



# Looking After Someone?

A guide to carers' support in Surrey

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If you would like this information in an alternative format or language, please contact us on:

**Telephone:** 0300 200 1005

**Textphone (via Relay UK):** 18001 0300 200 1005

**Text (SMS):** 07527 182 861

(for the deaf or hard of hearing community)

**British Sign Language:** [www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)

**Email:** [asc.infoandadvice@surreycc.gov.uk](mailto:asc.infoandadvice@surreycc.gov.uk)

**Website:**

[www.surreycc.gov.uk/contactadultcare](http://www.surreycc.gov.uk/contactadultcare)

– live chat is available online

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إذا كنت بحاجة إلى هذه المعلومات بتنسيق أو لغة بديلة فيرجى الاتصال بنا

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আপনার যদি বিকল্প ফর্ম্যাট বা ভাষায় এই তথ্যের প্রয়োজন হয়, অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

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就有關資料，如需要其他模式或語言版本，請與我們聯絡。

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就有关资料，如需要其他模式或语言版本，请与我们联系。

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Si vous avez besoin de ces informations dans un format où langue différente, contactez nous s'il vous plaît.

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Se avete bisogno di queste informazioni in un formato o in una lingua alternativa, vi preghiamo di contattarci.

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Jeśli potrzebujesz tych informacji w innym formacie lub języku, skontaktuj się z nami.

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Se você precisar dessas informações em um formato ou idioma diferente, entre em contato conosco.

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Daca doriti ca aceasta informatie sa va fie trimisa in alt format sau alta limba,va rog sa ma contactati.

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Si necesita esta información en otro formato o idioma, por favor contáctese con nosotros.

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اگر آپ کو یہ معلومات کسی متبادل شکل یا زبان میں درکار ہے تو براہ کرم ہم سے رابطہ کریں۔

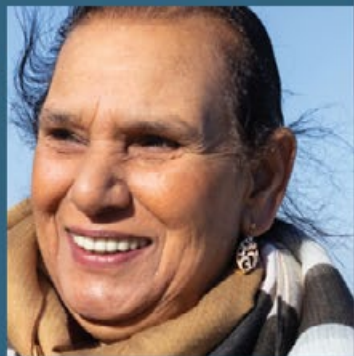
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# Introduction



## **Caring for someone who relies on you can be rewarding but also challenging.**

This guide offers support, advice, and practical information for anyone who is taking care of someone who depends on them. Whether you're new to caring or have been doing it for some time, you'll find useful resources to help you and make sure you can get the support you need, both now and in the future.

You can also refer to our online information by visiting:

- [www.surreycc.gov.uk/carers](http://www.surreycc.gov.uk/carers)

# Who are carers?



**A carer is anyone who provides unpaid help and support with daily life to a family member, partner, friend, or neighbour.**

Carers include adults, parents or children and young people. They might be adults looking after other adults, parent carers looking after children with a disability, and young carers under eighteen years old looking after an adult or sibling. Carers may provide emotional as well as physical support, including care for those with mental ill health concerns and addictions.

You can still be a carer even if the person you help gets other care services, lives in a care home, or lives far away from you.

# What support is available to carers in Surrey?



**If you care for someone who can't manage without your support, there might be times when you need help as well.**

You're not alone, and help is available. Surrey County Council and the NHS work together to support carers in Surrey, offering various services to help them live a life outside of their caring responsibilities.

## **Action for Carers Surrey – providing independent support for carers**

Action for Carers is an independent charity commissioned by the county council and Surrey Heartlands Health and Care Partnership to provide a range of support including:

- information and advice

- telephone helpline
- face-to-face support
- Moving and Handling Service – provides training on safe moving techniques to prevent injuries and assesses the need for appropriate equipment
- mental health carers team
- information about your rights
- support for young carers
- support for Armed Forces carers
- signposting to other organisations that can help you
- support if the person you care for is admitted to hospital
- help with education, training and work
- benefits advice
- accessing carer break grants
- signposting to support to help you go online and use smart technology

### **Attend a drop-in session**

Across Surrey there are Carer Hubs which are run by Action for Carers and the county council. You can drop in to meet other carers and get advice and support on all aspects of caring.

For more information, please refer to the contact details section on page 32.

## Crossroads Care Surrey

Crossroads Care Surrey is a charity that helps people who care for others of all ages with various health conditions and disabilities. They are commissioned by Surrey County Council and Surrey Heartlands Health and Care Partnership to provide support to carers in Surrey.

Services include:

- short-term wellbeing breaks for carers to take time off from their responsibilities
- the Surrey Carer's Card, which identifies someone as a carer, includes a personalised Carer's Emergency Plan, and offers discounts
- 24-hour emergency support for up to 48 hours, ensuring the cared-for person receives assistance if the carer is unavailable
- special support for those caring for someone in the last year of their life

For more information, please refer to the contact details on page 33.

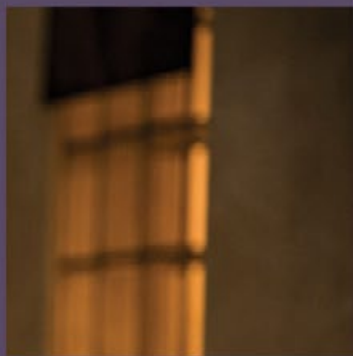
# Long term breaks



**If you need help on a longer-term basis, you will need a carer's needs assessment to find out what support will make your life easier and what you are eligible to receive.**

You can be referred for an assessment by Crossroads Care Surrey, Action for Carers or your GP or other healthcare professionals. Alternatively, you can self-refer.

# Carer's needs assessment



**You are entitled to a carer's needs assessment by the social care team. Don't be put off by the word 'assessment' – it is not a test of your abilities as a carer.**

A carer's needs assessment is simply a chance for you to talk to the social care team about how taking care of someone affects you physically and emotionally. The purpose is to figure out what kind of support you might need because of your caring role. It helps the social care team to understand if you're able to keep caring and if you qualify for any extra help. During the carer's needs assessment, we'll work together to make a support plan tailored to your needs. This might include practical help or connecting you with local support groups.

Here's what you should know:

- you do not need permission from the person you are caring for to have a carer's needs assessment
- the person you are caring for does not have to be receiving help from Adult Social Care, and they do not need their own assessment

To find out more and have an initial conversation, please contact Action for Carers. You can also watch a video explaining a carer's assessment and find more information online – visit:

- [www.surreycc.gov.uk/carers](http://www.surreycc.gov.uk/carers)

# 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 an illness, disability, mental health condition or an addiction.**

The person they care for may be a parent, a sibling, another family member, or a friend, and may 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 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 carer's assessments – whole family approach**

Young carers have the right to have their needs looked at. If a child is helping care for a disabled adult or child, the county council must check how this might affect the child and see what support can be given to help the family.

For further information about Surrey Young Carers, please refer to the contact details on page 35.

# Young Adult Carers



**Young adult carers are young people aged 18-24 who care, unpaid, for a family member 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 at third level education courses, in apprenticeships or in jobs.

Action for Carers provides advice and support for young adult carers including:

- housing
- returning to learning
- financial help
- staying healthy
- planning for the future
- managing money

For further information, please refer to Action for Carers contact details on page 32.

# Tell your GP you are a carer



**It is important that your GP knows you are a carer so they can provide you with the support and help you need.**

They can tell you about services that could improve your life as a carer. By registering with your GP you could have access to:

- an annual flu vaccine
- general information and advice about being a carer
- signposting to services who can support you, including Action for Carers and Crossroads Care Surrey
- a GP Carer's Break Payment
- flexibility with booking doctor's appointments

To register as a carer with your GP, ask for their Carer Registration Form.

**GP Carer's Break Payment (Personal Health Budget)**

In Surrey, the GP Carer's Break scheme allows GPs to give carers a one-off payment of up to £300, based on a health assessment.

You can use this money for alternative care or for items and services that help you relax and improve your wellbeing. If your GP agrees, they will apply for the payment for you. The payment depends on availability, so check with your GP to see if they are part of the scheme.

# Living with a long-term condition



**If you, or someone you care for, is living with a long term health condition, this can pose various difficulties.**

Besides managing the physical aspects, you might also require financial guidance, emotional support, or assistance with adjusting your lifestyle. There are numerous services and charities that offer both practical help and emotional support.

To find out more about the support that is available, please speak to your GP or visit Healthy Surrey and search for long-term conditions:

- [www.healthysurrey.org.uk](http://www.healthysurrey.org.uk)

# Online support

**As a carer you can access a wide range of resources online, including:**

- health and wellbeing support
- technology to help with caring
- financial planning, including benefits and managing someone's affairs
- working and skills
- online community of fellow carers

Find out more by visiting:

- [www.surreycc.gov.uk/carers](http://www.surreycc.gov.uk/carers)

## **Connect to Support Surrey**

Connect to Support Surrey provides online information and services specifically to support you as a carer, including local support groups for carers.

Find out more by visiting:

- [www.connecttosupportsurrey.org.uk/carers](http://www.connecttosupportsurrey.org.uk/carers)

## Space 2B You

Space 2B You is an online mental health service for families. It is funded by Surrey County Council and Surrey Heartlands Health and Care Partnership to support carers in Surrey.

The service focuses on the whole family, to improve the carer's wellbeing and understanding of mental health and neurodevelopmental issues.

Carers can access this support even if the person they care for isn't using Space 2B You or other mental health services.

Support includes:

- group or one-on-one sessions to improve carers' wellbeing, knowledge, and skills
- personalised support, including mental health education and skills training
- help for families to understand the impact of mental health conditions
- signposting carers to other services when needed

For more information, please visit:

- [www.space2byou.co.uk](http://www.space2byou.co.uk)

## Mobilise

Mobilise is a carer-led digital community providing a complementary layer of added support that can be accessed remotely via an online hub by anyone caring for a loved one in the county. You can download the app for free on Apple Store or get it on Google Play.

The digital support available includes:

- **an online peer community** of thousands of fellow carers - with the chance to share advice and experiences through a community forum and during regular events, such as the 'virtual cuppa'
- **easy-to-use, self-service tools** outlining the different forms of support which carers may be entitled to, and guidance on how to navigate eligibility criteria and access various benefits, for example
- **tailor-made support guides** on everything from how to balance caring with full-time work, to managing personal health and wellbeing while looking after someone else
- **information on carers' rights** and relevant social care law, in line with the latest government guidance

# Benefits advice



## Carers may be eligible for certain benefits such as:

- Carer's Allowance
- Carer's Credit
- Universal Credit
- Pension Credit
- help with Council Tax
- Housing Benefit

Attendance Allowance is not for carers, but the person receiving care can use it to pay for replacement care if they want. It might also help carers qualify for benefits like Carer's Allowance and provide additional help with Council Tax for both the carer and the person receiving care.

Talk to your local Citizens Advice or Action for Carers who can help you access additional income because of your caring role.

Information is also available on the Surrey Welfare Rights website:

- [www.swru.org](http://www.swru.org)

For more information, please refer to the contact details on pages 32 and 33.

# Equipment and technology

**If you, or someone you look after, is struggling with everyday tasks, then simple equipment, new technology or small changes to your home can make the difference between living independently and needing someone to help you.**

There is good information online on different options including:

- personal care alarms
- GPS trackers
- technology-enabled care
- Home Equipment Finder

For more information, please visit:

- [www.surreycc.gov.uk/homeequipmentfinder](http://www.surreycc.gov.uk/homeequipmentfinder)

### Major Adaptations

Adaptations can help people who are older or have a disability stay in their own homes safely and for longer. Major adaptations can include things like converting conventional bathrooms into wet rooms or installing a 'through the floor' lift. Comprehensive, step-by-step guidance is now available online to help residents navigate the process.

For more information, please visit:

- [www.surreycc.gov.uk/adultmajoradaptations](http://www.surreycc.gov.uk/adultmajoradaptations)



# Carers' rights and self-advocacy

**Knowing what your rights are as a carer is important, as it can help empower you to access services and have conversations that can help you in your caring role.**

This can include accessing support, taking a break, and balancing work with your caring responsibilities.

There are several important pieces of legislation it is helpful to understand as a carer. These include:

- The Care Act 2014
- The Children and Families Act 2015
- The Health and Care Act 2022

## **Summary of carers' rights and the law**

Carers have the following rights as defined by the law:

- you can choose whether or not to be a carer
- you can decide if you're willing and able to care
- coercion or manipulation to care is illegal
- you are entitled to protection from the impact of the caring role

- you must be involved as soon as possible when hospitals are planning the discharge for the person you care for, including care after leaving hospital
- you can get support to identify which of the person's needs you can help with
- your views should be considered by social care teams when they arrange care for the person you care for
- you have the right to a carer's needs assessment to understand your own needs and the impact of caring on your wellbeing
- you can request flexible working
- you can ask your employer for up to five days of unpaid carer's leave each year, adjusted based on your working hours
- you have the right to work, study, train, and enjoy leisure activities
- you have rights under Civil Rights and Human Rights laws
- you have additional rights under the Equality Act 2010

To find out more, please contact Citizens Advice or visit Carers UK. Also look for Being Heard – A self-advocacy guide for carers, published by Carers UK. Visit:

- [www.carersuk.org](http://www.carersuk.org)

# Services provided by Luminus



### **Healthwatch Surrey**

Healthwatch Surrey, which is run by Luminus, champions the voice of local people to shape, improve and get the best from NHS, health and social care services. As an independent statutory body, they have the power to make sure decision makers listen to your feedback. Their helpdesk can also provide reliable and trustworthy information and signposting about local health and social care services to help you get the support you need.

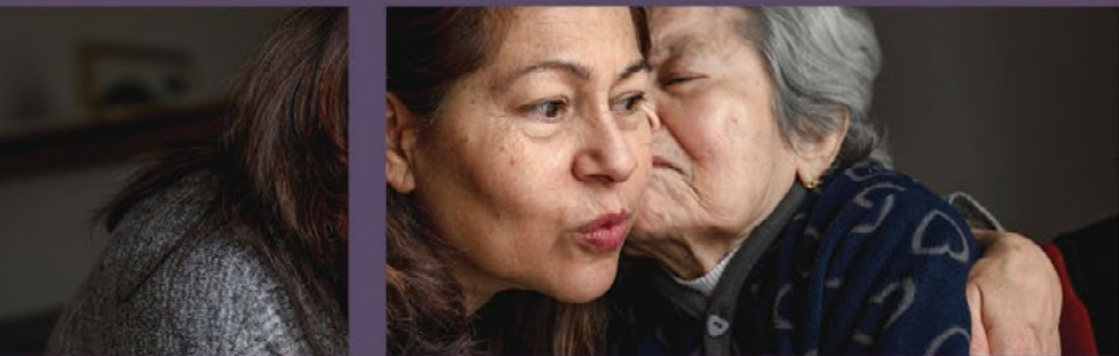
For further information, please refer to the contact details on page 34.

### **Giving Carers a Voice**

Luminus is commissioned by Surrey County Council to run the independent Giving Carers a Voice service. This service listens to carers of all ages to make sure their opinions are considered when designing and delivering the services they use.

For further information or to share your experience, please refer to the contact details on page 34.

# Contact details



## Action for Carers Surrey

- **Telephone:** 0303 040 1234
- **Text (SMS):** 07723 486730
- **Textphone (via Relay UK):** 18001 0303 040 1234
- **Email:** [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk)
- **Website:** [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

## Carers UK

- **Telephone:** 020 7378 4999
- **Textphone (via Relay UK):** 18001 020 7378 4999
- **Email:** [advice@carersuk.org](mailto:advice@carersuk.org)
- **Website:** [www.carersuk.org](http://www.carersuk.org)

## Citizens Advice

- **Telephone:** 0800 144 8848
- **Textphone (via Relay UK):** 18001 0800 144 8848
- **Website:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Crossroads Care Surrey

- **Telephone:** 01372 869970
- **Textphone (via Relay UK):** 18001 01372 869970
- **Email:** [enquiries@ccsurrey.org.uk](mailto:enquiries@ccsurrey.org.uk)
- **Website:** [www.crossroadscaresurrey.org.uk](http://www.crossroadscaresurrey.org.uk)

## Giving Carers a Voice

- **Telephone:** 01483 301448
- **SMS (text only):** 07592 787533
- **Textphone (via Relay UK):** 18001 01483 301448
- **Email:** [enquiries@healthwatchesurrey.co.uk](mailto:enquiries@healthwatchesurrey.co.uk)
- **Website:** [www.luminus-cic.uk](http://www.luminus-cic.uk)

## Healthwatch Surrey (Luminus)

- **Telephone:** 0303 303 0023
- **SMS (text only):** 07592 787533
- **Textphone (via Relay UK):** 18001 0303 303 0023
- **Email:** [Enquiries@healthwatchesurrey.co.uk](mailto:Enquiries@healthwatchesurrey.co.uk)
- **Website:** [www.healthwatchesurrey.co.uk](http://www.healthwatchesurrey.co.uk)

## Surrey County Council Adult Social Care Information and Advice Service

- **Telephone:** 0300 200 1005
- **Text (SMS):** 07527 182861  
(for the deaf or hard of hearing)
- **Textphone (via Relay UK):** 18001 0300 200 1005
- **British Sign Language:** [www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)
- **Email:** [asc.infoandadvice@surreycc.gov.uk](mailto:asc.infoandadvice@surreycc.gov.uk)

### Surrey County Council Adult Social Care Out of Hours Emergency Duty Team

During evenings, weekends and bank holidays, the Emergency Duty Team is available:

- **Telephone:** 01483 517898
- **Text (SMS):** 07800 000 388  
(for the deaf or hard of hearing)
- **Textphone (via Relay UK):** 18001 01483 517898
- **Email:** [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)

### Surrey Young Carers

- **Telephone:** 01483 568269
- **Textphone (via Relay UK):** 18001 01483 568269
- **Email:** [syc@actionforcarers.org.uk](mailto:syc@actionforcarers.org.uk)
- **Website:** [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

[www.surreycc.gov.uk/carers](http://www.surreycc.gov.uk/carers)



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