LOOKING AFTER SOMEONE?
A guide to carers’ support in Surrey
WHO ARE CARERS?

“Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.”

There is a range of support available to carers of all ages in Surrey. This can be provided to you or the person you care for, to help you have a better balance between your caring role and your life away from caring.

Support may include:
• short breaks, that can be prescribed to you if your GP feels that your caring role has affected your physical or mental health
• direct payments for a service to support you, rather than the person you care for
• emotional support and advice from people who understand
• help with household tasks
• help with caring tasks
• benefits advice
• advice on looking after your back if you are moving or handling as part of your caring role
• contingency planning in case you are temporarily not available to provide care
• end of life care if you are looking after someone with a life-limiting illness
• advice and support for parent carers, and looking after children with special educational needs.

Services and support may also be provided to the person you care for to give you a break – this can range from a few hours to meet a friend, to residential or nursing home placement to allow a longer break. Where services are provided to the cared for person, these are subject to a financial assessment.

More localised information about services within the borough or district area where you live can also be found at: www.surreyinformationpoint.org.uk
Action for Carers Surrey – providing independent support for carers

Whether you’re new to caring, or if you’ve been a carer for some time, Action for Carers Surrey should be your first stop for free independent information, advice or support.

Simply call the information line and support advisors will be able to signpost you to the help you need.

You can also get help with advocacy, emotional support, and training which is available via telephone, face-to-face meetings, or through local carers’ support groups and workshops – it is flexible, and designed to fit around your schedule.

Action for Carers Surrey - Carers’ Information Centre: 
Call: 0303 040 1234
Calls to 03 numbers from any network will cost no more than those to 01 and 02 numbers and count as part of any call package. The cost of calls per minute depends on the network. Please check with your provider.
SMS: 07714 075993
Email: CarerSupport@actionforcarers.org.uk
Web: actionforcarers.org.uk

FREE digital resources for carers
If you’re interested in using technology to help with your caring role, Action for Carers Surrey can help you access FREE digital resources:

‘Jointly’ is an app that aims to make caring a little easier to manage;

‘About Me: building resilience for caring’ is a Carers UK e-learning course that shows how you can cope with stress, build support networks and get information on services and benefits.

Giving carers a voice
Action for Carers Surrey is a carer-led organisation that also lobbies locally and nationally to raise awareness of carers’ issues and to give carers of all ages a voice. The organisation runs carer forums to exchange information and views with carers.

If you’d like to join the forum call Action for Carers Surrey 01483 302748 or go to actionforcarers.org.uk. If you’re under 18 and look after someone, information, advice and support is available at Surrey Young Carers (part of Action for Carers Surrey) on 01483 568269 or go to surrey-youngcarers.org.uk.
Help with Education, Training and Work

**Action for Carers Surrey** provides support to carers who are either juggling employment with caring responsibilities or who wish to get back into some form of paid employment, voluntary work or education. For further information, contact **Action for Carers Surrey**, see details on page 4.

**Carer rights to request flexible working**
The right to request flexible working has now been extended to cover all employees with 26 weeks service or more. The request can cover changing hours, times or places of work.

You could ask your employer for:
- flexible start and finish times
- compressed working hours
- annualised working hours
- job sharing or part time working
- working from home or tele-working
- term-time working.

Employees have the right to make one application per year, however, employers can grant further changes if employees find that their circumstances have changed and need to make a further application. The change to a working pattern will mean a permanent change to the employee’s contract, unless agreed otherwise, for example a trial period or time-limited change.

**Time off in emergencies**
You have the right to a reasonable amount of time off to deal with emergencies involving a dependant. This right also includes some protection from dismissal when you use it. It is at the employer’s discretion whether the leave is paid or unpaid. Situations where this leave might be taken include:
- disruption or breakdown in care arrangements
- if a dependant falls ill, is assaulted or in an accident, including when the victim is hurt or upset rather than physically injured
- to deal with an incident involving a child during school hours
- to make longer term arrangements for a dependant who is ill or injured
- to deal with the death of a dependant.

**Parental leave**
If you have worked for your employer for more than a year and are responsible for a child born on or after 15 December 1999, you are entitled to parental leave.

This entails:
- up to 13 weeks for children under five
- up to 18 weeks for disabled children (for whom Disability Living Allowance is received).

You can usually take up to four weeks a year. If your child is disabled you can take the leave as a day or multiples of a day, or in weekly blocks if your child is under five. Parental leave is usually unpaid but employers can choose to offer paid leave, so check your company’s policies.
Assessing your needs - support from Social Care, the NHS and others

Once you have spoken to Action for Carers Surrey about your caring situation, they may direct you to support from Adult Social Care, the NHS or community-based services who may be able to provide the help you need. To work out what support would be helpful in your situation, they would need to discuss:

- the needs of the person you care for
- what help you provide as a carer
- services available to support you
- support that can be provided to you and the person you care for by Adult Social Care.

Assessing your needs

If you are providing care or support for someone and feel that your own health, relationships with friends and family, personal activities, work or education are under threat as a result of your caring role, you are entitled to a Carer’s Needs Assessment to discuss the help you may need.

When carrying out the assessment, the council will adopt what is called a ‘whole family approach’. This means considering how the needs of the person being assessed impacts on other family members, or anyone in their support network.

You can complete a Carer’s Needs Assessment yourself, or you can get help from your family, friends, the person who is supporting you from the social care team, or someone from an independent organisation that has been trained to help you. Call Action for Carers Surrey, see page 4 for contact details.
If you are looking after an adult
You can also contact the council direct to request a Carer’s
Needs Assessment, call the **Adult Social Care information and advice line** on: **0300 200 1005** or go to **www.surreycc.gov.uk/adultsocialcare**.

If the person you care for is known to secondary mental health services, **Surrey and Borders Partnership NHS Foundation Trust** can also assist in completing a Carer’s Needs Assessment. The assessment of your needs as a carer will be considered alongside that of the person you care for, to understand the family’s requirement as a whole.

For more information, please call **Surrey and Borders Partnership NHS Foundation Trust** on: **0300 55 55 222** or go to **www.sabp.nhs.uk**.

No matter what your financial circumstances, Adult Social Care offers all residents free information about care and support options to suit your requirements or that of a family member.

You can find local organisations on **www.surreyinformationpoint.org.uk**. If you’d prefer to talk to someone in more detail call **Action for Carers Surrey**, see contact details on page 4.

**End of life care**
In partnership with the NHS, **Crossroads Care Surrey** provides a FREE service for those caring for a loved one with a life-limiting illness during the last year of their life. **Crossroads Care Surrey** and **Action for Carers Surrey** are affiliated to the **Carers Trust**, which facilitates a national network of independent carers’ centres and Crossroads schemes. See page 21 for contact details or visit **www.carers.org** for more information.
**Surrey Young Carers**

Young carers are children and young people (up to the age of 18) whose life is affected by looking after someone with a disability or long term illness. The person they care for may be a parent, a sibling, another family member or a friend, and need not necessarily live in the same house as them. The care they give may be practical, physical and/or emotional.

The **Surrey Young Carers service** provided by **Action for Carers Surrey**, supports those carers who are under 18 living in a family where there is a long-term illness, disability or drug or alcohol misuse. **Surrey Young Carers** advocates on behalf of young carers and their families, hosts young carer groups, provides activities and outings for young carers and works with schools and colleges.

**Young carers’ assessments – whole family approach**

Young carers have a right to an assessment of their needs. As part of the whole family approach, if there is a disabled adult being cared for **Surrey County Council** has a duty to consider whether there are any children involved in providing that care, and if so, what the impact is on that child.

**Surrey County Council** has a duty to assess ‘on the appearance of need’ (in other words without a ‘request’ having to be made). They also have a more general duty to ‘take reasonable steps’ to identify young carers in their local area.

Since April 2015 rights to assessment for young carers state:

- all young carers under the age of 18 will have a right to an assessment regardless of who they care for, what type of care they provide or how often they provide it;
- an assessment can still be requested but should also be offered;
- local authorities must take a whole family approach to assessing and supporting adults so that young carers’ needs are identified when undertaking an adult or adult carer’s needs assessment;
- local authorities should ensure that adult and children’s social care services work together to ensure assessments are effective.

For further information contact **Surrey Young Carers** on:

**Tel:** 01483 568269  
**Email:** syc@actionforcarers.org.uk  
**Website:** www.surrey-youngcarers.org.uk
Young Adult Carers

Young adult carers are young people aged 18-24 who care, unpaid, for a family or friend with an illness, disability, mental health condition or an addiction. They may be looking at moving out of home, going into higher education or juggling working life while continuing to be a carer. Their needs may sometimes be different to those of other carers.

Many young people under 25 look after family members at a time when their own adult lives are just beginning. This puts added pressure onto young people, who may be juggling work or studies with their caring role. It can result in poor concentration, lateness and problems with attendance. Many carers don’t confide in their tutors or employers about their caring role for fear of discrimination or of being viewed as different. Other young adult carers find that their caring role has a limiting effect on their life choices and that being a full time carer is all that they can manage.

There is a comprehensive interactive resource for 16-24 year olds, ‘Be Informed!’ on the Action for Carers Surrey website: www.actionforcarers.org.uk which offers carers in this age group essential information on a range of issues affecting them. If you require pocket-sized printed copies, please call 01483 563573.

Parent carers and disabled children

Where an assessment is for a disabled child, their carer is eligible for a Carer’s Assessment to look at their needs too. Carer’s Assessments can also apply to grandparents, partners without parental responsibilities and other adults with a significant involvement in the child’s life.

Reporting concerns about the safety or wellbeing of a child or young person

If you are concerned about the safety of a child or young person contact our Multi-Agency Safeguarding Hub (MASH). The MASH responds to initial enquiries about children, young people and adults. It combines Children’s Service social workers, Adult’s Service social workers, and health and police staff.

If you have already been in touch with children’s social care services please contact your allocated social worker or family support worker directly.

Availability: Monday to Friday: 9am-5pm
Call: 0300 470 9100
Email: mash@surreycc.gov.uk – emails are answered during normal office hours

Out of hours phone: 01483 517898 to speak to the emergency duty team.
Transition to Adulthood
The county council’s Transition service works with teachers, social care and health workers and others to support young people with special educational needs or disability (SEND) to make the right choices and support them during transition into adult life. Again, this can include a Parent Carer’s Assessment or Carer’s Assessment to look at what the carer’s own needs are likely to be when the person they care for becomes an adult.

Call: 01276 800270, 9am-5pm Monday to Friday
Email: transitionteam@surreycc.gov.uk
Web: www.surreycc.gov.uk
SMS number: 07800 000388 (for deaf and hard of hearing callers online)

For more information about local referral, intervention and assessment services call the local children’s services team:

North East Area – Elmbridge, Epsom and Ewell, Spelthorne: 0300 123 1610

South East Area – Mole Valley, Reigate and Banstead, Tandridge: 0300 123 1620

North West Area – Runnymede, Surrey Heath and Woking: 0300 123 1630

South West Area – Guildford and Waverley: 0300 123 1640

Surrey’s Local Offer
The Local Offer is a range of services available to children and young people from birth up to age 25 with Special Educational Needs or Disability (SEND), and covers education, health and social care. It has been developed with children and young people, parents and carers, and local services including schools, colleges, health and social care agencies.

Call: 0300 200 1004
Email: localoffer@surreycc.gov.uk
Website: www.surreysendlo.co.uk
**Surrey Short Breaks for Disabled Children**
The *Surrey Short Breaks* service funds a range of clubs, holiday schemes, sports and care in the community to allow disabled children and young people to take part in activities that they enjoy. Most services fall into the following categories:

- **Play and leisure** - after school, holiday and Saturday clubs. These clubs are activity-based including cooking, music, arts and crafts and outings.
- **Personal support** - providing care to children and young people in their own homes or within the community.
- **Residential** - short stays in a residential setting during the day or overnight on a regular basis.
- **Family-based services** - where trained carers look after children and young people for a few hours or overnight in their home.

The majority of play schemes, clubs and services can be accessed by contacting the organisations directly. For a list of *Surrey Short Breaks for Disabled Children* funded organisations take a look at the website [www.surreycc.gov.uk](http://www.surreycc.gov.uk) and search for *Surrey Short Breaks for Disabled Children* services. Alternatively contact the team directly:

**Telephone:** 01372 832896  
**Email:** shortbreaks@surreycc.gov.uk

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**Family Voice Surrey** is a Parent Carer Forum and has access to the decision-makers in Surrey to put forward the views and concerns of their members.

**Family Voice Surrey**  
Connect House  
Kingston Road  
Leatherhead  
Surrey  
KT22 7LT

**Telephone:** 01372 705708  
**Email:** contact@familyvoicesurrey.org

Contact **Action for Carers Surrey** for independent advocacy and advice for parents and carers. See full contact details on page 4.
Carers’ Health – looking after yourself

Caring for a family member, friend or neighbour can be a very rewarding experience but can also take a toll on your health, and many carers say they have little time to look after themselves. The key information below gives some ideas on how to stay healthy and useful contact details.

Registering with your GP
It is important that your GP knows you are a carer so they can provide you with the support and help you need. They may also be able to tell you about services that could improve your life as a carer. To register as a carer with your GP, either complete the GP Carer Registration Form at the back of this leaflet and hand to your GP’s receptionist; or ask for their Carer Registration Form and complete that.

GP Carers’ Break
Your GP may consider that your physical or emotional health would be improved by a break from your caring role. They can recommend you for a GP Carers’ Break payment, which is an amount of money you can spend on replacement care, some time away, leisure or fitness classes, or other services or equipment that would bring you some health benefit.

Moving and Handling
Specialist advisors are available to provide tailored information, advice and training to carers in their own homes on all aspects of moving and handling the person they care for.

To be put in touch with this service call Action for Carers Surrey, see contact details on page 4. You can also call for advice on staying healthy or for information about flu jabs, healthy eating, getting enough sleep and dealing with stress.

Taking a break

Most carers need a break from caring from time to time. This may be for a few hours, a day or a week or two.

Crossroads Care Surrey provides a flexible care relief service for carers who are looking after relatives or friends in their own homes. The scheme aims to relieve stress on carers and their families, to avoid admission to hospital or residential care for the person being cared for at home, and to maintain a high standard of care.

Contact Crossroads Care for Surrey on:

Tel: 01372 869970
Email: enquiries@crossroadscaresurrey.org.uk
Web: www.crossroadscaresurrey.org.uk/

If you’re online you might also like to look at the short break providers list on the Care Choices website: www.carechoices.co.uk/region/south-east/surrey
Eating Well

As a carer, eating a balanced diet is essential to give you the energy and strength you need to look after someone else.

For further information and advice about this, please visit the Action for Carers Surrey website actionforcarers.org.uk or the Carers UK website carersuk.org or call Action for Carers Surrey.

Benefits Advice

The benefits system is often very complicated and changes regularly. For up-to-date independent information and advice, contact the Action for Carers Surrey helpline, see details on page 4.

Listed below are some of the main benefits and other forms of financial help that carers may be entitled to:

- **Carers' Allowance and Carers' Premium** if you are looking after a disabled person.
- Help with council tax including exemptions, discounts and benefits.
- **Attendance Allowance** and **Personal Independence Payment** for the extra costs incurred because of a disability (paid to the person you care for).
- **Housing Benefit** for your rent.
- **Income Support, Employment and Support Allowance** and **Pension Credit** for daily living expenses.
- **Universal Credit** for daily living expenses and rent.
- Health benefits for NHS costs.
- **Carer’s Credit** – you can claim this if you care for someone for 20 hours or more a week and do not qualify for Carer’s Allowance – the person you care for must be receiving:
  - Disability Living Allowance
  - Attendance Allowance
  - Constant Attendance Allowance
  - Personal Independence Payment
  - Armed Forces Independence Payment.

See the next page Information and Advice for useful contacts.
**Carers’ Emergency Card**

Carers often worry about what would happen to the person they care for if they were suddenly unable to look after them due to an illness, or an accident, for example. For these situations a Carers’ Emergency Card is available. To find out more call Action for Carers Surrey, see details on page 4.

**Information, advice and support**

Here are some key contact numbers, however please contact Action for Carers Surrey in the first instance and they will be able to direct you to the help you need.

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**Adult Social Care Information and Advice**  
(Surrey County Council)

Tel: 0300 200 1005  
SMS: 07527 183861  
Minicom: 020 8541 9698

**Carers Trust**

CarersLine: 0117 965 2200  
Web: carers.org

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**Council Tax discount for carers**

Contact your local district or borough council for details, head to surreycc.gov.uk/your-council/borough-and-district-council-responsibilities for contact details.

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**Crossroads Care Surrey**

Crossroads Care Surrey can offer flexible breaks from caring duties to relieve stress on carers. This is provided in the cared for person’s home to avoid them having to be admitted to hospital or residential care, as well as helping to maintain a high standard of care for them.

Tel: 01372 869970  
Email: enquiries@crossroadscaresurrey.org.uk

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**The Government’s pension service**

Advice on all pension, benefit and retirement issues for people age 60 or over.

Web: gov.uk/contact-pension-service

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**NHS Choices**

Providing an online comprehensive health information service that helps people make choices about their health.

Web: nhs.uk

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**Surrey Information Point**

For FREE information and advice about local care and support go to: surreyinformationpoint.org.uk
If you would like this information in large print, Braille, on CD or in another language please contact us on:
Tel: 0300 200 1005
Minicom: 020 8541 9698
SMS: 07527 182861
Email: contact.centre@surreycc.gov.uk

Tell us about yourself

Your first names

Your surname

Your home address

Postcode

Your age

Your doctor’s name

Your surgery name

Your date of birth

Your email address

Your mobile number

Your home number

Tell us more about your caring role

How does your caring role affect your life?

What is the nature of the condition you care for?

☐ Please tick this box if you wish to have a carers assessment with Surrey County Council Social Care.

Carers Support offer FREE independent advice for carers

☐ Please tick this box if you wish to be referred to Carers Support.

☐ Please tick this box if you wish to be referred to Surrey Young Carers (if you are under 18).

You can tick more than one

Your signature

and today’s date

Please note: Completing this form does not automatically entitle you to have access to the medical records of the person you are caring for. Check your surgery policy regarding this.

All done? Then just hand or post this completed form to the receptionist at your doctor’s surgery.
Next steps
Please ask to be given ‘The Guide on Carers Support in Surrey’ and take a look at your surgery’s Carers Resource File. If you feel that your health is suffering due to looking after someone, please make an appointment to see your doctor.

Organisations who can help

Surrey County Council Adult Social Care Helpline
0300 200 1005 or text to 07527 182 861
surreycc.gov.uk/adultsocialcare

Local Carers Support Organisation
For details please go to surreyinformationpoint.org.uk

For more information visit
actionforcarers.org.uk

Consent to Share Data
By filling in this form I consent to information about me being shared with other people and voluntary organisations that support me now or may do so in the future. (These may include: Carer Support Workers, GPs and Health Professionals.)

Your surgery will ensure that all personal data you provide in this form will be kept secure and processed only in accordance with the requirements of the Data Protection Act 1998. Please contact your surgery should you have any queries.

Do you look after someone who could not manage without you?

Many people look after friends or relations who need support due to frailty, disability or a serious health condition, mental ill health or substance misuse. If you’re one of them, you could get help and support, but first we need to know who you are and about your caring role. Just take a moment to fill out this form and hand it in to your surgery receptionist.

GP Carer Registration Form