



Carers Information Booklet

CONTENTS

FACT SHEET NUMBER:

| | |
|---------------------|---|
| 101 | Welcome to Devon Carers |
| 102 | Getting information and advice |
| 103 | Carer Passport |
| 104 | I need more support |
| 105 | Looking after your health |
| 106 | Balancing work, education and caring |
| 107 | Help with benefits |
| 108 | Carer Friendly Devon |
| 109 | Life changes |
| 110 | Planning for an emergency |
| 111 | Hospital service |
| 112 | How technology can help |
| 113 | Other members of my family are also caring |
| 114 | Your rights |
| 115 | How professionals work with carers |
| 116 | Lasting Power of Attorney and Court of Protection Order |
| Glossary | |
| Key contact numbers | |

VERSION: 20th September 2021

www.devoncarers.org.uk | 03456 434 435

Devon Carers can be reached on a single point of access telephone helpline for carers 03456 434 435. Calls to 0345 cost no more than calls to geographic numbers (01 or 02) and must be included in inclusive minutes and discount schemes in the same way by your service provider.



Westbank Community Health and Care, Farm House Rise, Exminster, EX6 8AT
Reg. Charity 1119541, Company No. 6243811.





Fact sheet 101:

Welcome to Devon Carers

What is a carer?

Many people don't think of themselves as a carer.

A carer is someone of any age, including a child, who provides unpaid support to a family member or friend who could not manage without this help. This could be caring for a relative, a parent, grandparent, sibling, child or another relative, or a spouse, partner, friend or neighbour who is ill, frail, disabled or who has mental health or substance misuse problems.



You don't have to be caring full time or receiving government benefits; it could be as simple as doing small jobs around the house, shopping, cleaning or calling to check-in or to remind them to do something. Other carers may have a more intensive care role helping with all daily living tasks – feeding, bathing, dressing, going to the toilet and taking medicines.

If this is you, then you're a carer!

An adult carer is an adult who provides or intends to provide care and/or support to another adult or adults, unpaid and not as part of a volunteering or other formal scheme. Within this pack, if the term 'carer' is used without a qualification, it is this definition which is intended.

Becoming a carer can happen gradually, or it may be the result of a sudden change in circumstances, for some carers this can feel overwhelming.

You may have lots of questions, and finding the right advice and support as soon as possible is essential.

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We are here for you.

Devon Carers provides support for unpaid carers of adults in the Devon County Council area. All support for unpaid carers in Devon is free of charge and without the need for a financial assessment.

We are here to support you in accessing the information and advice you need; this pack and our website are designed to point you in the right direction. We can also help carers find support in their community and from local community organisations.

We are led by carers

To us, carers are at the heart of everything we do. We are continuously looking at ways we can improve our service, taking into account, advice and feedback from carers and professionals. We believe that carers should be acknowledged as experts in care for the person they care for, and it is our role to support them in their caring role.

Our team have extensive knowledge of the challenges facing carers, as well as receiving up-to-date training. Many are carers or have been carers in the past.

Devon Carers is a service delivered by Westbank Community Health and Care, a charity based in Exminster on the outskirts of Exeter, supported by a number of specialist organisations who come together to provide support to unpaid carers.

Carers services for unpaid adult carers of adults who live in the Devon County Council are commissioned by Devon County Council in partnership with Northern, Eastern and Western Devon CCG and South Devon & Torbay CCG.

"I have a choice in and about my caring role."



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Fact sheet 102:

Getting information and advice

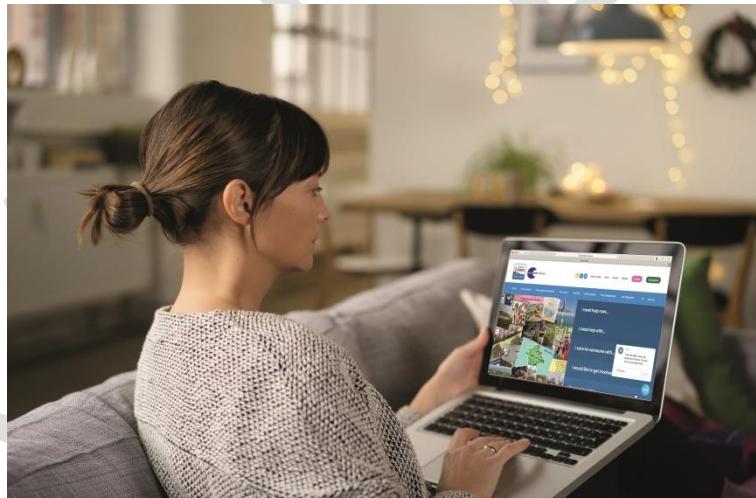
Understanding your role as a carer and looking after yourself is an essential part of making sure that you can maintain your own health and wellbeing. To help you gain a greater understanding, you can access a range of information via our website, magazine and online training courses.

"I can easily find the information and advice I need in my caring role"

Website

Our website is an excellent source of information for carers. Sections include information and advice, signposting to relevant organisations, details of online support groups and training, reference material on specific conditions, and much more.

We have a webchat facility so that you can chat with an adviser online. There is also a growing section of our website written by carers for carers.



Visit: www.devoncarers.org.uk

"I am impressed with the content and user-friendly nature of the site; I intend to continue to come back to use again."

Magazine

The Devon Carers magazine is packed full of the latest news, advice, training courses, carers stories, top tips and much more.

"Just to say how nice to have this reference point ... thank you."

Contact: info@devoncarers.org.uk to join the email list.

Online training

We understand that it can sometimes be difficult for carers to attend training courses. You might find that online is more flexible and easier to fit in around caring than a classroom-based course.

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We have a variety of online courses aimed at supporting/enhancing your role as a carer.

Our training team are always pleased to hear from you if you have a specific request for training that would help you with your caring duties.

Visit www.devoncarers.org.uk/online-courses/

To access our online training contact sally.radcliffe@devoncarers.org.uk or our helpline on 03456 434 435.

"The online carers course was ideal for me. I live in a rural location, and I didn't have to leave my cared for or travel miles, which was my main concern. I wouldn't have been able to attend face to face training, so this resource has been invaluable to me."

The pod

The pod is our online carers community, where you can chat with other carers and gain mutual support.

Join the pod at www.devoncarers.org.uk/community/the-pod/

Peer Support

We understand that as a carer, you can sometimes feel lonely or isolated because of your caring role, and this can affect your health and wellbeing.

Peer Support involves carers sharing knowledge, experience, emotional and practical support with each other.

"Due to my caring role, I don't leave the house and have become quite unfit. The Peer Support walks allow me to take in fresh air, get exercise and meet other carers. The group support each other, which at times has been a lifeline."

Our Peer Support Service

Our Peer Support service brings carers together for mutual support by offering:

- **Regular groups:** are a great way to meet other carers. They are designed to give you the confidence to talk to other carers in a relaxed and supportive environment.
- **One to one or small groups:** are an ideal opportunity to introduce you to peer support in a smaller setting, on the phone or face to face.
- **Introduction:** we can connect you to other relevant local organisations and groups who provide specialist support groups in your area.
- **Activities:** we deliver or link you to activities throughout the year where you can meet other carers with shared experiences or interests.
- **Online support:** Peer Support is currently being offered via Zoom as group sessions and 1:1 support. For more information, visit www.devoncarers.org.uk/information-and-advice/self-help/peer-support/



The Benefits of Peer Support

By connecting with other carers, we hope that you may:

- Feel less socially isolated and lonely
- Receive mutual support from other carers
- Share experiences and knowledge
- Make new friends
- Build resilience
- Discover what is possible outside of your caring role
- Be treated as equal

To join a Peer Support, contact peer.support@devoncarers.org.uk or our helpline on 03456 434 435.

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Helpline

Our Helpline team can provide you with information, advice and support throughout all stages of your caring journey. You can speak to an adviser on the telephone or via webchat on our website.

As a result of our continued commitment to carers and ongoing development of our staff team, we have recently been awarded the prestigious Helpline Standard accreditation.

Our helpline 03456 434 435 is available Monday to Friday from 8am – 6pm, and on Saturday at 9am – 1pm. We are closed on Sundays and bank holidays.

Calls to 03 numbers cost no more than calls to geographic numbers (01 or 02) and must be included in inclusive minutes and discount schemes in the same way. Calls from landlines and mobiles are included in free call plans. If you do not have a free call plan, then normal call charges will apply, please check with your service provider for details.

Calls from landlines are typically charged up to 13p per minute plus call set up fee, but calls from a mobile can be up to 55p per minute.

If you would prefer us to call you back, please do let our helpline advisor know and they will happily do so.

" I want to thank the helpful and friendly staff when I phoned on two occasions. Thank you so much."



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Fact sheet 103:

Carer Passport

We have worked together with DCC and the NHS Devon Clinical Commissioning Groups to produce and provide every adult carer of an adult with their own Carer Passport.

What is it?

The Department of Health & Social Care in partnership with Carers UK and The Carers Trust have launched the national Carer Passport scheme to encourage and guide organisations across the country to provide unpaid carers with an item which identifies them as a carer. As well as offering identification the passport scheme is designed to include information on support, services, and other benefits available.

The passport holder contains a booklet, carer ID card as well as extra space for additional cards, such as your Alert Card as well as further cards and information as the scheme develops.

"The passport makes me feel recognised and valued as a carer"

How will it help you?

The booklet

It allows you to record basic information regarding you and the person(s) you care for, plus general information to help you on a daily basis as well as for specific caring situations. For example, sections to help if you are a working carer or a student with caring responsibilities.

The booklet also has a cut out slip to be completed and handed into your GP surgery to make them aware of your caring role.

The ID card

The two-sided card identifies you as a carer, with your name and unique Devon Carers reference number on the front with the national Carer Passport logo. On the rear side there is the Carer Friendly Devon logo. Show this side of the card at any business or organisation that displays the Carer Friendly Devon logo to receive discounts, offers and carer friendly support.



There are additional pockets to keep other cards in as well, such as your alert card.

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Fact sheet 104: I need more support

Carers conversation

A carer's conversation is a chance to discuss your needs with Devon Carers

A carers conversation is for adult carers of adults who are disabled or ill. It will look at how caring affects your own life and looks at many areas including physical, mental, and emotional wellbeing, ability to access work and recreation.

No-one will tell you what to do as a result of any issues discussed. Instead, you will be helped to decide what you want to achieve and the support available to you.

A vital part of the conversation explores whether you are willing to continue to care and also looks at whether you are happy with any support provided.

Nearly all support for carers is available without the need for a formal assessment but should it become clear as part of your carers conversation that a formal carers assessment (health and wellbeing check) is required, then you will be passed through for this. In most cases this will be with the same member of staff who completed your carer conversation.

"Many thanks to everybody at Devon Carers for all the help and support you give to so many of us who are just getting on with the task of caring for our loved ones."

Carers Assessment

The carers assessment is provided by Devon Carers behalf of Devon County Council. The Carer assessment expands on the carer conversation and is focussed on your caring role and how caring impacts you and your wellbeing.

No-one will tell you what to do as a result of any issues identified during the assessment. Instead, you will be helped to decide what you want to achieve and the support you might need to make any changes. It also explores your feelings and choices around your caring role.

At the end of the assessment, if it has been identified that you have eligible needs, a support plan is created with you that looks at ways in which any needs you may have can possibly be met.

Support Planning

Following your carers assessment, you and your carers assessor will work together to devise your support plan. A support plan sets out how any needs identified during your assessment will be met.

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The support plan will include:

- A summary of your assessment and any identified support needs.
- What help you need to achieve your goals (this may include support to be provided by family, friends or organisations in the community)
- What actions you need to take
- What actions Devon Carers will take
- What actions others will take
- Details of any personal budget you may receive and how this should be spent.

Your assessment and support plan will be regularly reviewed to ensure the support put in place is working for you.

When you require more support for the person you care for

If you feel that the person you are caring for requires more support, you can contact Care Direct, previously known as Social Services on 0345 155 1007.

Care Direct provide information, advice and support to help adults find the solutions they need to stay safe, healthy, happy and independent. The person you care for will be asked some questions about their needs and the support they require. This may involve an assessment but don't forget that as a carer, you can ask to be involved in this process with the cared for persons agreement.

Care Direct can help with lots of things such as help to stay living at home, housing options, arranging care and support, keeping safe, getting out and about.

There are many specialist organisations who can provide detailed information about specific health conditions. The easiest way to find these essential contacts is from our website, but if you cannot access this information, then please contact us, and we can help you find you the details.

Replacement care – for when you need a break from caring

If you need a break away from caring and the person you care for needs a professional to support them whilst you are not available (such as a care worker, day centre or residential care), then this is known as replacement care. Replacement care is deemed to be a service for the cared for person and is not free of charge with most people having to pay something towards the cost of the care. Devon County Council's Charging for Care Services Team is responsible for working out how much the cared for person will have to pay.



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Fact sheet 105: Looking after your health

When you are caring for others, it's easy to forget your own needs, and this can have an impact on your health and wellbeing.

How to take care of yourself:

- **Let your GP know that you have caring responsibilities.**
- **Flu jabs:** if you receive a carer's allowance or are the main carer for an older or disabled person who may be at risk if you get sick, you may be eligible for a free flu jab.

Contact your GP to find out more.

- **Get enough sleep:** carers often find it difficult to have a good night's sleep, do not feel guilty about taking a nap when you can.
- **Take a break:** from your caring responsibilities whenever you can, even if it is just for a few minutes at a time.

Also, see Fact Sheet 103: I need more support (replacement care).

- **Care for your back:** lifting the person you care for and helping them dress or move around can place a strain on your back.

For a 'Moving and Handling Assessment' at home call Care Direct 0345 155 1007.

- **Coping with stress and depression:** caring for someone else can be very stressful and learning strategies to cope with stress can be very helpful for carers.

If you are struggling to cope, talk to your GP or you can now self-refer to Talkworks
www.talkworks.dpt.nhs.uk/

- **Request a carers conversation:** is an opportunity to discuss your needs with Devon Carers and explore what additional help might be available to support you with your health and wellbeing.

If you are struggling, contact us using the online webchat, email
info@devoncarers.org.uk **or call our helpline on 03456 434 435.**

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Fact sheet 106:

Balancing work, education and caring

Working carers

We understand how difficult it can be to juggle work with caring.

There are lots of benefits of staying in work, not only financially but also helping to maintain your identity as a person and maintaining a supportive social circle.

If you want to remain in paid work, there are steps you can take to help you manage your work commitments alongside your caring role.

In the most circumstances, the first step is to discuss the situation with your employer. As an unpaid carer, you have the statutory right to request flexible working, to have time off in an emergency and protection from discrimination as a result of your caring role. You may also have rights as a result of your contract with your employer. Should you decide to reduce the amount of paid work you do, it is always advisable to consider the financial implications and see what benefits might be available.

In some cases, carers may have to give up paid employment, despite their desire to carry on working. In other situations, deciding to stop work is the best choice for a carer and can feel like a huge relief. There are also a lot of carers who find continuing to work provides them with a work/life balance that they find more beneficial, as well as providing them with an income.





Fact sheet 107:

Help with benefits

When you take on a caring role, one of the things you might not consider is how it might affect you financially.

Working out what benefits or tax credits you might be entitled to can feel overwhelming and getting the right information and support can make a huge difference. Devon Carers have partnered with Citizens Advice Devon to ensure that support is available to carers.

Summary of the most relevant benefits:

- **Carer's Allowance:** is the main benefit for carers. If you are looking after someone for 35 hours a week or more, you may be eligible.
- **Personal Independence Payment (PIP):** if you have a long-term illness or disability, physical and/or mental, and you are aged from 16 to below your state pension age, then you may be entitled to a PIP.
- **Attendance Allowance:** is a benefit that helps with the extra costs of long-term illness or disability, which can be either physical and/or mental. It is for people over their state pension age.
- **Disability Living Allowance (DLA):** If you are looking after a child with a health condition or disability who is under the age of 16 years, then they may be entitled to DLA. This can help towards the extra costs of bringing up a disabled child.
- **Carer's Credit:** is a way of protecting your State Pension rights.
- **Housing Benefit:** if you are on a low income and living in rented accommodation, you may be entitled to help with your rent.
- **Universal Credit:** if you are on a low income or unemployed, you may be able to claim Universal Credit (UC) This benefit is replacing some of those listed above for new claimants.
- **Council Tax:** in some circumstances, the amount of Council Tax paid by the household may be discounted or reduced. This varies between local councils, but often you will receive a discount if you live with, and care for, a person with a disability who is receiving one of the specific allowances or disablement pensions. To qualify, you must be providing care for at least 35 hours a week on average. For more information or to apply, please contact your local council benefits department.

With specific benefits, you may also gain additional support such as free prescriptions, dental care, eye test care, and a cold-weather payment.

Devon Carers can refer you to Citizens Advice Devon for a benefits check, or if you are online, you can see what might be available using one of the benefit checkers on the government website www.gov.uk/browse/benefits.

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Fact sheet 108:

Carer Friendly Devon

In communities

We are working with organisations and businesses across the county to raise awareness of unpaid carers by creating communities where you can feel recognised and supported.

Look out for our Carer Friendly Devon logo – our logo confirms these businesses and organisations are places that have an understanding of carers and a carer friendly attitude.

You can find Carer Friendly places near you by searching our website [https://devoncarers.org.uk/community/caré-friendly-devon/carer-friendly-communities/](https://devoncarers.org.uk/community/carер-friendly-devon/carer-friendly-communities/)

When visiting, make them aware that you are a carer by showing them your Carers ID card – some of these places may provide discounts and offers.*



"I had a fabulous time today and the carer discount was greatly appreciated"

In the workplace

We are working with employers to build positive and inclusive workplaces for their staff who are, or will become, unpaid carers. These Carer Friendly Employers will:



- Recognise that anyone at any level in their organisation could have a caring role at some time in their lives.
- Respond positively to carers in their workforce who may need support to enable them to balance their caring role with employment.
- Encourage staff to identify themselves as carers.
- Understand the benefits of employing someone who also has a caring role

* All participating organisations have discretion to change their discounts or offers in relation to the scheme at any time.

"I feel more confident that my employer is understanding of my caring role"

To find out more information on Carer Friendly Devon :

Website: <https://devoncarers.org.uk/community/caré-friendly-devon/carer-friendly-communities/>

Email: info@devoncarers.org.uk

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Fact sheet 109:

Life changes

What do you do when there's a major change in your life?

During busy times carers can concentrate so much on the need of the cared for person that they forget that they might need additional support themselves.

Often carers will delay seeking support until things have deteriorated and they're struggling.

Whilst every caring situation is different, you may want to consider whether you require additional support as a result of any of the following:

- When you first take on a caring role
- Becoming an adult, you or the cared for person
- Moving away from home
- A significant change in your or the cared for persons health
- Starting or returning to work or education
- A change in financial circumstances good or bad
- Going through a personal change such as getting married or divorced
- Changes within your family unit such as having a baby or adopting
- Moving to a new home
- Going into hospital
- Becoming less able to care as you get older
- Thinking about support within the home
- Moving into residential care
- Terminal illness or end of life care
- Bereavement and post-caring



By thinking about changes that might be coming up, you can be prepared and make sure you are aware of all the support and ensure its available when you need it.

Constructing an escalation plan is an excellent way of documenting your thoughts and templates are available from our website or on demand.

Please don't wait until things get really bad before you contact us.

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Fact sheet 110:

Planning for an emergency

Be prepared with a plan

We understand many carers manage with very little or no help but maybe concerned if an urgent situation stops them from caring. For that reason, Devon Carers encourages all carers to have a plan in place in case they are in any way unable to carry out their caring role.

Devon Carers has a number of options that can help you with this:

- **Emergency plan:** this has been developed collaboratively with carers and other professionals to produce a detailed plan that will prompt you to record important details and wishes to help others support the cared for person if you are unavailable.
- **Escalation plan:** is a record kept at home to help you plan for urgent needs in relation to predictable changes in the condition(s) of their cared for person. The escalation plan will be developed with the cared for person and the services they use.

Where shall I keep my plan?

Once you have completed your plan decide where you will keep it within your home or within the home of the person you care for. Choose a place that is easy to find and do not move it from there. Keep it up to date and let people know where it is.

One of the best ways to store your plan so that everyone can easily find it in an emergency is to place the 'Plan in a jar' (Form 903) in a clean empty jar or container with one of the labels provided fixed to the side of the jar/container. Three stickers are included with the emergency plan document.

If you have completed the optional '**Emergency Plan Supplement - Cared for person**' then keep this in a safe place at the home of person you care for where everyone can find it.



What if I need help to create a plan?

If you need help to make your plan, just contact us, and we can arrange for one of our team to help you.

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Alert Card

**Have you ever worried about what might happen if you suddenly became ill or had an accident whilst you were out?
How would you let people know that someone is dependent on you for care?**

Our handy credit-card size FREE Alert Card is designed to keep with you. If you find yourself in an emergency where you are unable to inform people yourself, the card will be used to alert a 24-hour emergency call centre who will then get in touch with your emergency contacts to let them know that the person you care for may need help.

Please get in touch with us to ask for an application form. If you have recently registered with Devon Carers the alert card application form is included in the emergency plan which you will have been sent as part of your welcome pack. You will need to provide us with information about yourself and the person you care for, as well as up to three people who can help in an emergency.

All information provided will be treated as confidential and only accessed in an emergency.

Please note this card is separate from the Carers ID.

Contact: [email info@devoncarers.org.uk](mailto:info@devoncarers.org.uk) to request an Alert Card application form.

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Fact sheet 111: Hospital service

The person I care for is going into hospital

If you are going to be looking after someone following their stay in hospital or day surgery, then Devon Carers can help you.

The focus of the service is to ensure that carers are supported whilst in the recovery phase and as they come to terms with any changes to their caring role.



I am going into hospital

We aim to provide support for you if you find yourself having a hospital admittance, which has limited your ability to provide care safely, or if returning to your previous levels of caring could even hinder your recovery.

What can I expect?

The hospital service offers one to one practical help, support, advice, problems solving and signposting to ensure you and the person you look after can cope during the first few weeks at home following a hospital stay.

The service looks to address concerns arising from the possible increase in caring responsibilities for you following the discharge. It aims to ensure that your caring role is sustainable once the additional support comes to a stop.

You will be allocated a dedicated Hospital Liaison Worker who will contact you following discharge and will be available during this time if you are finding things difficult.

When should I contact Devon Carers?

If you have a planned admission date for you or the person you care for to go into hospital, please get in touch. We can also accept referrals for the service from yourself up to four weeks after the date of discharge.

To make a referral call **03456 434 435** or info@devoncarers.org.uk

www.devoncarers.org.uk

03456 434 435

Devon Carers can be reached on a single point of access telephone helpline for carers 03456 434 435. Calls to 0345 cost no more than calls to geographic numbers (01 or 02) and must be included in inclusive minutes and discount schemes in the same way by your service provider.



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CARERS TRUST

Helplines
STANDARD
2020 - 2023

Devon
County Council

Fact sheet 112:

How technology can help

Technology can help in lots of ways, and not everything is dependent on having an internet connection. Some aids are specific to caring whilst others use regular products differently or innovatively.

Typical examples are:

- **Care alarm:** enables a person at home to request assistance in an emergency if they are unable to get to the phone.
- **Fall alert equipment:** will alert a nominated contact in the event of the wearer falling.
- **Household risk monitors:** there is a range of alarm system such as extreme temperature, flood, gas, fire, carbon monoxide.
- **Noise or movement sensors (such as a baby monitor)** with audio or visual display, or bed or chair occupancy sensors they can monitor or alert an on-site carer of movements around the home day or night.
- **Equipment for when out alone:** many modern smart mobile phones can be used to track an individual with their permission or carry a tracking device to enable them to be located when they are out and about.



Information and advice are available from the Independent Living centre 01392 380181.

Whilst in no way essential, some carers do find having an internet connection helpful in their caring role.

Internet access can allow you to do lots of things online without needing to leave the person you care for or travel.

It can also be a useful tool to connect with friends or family, allowing you to see as well as talk to people using video calling on your smart phone, tablet, or computer.

If you have an internet connection

- There is a wealth of **information and advice** for carers online, start with our website.
- **Devon County Council** have a comprehensive website covering all areas of their service, www.devon.gov.uk/care-and-health/adults/
- **Carers UK Digital resources** www.carersdigital.org have brought together lots of information and resources designed to support those looking after a loved one who is older, disabled or seriously ill.
To create an account and access the resources use the **free** access code provided by Devon County Council: **DGTL8827**
- **The 'Jointly' app** from Carers UK www.jointlyapp.com, combines group messaging and to-do lists with other useful features, including medication lists, calendar and more.
Jointly makes communication and coordination between those who share the care as easy as a text message
- **Voice-activated virtual assistant:** some carers have reported back that have found 'smart speakers' useful as reminders can be programmed throughout the day.
- **Electronic patient records** many GPs will now allow you to book appointments, repeat prescriptions, see test results and book an appointment online reducing time and hassle.

www.devoncarers.org.uk | 03456 434 435

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Fact sheet 113:

Other members of my family are also caring

Some family may not consider themselves as a 'carer' because they may see themselves as simply playing their part as a supportive partner, parent, sibling, daughter/son. We can support all adult carers of adults, no matter the size of their caring role – get in touch to find out how we can help.

Young adult carers

The definition of a young adult carer is someone aged between 18-24 who provides unpaid care for someone who may be chronically ill, disabled, have a mental health condition or an addiction.

At 18 you are defined as an adult meaning that you are legally responsible for your own decisions, including the decision to be an unpaid carer. This means that social care arrangements change dramatically, and people who were previously available to support you may no longer be.

At the same time, you are likely to be undertaking further education, starting work or moving out of the parental home.

To make a referral call 03456 434 435 or info@devoncarers.org.uk

Young carers

A young carer is someone under 18 who helps look after a relative with a disability, illness, mental health condition, or drug or alcohol problem. If you're a young carer, you probably look after a family member or friend of the family.

Under the Children Act 1989 and the Children and Families Act 2014, young carers have the right to an assessment, which will look at the impact of caring, if the level of care is appropriate and whether the young person wishes to continue caring.

We have a great team of professionals who support young carers in a variety of ways:

- **School visits:** attending school assemblies to raise awareness as well as the opportunity to meet up with young carers during the school day.
- **Information and advice**
- **Assessment:** this is a chance to chat with one of our Young Carers Support Workers about how life is for the young carer and how their caring role affects other parts of their life. We may help with an action plan to help identify and achieve goals.
- **Trip, drop-ins and activities:** we offer regular clubs to one-off trips – giving young carers the chance to meet new friends and have a break from their caring role.

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- **1:1 support:** following an assessment, there may be an opportunity to receive support to help achieve their goals.

"I am happy to be involved, and I get excited before I come along to the club."

Visit www.westbank.org.uk/Pages/Category/young-carers for more information.

To make a referral call 03456 434 435 or youngcarers@devoncarers.org.uk

Transition assessment

As a young carer, it is important that when you approach 18 that you consider whether you still want to be a carer and if so, what support will be available as an adult carer of an adult. One of the best ways to understand how this may impact on your caring role is to request a transition assessment. It covers all the same areas as a normal adult carers assessment but will focus on how the caring role might change.

All these things combined can have a real impact on your wellbeing, but you can also learn lots of useful skills by being a young adult carer.

If you are already engaged with services, then your Support Worker will be able to make a referral, but if not to book a transition assessment, please contact Young Carers on 03456 434 435.



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Fact sheet 114:

Your rights

Adult Carers

The Care Act of 2014 sets out the responsibilities that Devon County Council, have to you as an adult carer of an adult, and provides:

- A focus on promoting wellbeing.
- A duty on local councils to prevent, reduce and delay the need for support, including the needs of carers.
- A right to a carer's assessment based on the appearance of need.
- A right for carers' eligible needs to be met.
- A duty on local councils to provide information and advice to carers in relation to their caring role and their own needs.
- A duty on NHS bodies (NHS England, clinical commissioning groups, NHS trusts and NHS foundation trusts) to co-operate with local authorities in delivering the Care Act functions.

Under the Care Act 2014, you are entitled to a carer's assessment where you appear to have needs; this matches the rights to an assessment of the person being cared for. You will be entitled to support if you meet the national eligibility criteria.

The person you care for is entitled to a 'needs assessment' if they appear to have needs for care and support.

Local authorities are allowed to arrange for other organisations such as charities or private companies to carry out assessments.

Devon Carers carry out most of the carers assessments on behalf of Devon County Council.

Parent carers

The Children and Families Act of 2014 sets out the responsibilities that Devon County Council has to you as an adult carer of a disabled child aged under 18 for whom you have parental responsibility. It places a duty on councils to provide a carers assessment if it appears that the parents have unaddressed needs, or a parent requests it, this is known as a Parent Carers Needs Assessment (PCNA).

As your child approaches 18, please contact Devon Carers to see if a transition assessment might be of benefit.

Devon County Councils Disabled Children's Service offers advice, support and practical help to families who have a disabled child or young person.

Non-parent carers of disabled children

The Carers (Recognition and Services) Act 1995 remains in force for other family members, such as Grandparents who are providing care to a disabled child. If this is the case, you may be able to access assessments if you are providing substantial and regular care (usually defined as 35 hours or more care per week).

Devon County Councils Disabled Children's Service offers advice, support and practical help to families who have a disabled child or young person.



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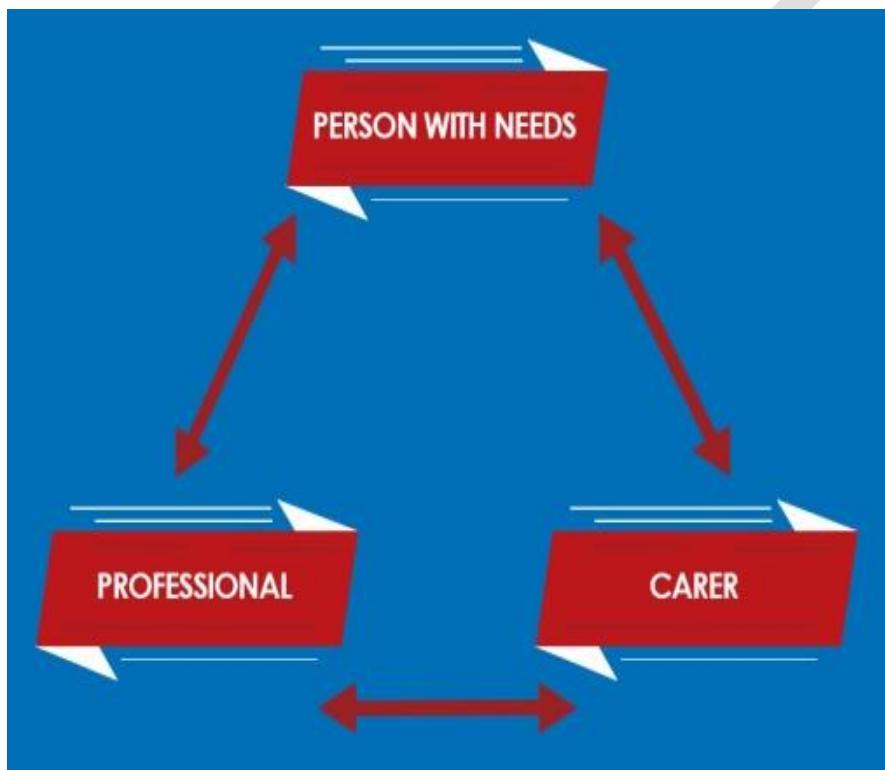


Fact sheet 115:

How professionals work with carers

Triangle of care

The Triangle of Care is a partnership between the service user, professional and carer that builds on good practice to include and recognise carers as partners in care.



Carers Trust: six key standards state that:

1. Carers and the essential role they play are identified at first contact or as soon as possible after that.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. Policy and practice protocols regarding confidentiality and sharing of information are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.
6. A range of carer support services is available.

National Institute for Health and Care Excellence (NICE)

NICE guidelines outline the best practice that health or social care professionals should comply with when working with and involving carers (Supporting adult carers, QS200, 19 March 2021)

What it says is that health and social care organisations, such as Devon County Council, Devon Partnership NHS Trust, GP, Hospitals, etc. should:

- acknowledge carers as expert partners in care and value their skills and knowledge about the person they care for.
- with the cared for persons consent, involve carers in decision making and care planning and keep them up to date.
- share with carers the information they need to provide care effectively and safely while respecting confidentiality.
- be open and honest with carers about the health condition, disability or needs of the person they care for (with the person's consent). Explain how it is likely to progress so that carers understand how their caring role might change in the future.

It is important that you check your GP has registered you as a carer and ensure any health or social care professionals you are dealing with know you are a carer. There is a cut out slip at the back of the Carer Passport booklet.

www.devoncarers.org.uk | 03456 434 435

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Fact sheet 116:

Lasting Power of Attorney and Court of Protection Order

A Lasting Power of Attorney (LPA) or a Court of Protection Order is put in place to ensure that the person you care for has a responsible person to act on their behalf in the event that they are unable to make decisions themselves.

We would recommend that all carers have a conversation with person that they care for to consider whether putting a Lasting Power of Attorney (LPA) in place is sensible whilst the person they care for are able to make their thought and wishes known.

What is a Lasting Power of Attorney?

A Lasting Power of Attorney is a legal document that allows the cared for person (as long as they have mental capacity) to appoint people to make decisions on their behalf. These people (known as attorneys) must make decisions for them in line with the cared for persons' wishes and keeping their best interests in mind.

There are two types of Lasting Power of Attorney:

Financial decisions

Financial Affairs attorneys take care of payment of bills, operate their bank accounts, investments and buying and selling their house. This LPA replaced the Enduring Power of Attorney for new applicants.

Health and care decisions

This LPA can only be used once the cared for person loses capacity. Health and care attorneys make decisions about personal welfare such as where the cared for person will live, and decisions about their medical treatment. Whether attorneys have authority to make life-sustaining treatment decisions or whether that decision is entrusted to your doctor/medical team can be specified within the LPA.

It takes up to 15 weeks to register an LPA if there are no mistakes in the application, although typical timescales are closer to 8 – 10 weeks.

For more information please refer to the government website

www.gov.uk/government/publications/make-a-lasting-power-of-attorney

www.devoncarers.org.uk

03456 434 435

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What is a Court of Protection Order?

A court of protection order is a legal document issued by the Court of Protection and is put in place when a person has lost their mental capacity and can no longer make important decisions regarding their health or financial affairs for themselves.

Unlike the LPA, it is the Court who decides who will be appointed as a person's deputy.

Similar to the LPAs, there are two categories of deputyship orders:

Property and Financial Affairs Deputy

This type of deputy will be in charge of managing the cared for persons bank accounts, making investment decisions, paying bills on their behalf, as well making decisions when it comes to your property.

Personal Welfare Deputy

The deputy is responsible for decisions relating to your medical treatment and the conditions of care. The court only appoints a welfare deputy in two main circumstances:

- if the decisions being made are not necessarily considered in the best interests of the unwell person, or
- if decisions are needed over a period of time, such as living arrangements.

The process takes much longer than an LPA application. It can take around 6-10 months for an Order to be issued.

For more information please refer to the government website

www.gov.uk/courts-tribunals/court-of-protection

www.devoncarers.org.uk | 03456 434 435

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GLOSSARY

| | |
|---------------------------------------|---|
| Adult | Is defined as an individual 18 or over. |
| Carer or unpaid carers | A Carer is someone of any age, including a child, who provides unpaid support to a family member or friend who could not manage without this help. |
| Carers assessment | See Health and Wellbeing Check. |
| Carers conversation | This is Devon County Council initial assessment to establish what support might be beneficial without the need for a formal assessment (Health and Wellbeing Check) |
| Carers Support Officer | Devon Carers team, providing support to carers and undertake Health and Wellbeing Checks. |
| Carers Trust | Carers Trust is a major charity for, with and about carers. Devon Carers is the network partner covering the Devon County Council area. |
| Child | Is defined as an individual under 18. |
| Direct Payment | A direct payment is money given to individuals by social services departments to buy the support they have been assessed as needing. |
| Eligible need | The Care Act specifies a number of needs that affect a carers ability to achieve relevant desired outcomes, and whether as a consequence, this has a significant impact on their wellbeing. |
| Health and Wellbeing Check | The Health and Wellbeing Check is Devon County Council's formal assessment under the Care Act. This is used by Devon Carers to assess and record the impact of caring on you and agree support needs. |
| Hospital Support Worker / Officer | Devon Carers team, providing support to carers following a hospital admission. |
| Mental Capacity | Mental capacity is the ability to make decisions, whether it is an everyday decision such as what to eat today, or a more important decision such as what medical treatment to have. |
| Necessary care | Activities that the individual requiring support should be able to carry out as part of normal daily life but is unable to do so. |
| Non-parent carer of disabled children | A 'non-parent carer of a disabled child' is someone over 18 who provides care to a disabled child for whom they do not have parental responsibility. |
| Parent carer | A 'parent carer' is defined as a person aged 18 and over who provides or intends to provide care for a disabled child for whom the person has parental responsibility. |
| Peer Support Officer | Devon Carers team, helping carers to support each other by providing opportunities for carers to meet, and find common areas and interests outside of their caring role. |
| Personal care | Personal care is a very broad term used to describe the different areas of care and support that a carer might provide to support |

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|--|---|
| | the person they care for with personal hygiene and toileting, along with dressing and maintaining personal appearance. |
| Social Worker | Social workers are professionally qualified and employed by Devon County Council to support individuals and their families through difficult times and ensure that vulnerable people, including children and adults, are safeguarded from harm. |
| Support Worker | Support Workers are employed by organisations to support individuals and their families through difficult times. |
| Transition assessment | Health and Wellbeing Check for young carers that also considers the additional challenges of becoming an adult and all that entails. |
| What is a disability? | Under the Equality Act 2010, a disability is defined as 'if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. |
| Young Adult | Is defined as an individual between the age of 18 and 24. |
| Young Adult Carer | A Young Adult Carer is someone aged between 18-24 who provides unpaid support to a family member or friend who could not manage without this help. |
| Young Carer | A Young Carer is someone under 18 who helps look after a relative with a disability, illness, mental health condition, or drug or alcohol problem. |
| Westbank Community Health and Care | Devon Carers is a service delivered by Westbank; with all staff employed by Westbank Community Health and Care. www.westbank.org.uk |

KEY NUMBERS

| | |
|---|--|
| Care Direct | Devon County Council's Adult Social Care team 03451 551 007 www.devon.gov.uk/care-and-health/adults/ |
| Care Direct (out of hours) | Emergency out of hours contact 03456 000 388 |
| Carers UK | 0808 808 7777 www.carersuk.org |
| Devon Carers | 03456 434 435 www.devoncarers.org.uk |
| Disabled Children's Service (DCS) | Devon County Council's Disabled Children's Service team 03300 245 321 www.devon.gov.uk/educationandfamilies/guide/getting-an-assessment-and-accessing-support-from-the-disabled-childrens-service |
| Department of Works and Pensions – Attendance Allowance | 0800 731 0122 www.gov.uk/attendance-allowance |
| Department of Works and Pensions – Carers Allowance | 0800 731 0297 www.gov.uk/carers-allowance |
| Independent Living centre | Advice and information about solutions to stay safe, independent and active at home 01392 380181 www.independentlivingcentre.org.uk |
| Occupational Therapist advice | Via Care Direct |
| Samaritans (open 24hr a day) | 116 123 www.samaritans.org |

www.devoncarers.org.uk | 03456 434 435

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Other local carers services

| | |
|---|--|
| Cornwall Carers Service (Kernow Carers Services) | 0800 587 8191 www.supportincornwall.org.uk/ |
| Dorset Carers Service (Carer Support Dorset) | 0800 368 8349 www.carersupportdorset.co.uk |
| Plymouth Carers Service (Improving Lives Plymouth) | 01752 201890 www.improvinglivesplymouth.org.uk/our-services/caring-for-carers |
| Somerset Carers Service (Somerset Carers) | 0800 316 8600 www.somersetcarers.org |
| Torbay Carers Service (Signposts for Carers) | 01803 666620 www.torbayandsouthdevon.nhs.uk/services/carers-service |

SAMPLE

www.devoncarers.org.uk | 03456 434 435

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