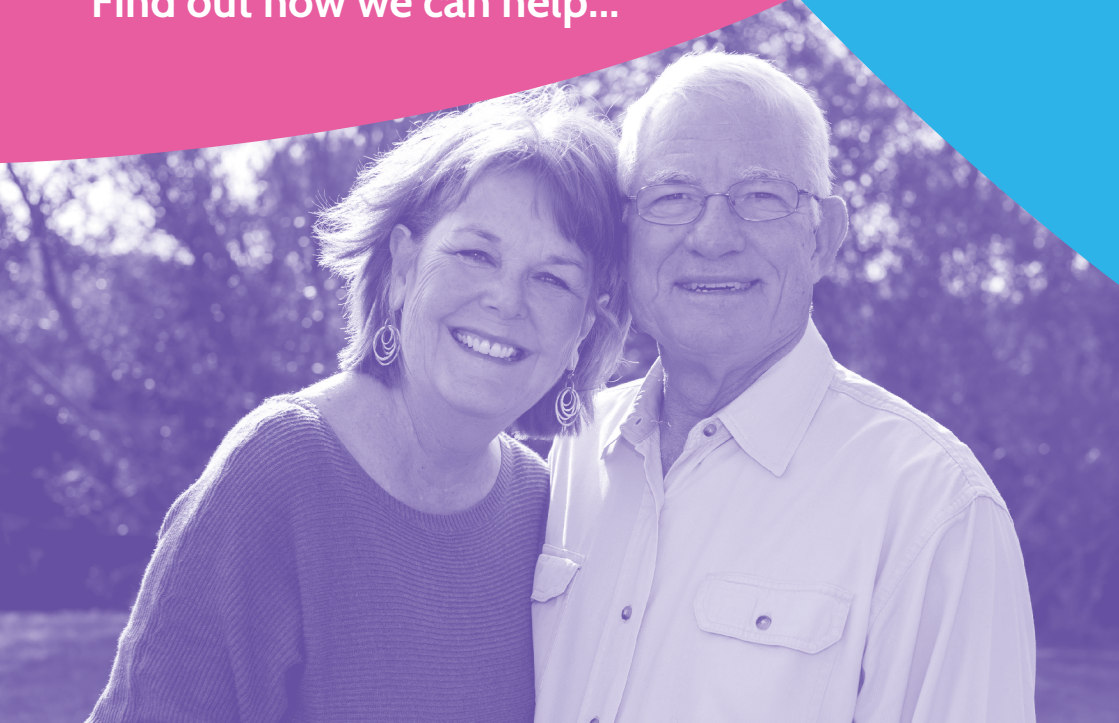


Do you look after someone?

Find out how we can help...



Information Booklet

Your local charity supporting Carers

Welcome

from the Chief Executive



Hello, my name is Jenni Wood and I have been dedicated to supporting Carers for the last 18 years. The organisation has over 20 years' experience and expertise in Carer Support and a dedicated staff, volunteer and trustee team.

We want to improve Carers lives and this handbook is the first step. Carers tell us they want support to understand the maze of services out there, so they can get the help they need. Our service aims to be a one stop shop to enable you to find the information you need, when you need it. In addition to this handbook you can contact us by phone, email and social media.

We work hard to keep up to date with all the services out there to support you and know how to access them. Being a Carer is both challenging and rewarding but you don't have to do it on your own. There is a huge amount of help available so please contact us whenever you need some support.

Jenni Wood
Durham County Carers Support



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How we can support you

We are a one stop shop for Carers to find out what information and support is available to you.

We can help with:

- ✓ **One to one tailored support**
- ✓ **A listening ear**
- ✓ **Help with completing forms**
- ✓ **Access to grants and funding**
- ✓ **Help to take a break from your caring role**
- ✓ **Signposting to relevant organisations who can also support**
- ✓ **Groups and Events**
- ✓ **Training on various topics**
- ✓ **Counselling sessions**
- ✓ **Carers Discount Card**
- ✓ **Carers Emergency Card**



Carers' Breaks

Having a break or taking regular time to yourself can help you to cope better with your caring role. A break can also allow you to catch up on everyday things like getting some sleep, enjoying some leisure time or visiting friends and family.

There is funding available from the NHS to allow eligible carers to take a break. The criteria and type of break is slightly different between County Durham and Darlington. But both areas include theatre tickets, spa days and funding for leisure activities. Our team can also support you to access respite care for the person you care for.

For more information please contact us.

Carer Discount Card

As a registered Carer you can take advantage of our Carer Discount card scheme. This card can be used as identification that you are a Carer for admission to various attractions/theatres/cinemas and also entitles you to discounts with a number of local retailers and services. Please check our website for the list of discounts available www.dccarers.org



Your Rights as a Carer

Carers Rights at Work

Carers have a statutory right to ask their employer for changes to their working pattern by offering flexibility on how you work. As a Carer this may be your partner, child or parent, or someone living with you as part of your family.

You also have the right to take unpaid time off work for dependents in an emergency.

Carer's Allowance is the main benefit for Carers. You can still get it even if you are working, so long as your earnings do not exceed the weekly amount known as '*the earnings limit*'

What are your Rights as a Carer of an Adult?

Durham County Council can provide care and support for people who require care, and their Carers. The way they decide about the support that they can provide is by carrying out a Carers Assessment.

A Carer's Assessment is for Carers (over 18 years old) who are caring for another adult over 18 years old who is disabled, ill or elderly. It is an opportunity for you to record the impact caring has on your life and

what support or services you need to help you cope. The assessment will look at for example, physical, mental and emotional needs, and whether you are able or willing to carry on caring.

What are your rights as Carer of a child under the age of 18?

You are a Parent Carer if you are over 18 and provide care for a child with additional needs, for whom you have parental responsibility. If you are a Parent Carer and your child is under 18 years old, you have the right to an assessment of your own needs and wellbeing. The

Parent Carer Needs Assessment gives you a chance to consider your caring role and what help you may need to balance this role with your own health, wellbeing interests, work and family. Durham County Carers Support has the responsibility for completing the Parent Carers Needs Assessment in County Durham.

If you would like any further information, please contact your Carer Support Coordinator.

It's very important to let your GP know you are caring for someone

GP Surgeries keep a register of all patients that are caring for someone who is either unwell or disabled. This can enable health professionals to better understand the condition of the person you care for and to look out for warning signs of illness that are common amongst Carers. When registered your GP surgery might be able to offer flexible appointments, extra support, possible home visits, flu vaccinations and help with prescriptions.

The Carers register can be accessed by 111, ambulance service and hospitals which enables them to identify you as the person that knows their patient the best.

Please complete the form below and return it to **FREEPOST RTXA-HHGH-SAGE Durham County Carers Support, Enterprise House, Enterprise City, Meadowfield Avenue, Spennymoor, County Durham DL16 6JF** and we will ensure your records are updated.

About me:

Name _____

Address _____

_____ Post Code _____

Telephone number _____

GP Surgery _____

Name of your GP (if known) _____

I hereby consent for my details to be added to your Practice Carer Register

Signed _____ Date _____

About the person, you care for

Name _____

GP Surgery _____

Name of your GP (if known) _____

I have a Carer who supports me, and I would like this recorded on my patient records and I understand that my records may be linked to my Carer's Patient Records. I understand I can withdraw my consent to this at any time by contacting my GP surgery.

Signed _____ Date _____

Volunteering with us

We value all of our Volunteers and their contributions, no matter how big or small. It can make a huge difference to the service we provide across County Durham and Darlington.

We have varied roles in our offices and out in the local communities. Our Volunteer Coordinator oversees the project and the volunteering roles such as administrators, marketing, Parent Carer support, group support, carer ambassadors, fundraising and counsellors. We offer ongoing support and training and opportunities to meet up with other Volunteers at social events such as Volunteers Week.

For information on our current vacancies and our application form go to our website www.dccarers.org/current_vacancies or alternatively contact Andrea on andrea.emerson@dccarers.org or call 0191 500 6010

FACT – Volunteering contributes over £134 million to north east charities

#IVOLUNTEER – To give back to DCCS as a thank you for all the support I have received in my caring role.

FACT – Our Volunteers contributed over 3700 hours to us in the last year.



Counselling for Carers

Counselling provides a safe platform to allow time out for reflection and is a place to air your concerns privately. Counsellors can provide a sympathetic ear and time for you to 'let off steam'. It gives you a chance to be heard in a non-judgemental way. Counselling can help you plan strategies and helps you identify and deal with problems and situations.

Our Counsellors display empathy and are accepting of the person regardless of circumstances. They will give you better coping skills and help you gain confidence through various techniques.

We are here for you if you think Counselling would help support you in your Caring role.

We will try to accommodate all Carers' needs, however there maybe times where we are unable to accept a request for counselling. For example, if your concerns are entirely separate from your caring role or if you are suffering from clinical depression. Sadly we are unable to support people who have experienced sexual abuse but we will help you to find the most appropriate service specific for your needs.

If you would like to know more about the Counselling service and how to access it please contact us.

Support in a Carer Emergency

If you are caring for someone over the age of 18 who lives in County Durham or Darlington, emergency support is available if you are unable to provide care due to unforeseen circumstances. A card is available for you to carry around. You can complete the card details with the name of the person you are caring for and contact details for up to 2 additional people who know the person you are caring for.

EMERGENCY

I am a Carer
someone depends on me

Durham County Council
DARLINGTON

In an emergency, please follow the instructions on the back of this card

CARER EMERGENCY CARD

I look after someone who depends on me and their name is:

They live in (please circle or underline): County Durham/Darlington

In an emergency please contact:

1. Tel. No.
2. Tel. No.

If they are unable to help please contact:
03000 267 979 (for County Durham)
01325 406 111 (for Darlington 8:30am - 5:00pm)
01642 524 552 (for Darlington 5:00pm - 8:30am)

How does this work

The number on the card is Social Care Direct. The duty worker will phone your contacts to see if they can help or can give further details about the person you care for. If they are unable to help, replacement care will be provided by Care Workers from 'Supportive'. This support is FREE of charge, however, if ongoing care is required this would be charged in line with the Local Authorities charging policy.

**For more information
please call us.**

Keep up to date with us

There are lots of ways you can keep up to date with us:



Find us on Facebook

Durham County Carers Support
Darlington Carers Support

Please note before you can join the private groups below your request will have to be approved by a member of our team.

Parent Carer Support (Co Durham)

Learning Disabilities & Autism Carers Support (Co Durham)



Follow us on Twitter

@dccarers



Visit our website

Our website is regularly updated and you can find information on the support and services we provide for Carers. There are details of our groups and events with information on how you can take part.

Visit us at www.dccarers.org



Emails

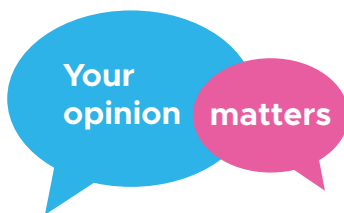
If you have an email address then please share this with us as we will send you our quarterly newsletter as well as other information you may find useful - don't worry we won't be bombarding you and our newsletter can still be posted if you prefer.



Look out for our Newsletter

Our informative newsletter is produced quarterly and will be emailed to you. A paper copy is available on request.

We would love to hear from you!



Feedback is vital to the work that Durham County Carers Support provides as it helps us plan and shape our future services for our Carers.

Making a compliment

If you would like to compliment a member of staff, the work we do or our services, then please contact us by using the details below.

Making a complaint

Please inform a member of our staff that you are dissatisfied and we will aim to resolve any issue you have quickly and satisfactorily. If you would like a copy of our complaints procedure, please contact us on the details below.

All comments and complaints are taken seriously and are treated in confidence.

Call us on:

0300 005 1213

Email your comments to:

admin@dccarers.org

Or write to us at:

Durham County Carers Support
Enterprise House
Enterprise City
Spennymoor
Co Durham
DL16 6JF

Join our 50:50 Club

Joining our 50:50 Club gives you the opportunity to support our FREE counselling service for Carers and also gives you a chance to win a monthly prize.

As the name suggests 50% of the money supports our counselling service and 50% of the income is paid out as prize money. Club members pay £12.00 per year to be entered into 12 monthly draws. Each month you will have a fantastic chance of winning: 1st Prize £100, 2nd Prize £70 or 3rd Prize £35. Each chance to win costs £1 per month and you can have as many numbers as you like! The more numbers you have the greater your chances of winning and the prize fund also gets bigger.

The draw takes place on the first Thursday of each month and winners will be contacted by letter containing their winnings. Names of the winners will appear in our quarterly newsletter and on the 50:50 website page.

To join, you can complete your entry on our website www.dccarers.org or by returning the slip below along with a cheque made payable to: Durham County Carers Support.



Durham County Carers Support 50:50 Club membership application:

I would like to purchase number/s for Durham County Carers Support 50:50 Club and enclose a cheque for £..... (£12 per number) or pay by BACS by calling Jacqui on 01833 600575.

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

Signed: _____

Date: _____



Support our Carer Wellbeing Fund

Our Carer Wellbeing Fund enables us to support Carers through fundraising and donations. We use this money to fund our Counselling service, pay for workshops and trips, for transport and to support Carers through a crisis. We recently funded travel costs to support someone to visit their partner in a palliative care situation where they had to get 3 buses both ways and could either afford the bus fare or heating. Another example was a Carer of a disabled child living in privately rented accommodation with a faulty boiler and having to wait to get it fixed. We funded some oil filled radiators as back up.

You can support this fund by:

- > Making a regular donation to us, contact us for more details
- > Join our 50:50 club at <http://www.dccarers.org/get-involved/50-50-club>
- > Buy goods online using Easyfundraising and the Carer Wellbeing Fund will receive a donation every time you shop. Go to www.easyfundraising.com and search for Durham County Carers Support.
- > Donate online using www.Virginmoneygiving.com and search for us
- > Plan your own fundraising event locally and donate the proceeds to the Carer Wellbeing Fund, a cake sale, supper club or challenge your friends to a quiz. Get sponsored for the Great North Run or take part in an extreme sport, have fun and know you are making a difference to Carers locally who find themselves in a crisis.
- > Donate a gift in your Will. As the number of Carers supporting their loved ones increases, so does the need for our services. Help us to help more Carers by leaving a donation.

**For more information please contact Jacqui Coulson
on Jacqui.coulson@dccarers.org**



“It is so good to know there is advice at the end of the phone! The day at Raby Castle was a lovely change and a good way to meet other carers. Thank you.”

“Thank you so very much for my craft materials I got for my carers break. Making cards helps me to relax and to take my mind off caring.”



“My complementary therapy vouchers were wonderful they gave me time for me and I felt wonderful after my facial, thank you so much I really benefited from them.”

www.dccarers.org



Find us on Facebook:
Durham County Carers Support
or Darlington Carers Support



twitter: @dccarers



Head Office

Enterprise House, Enterprise City, Meadowfield Avenue,
Spennymoor, County Durham, DL16 6JF

Tel: 0300 005 1213

Email: admin@dccarers.org

Darlington Office

Unit 1F Enterprise House, Valley Street, Darlington, DL1 1GY

Tel: 0300 030 1215

Email: admin@darlingtoncarers.org



Please ask us if you would like this information in another language or format

