

Looking after someone? A guide to carers' support in Surrey

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SURREY
COUNTY COUNCIL

Looking after someone?

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 [Surrey Information Point](#) website.

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.

Looking after someone?

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

[Action for Carers website](#)

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. This includes:

'**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 the [Action for Carers website](#). 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 the [Surrey Young Carers website](#)

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 2.

Carer rights to request flexible working

The right to request flexible working covers all employees including carers with 26 weeks service or more. The request can cover changing hours, times or places of work.

Looking after someone?

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 have parental responsibility for a child, 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 employer's policies.

Looking after someone?

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 3 for contact details.

If you are looking after an adult

You can also contact the council direct to request a Carer's Needs Assessment. Contact the Adult Social Care information and advice line on: 0300 200 1005 or go to [Surrey County Council Adult Social Care website](#).

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

You can find local organisations on the [Surrey Information Point website](#) If you'd prefer to talk to someone in more detail call Action for Carers Surrey, see contact details on page 3.

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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 11 for contact details or visit the [Carers Trust website](#) 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.

Looking after someone?

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
- older young carers must be supported as they prepare for adulthood.

For further information contact Surrey Young Carers on:

Tel: 01483 568269

Email: syc@actionforcarers.org.uk

[Surrey Young Carers Website](#)

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](#). This leaflet includes information for older young carers who are preparing for adulthood and 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.

Looking after someone?

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 Surrey Children's Single Point of Access. They respond to initial enquiries about children and young people.

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

For concerns for a child or young person email:

csmash@surreycc.gov.uk

For concerns for an adult: ascmarsh@surreycc.gov.uk

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

[Surrey County Council Transition Website](#)

SMS number: 07800 000388 (for deaf and hard of hearing callers online).

Surrey's Local Offer

The Local Offer is a community resource that provides information about the support services and opportunities that are available in Surrey for children and young people (from birth to 25 years) with Special Educational Needs and/ or Disabilities (SEND). It covers information on education, health and social care and has been developed with children and young people, parents and carers, local services, including schools, colleges, health and social care agencies.

Call: 0300 200 1004

Email: localoffer@surreycc.gov.uk

[Surrey Local Offer Website](#)

Looking after someone?

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 short break foster 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 [Surrey Short Breaks for Disabled Children services website](#).

Alternatively contact the team directly:

Telephone: 01372 832896

Email: shortbreaks@surreycc.gov.uk

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 2.

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.

Looking after someone?

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 3. 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

[Crossroads Care Surrey Website](#)

You might also like to look at the short break providers list on the [Care Choices website](#)

Looking after someone?

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](#) or the [Carers UK website](#) 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 3.

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 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 3.

Information, advice and support

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

- Adult Social Care Information and Advice Line (Surrey County Council)
Tel: 0300 200 1005
SMS: 07527 183861
Minicom: 020 8541 9698
- Carers Trust
CarersLine: 0117 965 2200
[Carers Trust website](#)
- Council Tax discount for carers
Contact your [local district or borough council](#) for details.
- 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
- The Government's pension service
Advice on all pension, benefit and retirement issues for people age 60 or over.
[Government's pension service website](#)
- NHS
Providing an online comprehensive health information service that helps people make choices about their health.
[NHS website](#)
- Surrey Information Point
For a wide range of information about local care and support options, activities, and events.
[Surrey Information Point website](#)