



# Action for Family Carers



## SUPPORTING CARERS IN ESSEX

A single source of help and advice for all unpaid carers



# Do You Look After Someone?

In Essex, around 180,000 people provide unpaid care or support to family members, friends and even neighbours. This support could be given in their own homes or out in the community.

It can be difficult to recognise yourself as a Carer when you simply think you are just being 'a good friend/good neighbour' or 'just doing what needs to be done' for a spouse or family member.

'Caring' for someone covers many aspects of everyday life. This could involve helping with personal care and dressing, helping at meal times or perhaps doing housework. It could also involve taking them to regular medical appointments or simply keeping them company when they feel anxious or lonely.



## What Help Can We Offer?

- Practical and Emotional Support
- Carer Well-being Groups
- Information, Signposting and Advocacy
- Adult Day Care Respite Service \*
- Signpost to training, education and leisure opportunities
- Support when the person you care for is admitted to hospital or when the person you care for has a terminal diagnosis and/or is approaching the end of their life
- Young Carers club nights, respite trips, drop-ins for 8- 16 year olds
- One-to-one support in schools for 11-16 years old
- Support and personal development for Young Adult Carers aged 16-24 years old
- Individual grant funding opportunities
- Raising awareness of Carer issues  
Help to understand your rights as a Carer
- Telephone befriending
- Counselling
- Support around Carer friendly employers and accessing employment



\*Chargeable service

Do you worry about what would happen to the person you look after if you were suddenly unable to continue your caring role?

The Carers Emergency Planning Service could help give you peace of mind in a crisis. They can support you to complete an emergency contingency plan and more. You will be provide with a Card that shows your name, a unique identification number and an emergency phone number.

For more information, either telephone **The Carers Hotline** on 01206 222400, email [carersinfo@essexcc.gov.uk](mailto:carersinfo@essexcc.gov.uk) or send your details to address given below.

Name

Address

Postcode

Telephone No

Please Return to:

Carers Emergency Planning Service

Essex House

200 The Crescent

Colchester

CO4 9YQ

## Lions message in a bottle

The Lions Message in a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location - the fridge

Each bottle comes with a form, which you can fill in with your personal and medical details; it also comes with two stickers, one for the inside of your door, the other for the outside of your fridge. In an emergency, these stickers let paramedics or medical professionals know that important medical information is available and kept in the home.



# Attendance Allowance, PIP and DLA



Attendance Allowance is a tax-free benefit you can get if you are aged 65 or over, are physically or mentally disabled and need help with personal care or supervision to remain safe. You do not actually have to be getting any help. It is the help you need that is relevant. You can get Attendance Allowance even if you live alone; you do not need to have a Carer. Attendance Allowance is not means tested, there are no National Insurance contribution tests and in most cases it is paid in addition to other money.

PIP (Personal Independence Payment) is a benefit for people who have a physical or mental disability and need help participating in everyday life or find it difficult to get around. It replaced Disability Living Allowance (DLA) for people over the age of 16. PIP is tax-free, is not means tested and you do not need to have paid National Insurance contributions to be entitled to it.

DLA (Disability Living Allowance) provides help towards the extra costs of bringing up a disabled child. It is paid on top of almost any other income you have and can give you access to other types of help.

DLA is divided into two parts:

- A mobility component – for children with walking difficulties.
- A care component – for children needing extra personal care, supervision or watching over because of a disability.

Please feel free to contact us for more information on any of the above.

# Carers Assessment

Carers Assessment is a legal entitlement that Carers have under the Care Act 2014.

Carers are entitled to a Carer's Assessment of their needs, if they provide a significant amount of care on a regular basis. It is important to consider the effect your caring role has on your life outside of caring for example your work, your own personal health or simply your own time.

The assessment is not means-tested and is not at a judgment of your caring competence; instead, it is an acknowledgement of the extra work and responsibilities that you as a carer may have.

A social care worker will complete the Carer's Assessment. These can be completed over the phone, however you can request a face to face meeting if you would prefer.



Please find our Carers Assessment Checklist further on in this booklet.

If you would like to be referred for a Carer's Assessment please feel free to call us.

## Carers Assessment Checklist

The Carers Assessment Checklist can be used to help you think about what your life is like now and how it could be improved. You don't need to fill it in or show anyone, it is just to give you some ideas about the things which may be discussed in your assessment.

(This checklist may not cover everything, as each caring role is different).

### Day to Day Care

How often and how long does it take?

- Household tasks like shopping, cooking, cleaning, laundry
- Personal care, help to wash, bathing, feeding, using the toilet
- Help with medical care, equipment, medication, arranging appointments, making sure therapy routines, such as physio exercises are followed.
- Paperwork, dealing with mail, bills or money
- Getting around, walking, pushing a wheelchair
- Giving emotional support
- Emergency care, if you're available by phone

Think about keeping a diary for a week or maybe longer to help you prepare. Don't forget to include anything you have to do overnight as well as day.

### Health and Mental wellbeing

Do you have any health problems?

- Are you stressed, anxious or depressed?
- Do you get backache or headaches?
- How easy do you manage your own health appointments?
- Does your GP know you're a Carer?
- Do you have to move or lift the person you care for?
- Do you have any aid or adaptations to help you?
- Do you get enough sleep?
- Do you sometimes get a break from caring?
- Do you eat healthily
- Do you get enough exercise?
- Can you leave the person you care for alone in the house?
- Can you care for someone after your own day to day needs?
- Do you have a telecare equipment to help you like a pendant alarm?

# Careline/Telecare Services

## What is Careline?



The Careline alarm system consists of two parts: a Base Unit that links to your phone line and a Careline pendant that is worn on your wrist or neck around the house or garden.

Once Careline is installed in your home, you can relax and know if you should ever need assistance, you simply press your pendant button. The Care Team will answer your call and try and speak to you over your Base Unit.

When this has happened the Care Team will call one of your emergency contacts to inform them that you are in need of emergency assistance.

Alternatively, if you require urgent medical attention, the care team will contact 999 and provide your medical history and medication so that the paramedics arrive prepared.

*There are also many other forms of telecare services ranging from door alarms to fall mats.*



## Poem by Carer

Understand people I just don't  
I feel left alone on a sinking boat  
They say they know how I feel  
But they don't, my life is so unreal

I feel I cannot carry on another day  
But I cannot see any other way  
I feel like screaming "Help me  
please!"  
Why did he get this awful disease?

I dislike this husband of mine  
I know it's awful and unkind  
But he is not the man I once knew  
His love for me he would always  
show

Tears are never far away  
Will I ever feel better and say  
"Bring it on, I can cope"  
But that's not right, there is no hope

Fifty years we have been as one  
Loving, laughing, having fun  
But for years it has gone  
And I'm expected to carry on

This illness is a curse  
And I know it will only get worse  
What future have we got?  
If you ask me, not a lot

If I say this to my friends  
They would say “we are with you to the end”  
They are good and very kind.  
But no one knows what goes on in my mind

The outside world sees you in a different way  
“She hasn’t got anything to worry about” they say  
Sometimes I want to run away  
But I must stay and fight through another day

Written by Pauline Williams



These are some examples of the things we can give information on so please feel free to

## Call and Ask about...

### TELECARE TECHNOLOGY

Telecare is simple technology to help you stay living independently at home for longer. You can use telecare to remind you of things you need to do such as medication, night safety, attend doctor's appointments or collect prescription. Telecare can also automatically alert staff at a response centre or a carer if you need help, such as you've fallen over. telecare system isn't intended to

### BLUE BADGE SCHEME

The Blue Badge scheme is for people with severe mobility problems. It allows Blue Badge holders to park close to where they need to go. The Scheme operates throughout the UK and is managed by local authorities, who deal with applications and issue Blue Badges.

### UK POWER NETWORK

UK Power network is in partnership with Carers Trust to provide extra support during a power cut to those who care and are cared for.

Registration is free and by joining as a customer, you will receive a welcome pack with helpful tips and advice. You will also get a priority number to call and if require assistance from the Red Cross. They may also consider subsidizing meals or hotel accommodation during prolonged power cuts

### DISABLED TOILET ACCESS NATIONAL KEY SCHEME (NKS) RADAR KEY

### BT FREE PRIORITY REPAIR SCHEME

At BT they understand just how important your phone service is. And it's even more important when you rely on it for health or mobility reasons. This is where people who meet the scheme criteria can benefit from our Free Priority Fault Repair Scheme. Under the scheme, they'll give you priority over standard faults by dealing with them as soon as they can, every day of the year, including Christmas Day.

## **Lasting Power of Attorney (LPA)**

A **lasting power of attorney** (LPA) is a way of giving someone you trust the legal authority to make decisions on your behalf if you lack mental capacity at some time in the future or no longer wish to make decisions for yourself.

You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make your LPA.

There are 2 types of LPA:

health and welfare

property and financial affairs

You can choose to make one type or both.

It costs £82 to register an LPA unless you get a reduction or exemption.

### **Health and welfare lasting power of attorney**

Use this LPA to give an attorney the power to make decisions about things like your daily routine, for example;

Washing, dressing, eating, medical care, moving into a care home, life-sustaining treatment

It can only be used when you're unable to make your own decisions.

### **Property and financial affairs lasting power of attorney**

Use this LPA to give an attorney the power to make decisions about money and property for you, for example:

managing a bank or building society account, paying bills, collecting benefits or a pension, selling your home

It can be used as soon as it's registered, with your permission.

### **Office of the Public Guardian**

Contact the Office of the Public Guardian if you need help.

[customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

Telephone: 0300 456 0300

Text phone: 0115 934 2778

Monday, Tuesday, Thursday, Friday, 9am to 5pm

Wednesday, 10am to 5pm

You can cancel your LPA if you no longer need it or want to make a new one.

## Macmillan Carer Support Worker

Our Macmillan team supports carers of people who are in their last year of life, living with **ANY** life limiting condition.



Name:	Inez Davies
Area:	Colchester and Tendering
Mobile:	07432292489
Email:	Inez.davies@affc.org.uk

Name:	Fiona Craik
Area:	Basildon/Brentwood and Thurrock
Mobile:	07736165070
Email:	Fiona.craik@affc.org.uk

Name:	Jenny Goodson
Area:	Mid Essex
Mobile:	07745263599
Email:	Jenny.goodson@affc.org.uk

Name:	Alison Pettit
Area:	West Essex
Mobile:	
Email:	Alsion.pettit@affc.org.uk

Name:	Kim Beney
Area:	Castlepoint, Rochford and Southend
Mobile:	07561230737
Email:	Kim.beney@affc.org.uk

Name:	Mel Perry
Area:	Castlepoint, Rochford and Southend
Mobile:	07702858669
Email:	Mel.perry@affc.org.uk

Name:	Nichola Faiers
Area:	South and Mid Essex
Mobile:	07736165033
Email:	Nichola.faiers@affc.org.uk

## Well-being Groups for Carers

### Why attend a Carers Wellbeing Group?

- The chance to socialise with others in a similar situation; reducing the feeling of isolation that caring can bring.
- The opportunity to access information and support relative to your personal situation and caring role:
- Gain support from a support worker with arranging respite, perusing activities, increasing knowledge, navigating Health & Social Care Services.
- The opportunity to try taster sessions in activities offered in the local area. If there is a specific activity you would like us to arrange please let us know.

AREA	DATE	TIME
Basildon	Every 3 <sup>rd</sup> Thursday of the month	12-2pm
Billericay	Every 4 <sup>th</sup> Tuesday of the month	12-2pm
Braintree	Every 1 <sup>st</sup> Friday of the month	11-1pm
Brentwood	Every 2 <sup>nd</sup> Monday of the month	12-2pm
Chelmsford	Every 1 <sup>st</sup> Tuesday of the month	2-4pm
Dengie	Every 4 <sup>th</sup> Wednesday of the month	10:30-12:30pm
Dunmow Psychosis Carers	Every 2 <sup>nd</sup> Friday of the month	12-2pm
Dunmow	Last Friday of every month	1:30-3:30pm
Epping	Every 2 <sup>nd</sup> Thursday of the month	1:15-3pm
Halstead	Every 4 <sup>th</sup> Thursday of the month	1-3pm
Harlow Care to Chat	Last Thursday of every month	1:30-3:30pm
Harlow	Every 2 <sup>nd</sup> Tuesday of the month	10:30-12:30pm
Maldon	Every 1 <sup>st</sup> Monday of the month	10:30-12:30pm
Saffron Walden	Every 1 <sup>st</sup> Tuesday of the month	2-4pm
South Woodham Ferrers	Every 1 <sup>st</sup> Friday of the month	1-3pm
Waltham Abbey	Every 3 <sup>rd</sup> Tuesday of the month	10-12pm

## Hospital Liaison Workers



Our Hospital team supports carers who are looking after a relative or friend in hospital with a medical, physical and/or psychological condition. They also Support carers who may be in hospital themselves due to own health conditions.

Name:	Veronica Sadowsky
Hospital:	West Essex Community Hospitals
Mobile:	07825810938
Email:	<a href="mailto:Veronica.sadowsky@affc.org.uk">Veronica.sadowsky@affc.org.uk</a>

Name:	Nicola Williams
Hospital:	Broomfield Hospital
Mobile:	07702858641
Email:	<a href="mailto:Nicola.williams@affc.org.uk">Nicola.williams@affc.org.uk</a>

Name:	Karen Forbes
Hospital:	Basildon Thurrock University Hospital
Mobile:	07497549387
Email:	<a href="mailto:Karen.forbes@affc.org.uk">Karen.forbes@affc.org.uk</a>

Name:	Jayne Moscow
Hospital:	Princess Alexandra Hospital
Mobile:	07702858658
Email:	<a href="mailto:Jayne.moscow@affc.org.uk">Jayne.moscow@affc.org.uk</a>

Name:	Kathryn Brennan
Hospital:	Colchester General Hospital
Mobile:	07702858660
Email:	<a href="mailto:Kathryn.brennan@affc.org.uk">Kathryn.brennan@affc.org.uk</a>

## Respite

When you provide care for a relative, friend or neighbour, there are times when you need to take a break: it might be that you need a break from caring to rest and recharge your batteries, or to attend family commitments or to deal your own health issues. When considering respite there are some points you need to remember as respite care can occur suddenly, so there won't always be lots of time to research and make decisions. It may be worth checking which home care providers can offer care at short notice or local care homes that offer respite care. We hold details for local care home and home care providers that work in your area so please contact us for details.



## Live-in care

A live-in carer lives with you in your own home and allows your loved one to stay at home in familiar and relaxed surroundings with one to one support. When considering live-in care you must remember the carer will require his / her own bedroom and even though they are available for most of the day, it is usual for a live-in carer to have 2 hours break in 24 hours and will typically work between 5 and 7 days per week. Basic food also needs to be provided for the live-in carer.

## Registering as a Carer at your Surgery:

When you register as a Carer at your local GP surgery, there may be some benefits you can receive (this is at the discretion of your Surgery):

- Annual medication check
- Annual health check
- Home or surgery flu vaccinations
- Priority appointments
- Home visits

A registration form can be found on the final page. We recommend you use this to register with your local practice so you can be identified as a Carer.



## Community Transport

Community transport is the term given to passenger transport schemes that are outside the usual travel options.

These schemes help people who are rurally isolated or not easily able to access conventional public transport or with restricted mobility.

Community transport schemes in Essex (and Thurrock) offer a wide range of transport services, such as social car, dial a ride, group travel and more.

The schemes are independent of Essex County Council. They often run as charities and receive some funding. They are usually operated by people working together to solve their own transport needs and mostly rely on volunteers to help.

### Links to community transport schemes in Essex with contact numbers:

<b>District</b>	<b>Service Delivery Organisation</b>	<b>Contact</b>
Basildon	Basildon Community Transport	01268 465858
Braintree	Braintree District Community Transport	01376 557883
Brentwood	Brentwood Community Transport	01277 228080
Castle Point	Wyvern Community Transport	01268 754936
Chelmsford	Chelmsford Community Transport	01245 477750
Colchester	Colchester 360	01206 216600
Epping Forest	Epping Forest Community Transport	01992 579556
Harlow	Harlow Community Transport	01279 446871
Harwich	Harwich Connexions	01255 552010
Maldon	Colchester 360	01621 843164
Rochford	Wyvern Community Transport	01268 754936
Tendering	Tendering Community Transport	01255 436962
Uttlesford	Uttlesford Community Travel	01371 875787

Other Community Transport schemes may exist in your local borough/district, for further information contact us on 03457 430 430 or email [passenger.transport@essex.gov.uk](mailto:passenger.transport@essex.gov.uk)



## Adult Carers Community support Workers

Our Adult Carers community support workers are here to help you, so please feel free to contact us on 0300 770 80 90 and one of our team will be happy to speak to you.

Name:	Sharon Williams
Area:	Brentwood, Billericay, Wickford
Working days:	Monday, Tuesday, Thursday
Email:	<a href="mailto:Sharon.williams@afc.org.uk">Sharon.williams@afc.org.uk</a>

Name:	Hazel Throssell
Area:	Braintree
Working days:	Tuesday, Wednesday, Thursday, Friday
Email:	<a href="mailto:Hazel.throssell@afc.org.uk">Hazel.throssell@afc.org.uk</a>

Name:	Donna King
Area:	Chelmsford
Working days:	All Week
Email:	<a href="mailto:Donna.king@afc.org.uk">Donna.king@afc.org.uk</a>

Name:	Gillian Woodham
Area:	Maldon and Surrounding areas
Working days:	Monday, Wednesday, Thursday
Email:	<a href="mailto:Gillian.woodham@afc.org.uk">Gillian.woodham@afc.org.uk</a>

Name:	Val Brown
Area:	Maldon and Surrounding areas
Working days:	Tuesday, Wednesday, Thursday
Email:	<a href="mailto:Val.brown@afc.org.uk">Val.brown@afc.org.uk</a>

Name:	Sally Lyall
Area:	Basildon
Working days:	All Week
Email:	<a href="mailto:Sally.lyall@afc.org.uk">Sally.lyall@afc.org.uk</a>

Name:	Maureen Ellingford
Area:	Epping Forest
Working days:	All Week
Email:	<a href="mailto:Maureen.Ellingford@afc.org.uk">Maureen.Ellingford@afc.org.uk</a>

Name:	Ruth Morton
Area:	Harlow
Working days:	Tuesday, Thursday
Email:	<a href="mailto:Ruth.morton@afc.org.uk">Ruth.morton@afc.org.uk</a>

Name:	Kellie Yarlett
Area:	Uttlesford
Working days:	Monday, Tuesday, Wednesday, Thursday
Email:	<a href="mailto:Kellie.yarlett@afc.org.uk">Kellie.yarlett@afc.org.uk</a>

## Action for Family Carers:

Brickhouse Farm

Community Centre

Poulton Close

Maldon

CM9 6NG



Call us on 0300 770 80 90

Email us at [info@carersinessex.org.uk](mailto:info@carersinessex.org.uk)

Visit our website at  
[www.carersinessex.org.uk](http://www.carersinessex.org.uk)

Action for Family Carers leads Supporting Carers in Essex, a group of registered charities working together to support unpaid Carers of all ages across Essex.

To register as a carer please complete this form and hand in to your local practice.

Dear GP

Name of Carer:

\_\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please register this patient as a Family carer on your records and inform them of services available to Carers such as:

- Annual Medication Check
- Annual Health Check
- Home visit Flu Vaccinations
- Priority Appointments
- Home visits



