads.org.uk

Crossroads are the people carers turn to. This is a flexible service to give carers a break, including:

- regular home visits including evenings and weekends
- overnight stays
- cover for hospital appointments, special occasions, etc
- Emergency Back Up

Crossroads works with all ages and a wide range of disabilities.

PATCHED

Freephone: 0800 085 4450

PATCHED offers support and services for the families, friends and carers of substance misusers, or anyone in the local community experiencing the effect of someone else's drug or alcohol problem, including carers' needs assessments. PATCHED offers confidential advice 10am – 10pm daily.

Relaxation Breaks for Carers

Weekend breaks run in the heart of the Sussex countryside, for adult carers. You can try out yoga, relaxation, tai chi, meditation and enjoy massage and other complementary health sessions provided by friendly and skilled professionals.

For information about future breaks contact [Access Point](#) on 01273 295555.

Drop-in group for carers

This group has the same aims as the Carers Breaks in that it gives you a chance to try out activities like yoga, relaxation and meditation at the Brighton Buddhist Centre in The North Laine district of Brighton.

It also simply helps carers to meet and share together. It is fun and informative as well as restorative.

Meets Thursday afternoons from 14:00 to 15:30 every fortnight at 17 Tichborne Street, Brighton BN1 1UR. [Tel: 01273 772090](tel:01273772090).

[Email: info@brightonbuddhistcentre.co.uk](mailto:info@brightonbuddhistcentre.co.uk)

Carers Direct Helpline

0808 802 0202

8am-9pm Monday-Friday

11am-4pm weekends

This offers information for you as a carer and the person you care for. The service can put you in touch with national and local sources of help.

Courses for Carers – Looking After Me

Free courses to help carers manage their own health conditions and the physical and emotional demands of being a carer.

For more information, contact the [Expert Patients' Programme](#).

[Tel: 01273 296590](tel:01273296590)

[email: epp@bhcpct.nhs.uk](mailto:epp@bhcpct.nhs.uk)

Sussex Partnership Foundation Trust

[Tel: 01273 778383](tel:01273778383)

This service provides specialist care for people with learning disabilities, substance misuse and severe mental health problems.

NHS Direct

[Tel: 0845 4647](tel:08454647)

www.nhs.uk

24-hour helpline providing information about local health services.

Patient Advice and Liaison Service (PALS)

[Freephone: 0800 013 0251](tel:08000130251)

[email: brightonandhovepals@nhs.net](mailto:brightonandhovepals@nhs.net)

Sussex Partnership Foundation Trust PALS service

[Tel: 01273 716588](tel:01273716588)

pals@sussexpartnership.nhs.uk

If you have any difficulties with your GP, hospital or another health service, contact PALS. This NHS patient advice and liaison service provides free, confidential help, information and support to patients, carers and members of the public who use local health services.

Brighton & Hove Federation of Disabled People

Direct Payments Support Service

[Tel. 01273 229264](tel:01273229264)

[email: directpayments@bhfederation.org.uk](mailto:directpayments@bhfederation.org.uk)

[Website: www.bhfederation.org.uk](http://www.bhfederation.org.uk)

Direct Payments are cash in lieu of services. People who are eligible for support can use direct payments to plan their own support. This service can support people through all stages of this process.

Disability Advice Centre

Tel: 01273 203016

Textphone: 01273 203016

Email: disabilityadvice@bhfederation.org.uk

Website: www.bhfederation.org.uk

This is an advice and information service for disabled people. A Welfare Benefits Advisor is available by appointment.

Counselling

Tel: 01273 208 934 (Option 1)

Address: 3 Rutland Gardens, Hove BN3 5PA

Email: bhfederation@bhfederation.org.uk

Website: www.bhfederation.org.uk

BHF offers a low cost, independent and accessible counselling service to disabled people, their families, friends and carers.

Benefit Advice (Department for Work & Pensions)

For new claims contact the Job Centre Plus

Tel: 0845 600 4254

Welfare Rights

e-mail: welfarerights@brighton-hove.gov.uk

The Welfare Rights Unit offers advice on all social security benefits. The advice line is open between 10am - 1pm on Wednesdays - call 01273 291116.

Carer's Allowance (Department for Work & Pensions)

Helpline: 0845 608 4321

Textphone: 0845 604 5312 direct.gov.uk/en/CaringForSomeone/index.htm

Carer's Allowance is a benefit to help people who look after someone who is disabled.

Combining work and caring

Tel. 0845 604 3719

Textphone 01273 647555

www.direct.gov.uk/en/CaringForSomeone

If you want to consider combining paid work with caring, there is help available.

This can include adviser support, training, replacement care costs and benefits advice. More information is available in the 'Carers and employment' on the above website, or you can contact your local Jobcentre Plus office and ask about Work Focused Support for Carers.

Directgov

www.directgov.uk

Website providing contact information for government departments, public sector, charity and voluntary organisations in the UK.

Carers UK

CarersLine: 0808 8087777

email: info@carersuk.org

www.carersuk.org

Carers UK is the only carer-led organisation working for all carers.

The CarersLine is available Wed-Thurs 10am - 12 noon and 2pm - 4pm.

Keeping Well

Tel: 01273 295490

Fax: 01273 295461

email: enquiries@bhcpct.nhs.uk

www.brightonandhovepct.nhs.uk

The NHS Brighton & Hove website has plenty of information on how to live healthily, how to find the right treatment and more.

Things you can do

1. **Remember you're a carer!** Recognising yourself as a carer is the very first step to getting the help and support you need.
2. **Include your family and friends** Many carers turn to family and friends for support, and to help them to take a break from caring. It is important that you do not cope alone, as this can impact on your own health.
3. **Tell your GP** Make sure you tell your GP that you are a carer, and ask them to write the details on your notes.
4. **Tell Social Services** They should be one of your first contacts, as it is important they know about the person you're caring for. As a carer, you are entitled to a carer's assessment, which looks at your needs and how you, as a carer, can be supported.
5. **Let people at work know.** As a working carer, you are likely to need a range of support at different times - from access to a telephone to check on the person you care for, to leave arrangements that work around hospital discharge. New legislation means that employers need to consider a carer's request for flexible working.
6. **Claim your entitlements.** The benefits system can seem complex, but there are organisations who can help listed in this guide.
7. **Contact a local carers' organisation listed in this guide.** They can give you information, advice and support.
8. **Join the Emergency Back-Up Scheme**
9. **Look after yourself.** Caring can be exhausting and it is important to look after your own health and to make time for yourself.
10. **Complete a Care Passport.** This tool helps share information about the person you care for should they go into hospital.
11. **Think about the future.** As hard as it might be to contemplate, there may come a time when you are no longer caring. It is important that you keep as much of your own life going as you can - work, friends, hobbies and interests.

Adult Social Care – Translations
Brighton & Hove City Council
FREE POST SEA 2717
Hove 2ZW

تتعلق هذه النشرة بالخدمات المقدمة إلى القائمين بالرعاية في برايتون و هوف. إذا كنت ترغب في الحصول على نسخة مترجمة منها، يرجى وضع علامة داخل هذه الخانة
يرجى وضع اسمك و عنوانك و إرسال هذه الاستمارة إلى العنوان المبين انحاء. لا داع إلى لصق طابع بريد.

AR-QG-C08

ئە نامىلكەيە دەربارەى خزمەتگوزارىيە بۇ سەرپەرشتىكاران لە برايتن و هوف (Brighton and Hove). گەر پێويستت بە تەرجومە يە، تىكايە ئەو چوارگۆشەى خوارەوە نیشان بکە. تىكايە ناو و ئەدرىسى خۆت لەخوارەوە بنووسەو پەوانەى بگە بۇ ئەو ئەدرىسى لە پشتەوەى ئەو لاپەرەيە. پێويست تاكات پەول لە نامەكەت بەدەيت.

SU-QG-C08

این برگه دارای اطلاعاتی در رابطه با ارائه خدمات به مراقبت کنندگان ساکن Hove و Brighton میباشد. در صورت نیاز به ترجمه آن خواهشمندیم شکل مربع زیر را علامت بزنید

خواهشمندیم نام و آدرس خود را بنویسید و این فرم را به آدرس زیر پست کنید. نیازی به تمبر پستی نیست.

FA-QG-C08

這單張是有關在布萊頓及豪富市為照料者提供之各種服務，如果你希望得到一份翻譯本，請剔取這方格。

請在下面填上你的姓名和地址，並把這表格寄回背頁的地址。無須貼上郵票。

CA-QG-C08

Ce dépliant concerne les services destinés aux auxiliaires de vie à Brighton et Hove. Veuillez cocher cette case si vous souhaitez en obtenir une traduction
Indiquez vos nom et adresse et envoyez ce formulaire à l'adresse figurant ci-dessous. Aucun timbre n'est nécessaire.

F-QG-C08

這單張是有关在布萊頓及豪富市给照料者的各项服务。如果您希望得到一份翻译本，请在方格内画勾。请在下面填上您的姓名和地址。无须贴上邮票。

MA-QG-C08

ব্রাইটন এবং হোভে কেয়ারারদের জন্য যে সার্ভিসগুলির

ব্যবস্থা আছে সে সম্বন্ধে এই লিফলেটে বর্ণনা দেওয়া হয়েছে। আপনি যদি এর একটি অনুবাদ পেতে চান, তাহলে এই বাক্সে টিক দিন

আপনার নাম ও ঠিকানা পূরণ করুন এবং বীচের ঠিকানায় এই ফর্মটি পাঠিয়ে দিন। কোন ডাকটিকেটের প্রয়োজন নাই।

B-QG-C08

Xalayaan tuni wa qee tajaajila nama Gargaarsa barbaadu magaala Brighton fi Hove ilaalchisa.yoo kan hiika afani. Kan barbaadu taatee,sanduuga armaan gadi keessati malattoo godhi. Maqaa keetiifi bakka jireenya keeti arman gaditi guutiiti formi tana address xalaa tanati nuuf ergi.tembira posta erguuf sinfeesisu.

OR-QG-C08

Ulotka ta zawiera informacje na temat usług dla opiekunów w Brighton i Hove. Jeżeli chcesz, żeby została ona przetłumaczona, prosimy o zaznaczenie okienka, a następnie wpisanie poniżej swojego imienia i nazwiska oraz adresu i wysłanie tego formularza na adres podany na odwrocie strony. Nie ma potrzeby naklejania znaczka pocztowego.

PO-QG-C08

Bu broşür Brighton ve Hove' da, bakıcılara sunulan servisler hakkındadır. Eğer bir çevirisini isterseniz, lütfen kutuyu işaretleyiniz. Alt kısma adınızı ve adresinizi yazarak, arka sayfadaki adrese gönderiniz. Pul gerekli değildir.

TU-QG-C08

Este folheto informa da existência dos serviços à disposição das pessoas responsáveis pela assistência a outras, sitos na área de Brighton e Hove.

No caso de querer obter a tradução desta informação, assinale esta quadrícula Deve preencher com o seu nome e morada, enviando este folheto para o endereço constante na parte inferior do mesmo. Não necessita de selo.

P-QG-C08



This leaflet is about services for carers in Brighton & Hove. If you would like a translation, please tick the box. Please fill in your name and address and send this form to the address overleaf. No stamp is needed.