

A Quick Guide to Services for Carers



Do you look after someone?

A carer is someone who, unpaid, is looking after a relative, friend or neighbour, who is ill, disabled, frail or in need of emotional support.

Translation, CD and Large Print Available

1. Who Are Carers?

- A carer is someone who, unpaid, is looking after a relative, friend or neighbour who is ill, disabled, frail or in need of emotional support.

2. A Carers Quick Guide

- This short guide gives you an overview of the types of services and support which are available to carers in York.

3. Services That Can Help Carers

- There may be a number of services which could help you. Some are arranged by Social Services and some are provided by voluntary organisations.

4. A Carers Assessment Of Need

- If you provide regular and substantial care for someone you can have a carer's assessment to discuss the help you need. It is an opportunity to talk about your caring role. City of York Council undertakes the assessment and will look at support available from a range of organisations. A small fund has been set up to provide flexible support for carers of adults to sustain them in their caring role.

5. Examples Of Services And Support That Can Help Carers Include:

- ◆ **Information and advice** on specific conditions, disabilities and local organisations;
- ◆ **Short breaks** ranging from a break for a few hours, to a 2 week break through a residential placement for the cared for person;
- ◆ **Benefits advice**, the benefits system is complex, and carers may

need support and advice to claim those benefits they are entitled to;

- ◆ **Emotional support** is available from other carers, support groups or by accessing local counselling services;
- ◆ **Courses and activities** for carers are provided by a number of organisations;
- ◆ **Support with employment issues** as juggling work and caring can be very stressful;
- ◆ **Carer led groups** provide a range of support, including ensuring the 'voice' of carers is heard.

6. For More Information About Services And Support For Carers In York Please Contact:

■ **York Carers Centre**

17 Priory Street, York, YO1 6ET

Telephone: 01904 715490

Fax: 01904 624413

e-mail: enquiries@yorkcarerscentre.co.uk

www.yorkcarerscentre.co.uk

Opening hours for telephone advice:

Monday, Tuesday and Thursday 10am - 12 noon and 1pm -

3.30pm, Wednesday 1pm - 3.30pm and closed all day Fridays. A 24

hour answer phone is available outside our opening hours and messages are collected regularly.

■ **City of York Council**

Customer Advice Centre, PO Box 402,

10-12 George Hudson Street, York YO1 6ZE

Telephone: 01904 554141 Fax: 01904 554119

Minicom: 01904 554120

e-mail: housing.socialcare@york.gov.uk

www.york.gov.uk

Opening hours: Monday to Friday 8:30am to 5pm.

- If there is an emergency outside office hours, or at the weekend, you can contact our Emergency Duty Team for advice about how we can help. Telephone: 0845 0349417.

7. Carers Services And Support

■ **York Carers Centre**

Telephone: 01904 715490

- York Carers Centre supports carers with the issues and problems which may arise as a result of caring. York Carers Centre offers a free and confidential service to both carers and professionals, providing information, advice and support on a wide range of issues including:

- ◆ Benefits
- ◆ Social Services
- ◆ Holidays
- ◆ Respite
- ◆ Residential Services
- ◆ Support/Advocacy
- ◆ Home Care
- ◆ Support Groups
- ◆ Day Care
- ◆ Assessments
- ◆ Employment and Education

- If you are not sure what help might be available to you, York Carers Centre can put you in touch with the right organisation to help you or the person you care for.

■ **Young Carers Service**

- York Carers Centre also works with young carers aged 8-18, and young adult carers aged 18-25.
- As a young carer you also have a right to an assessment, this will be carried out under a law called "The Children Act 1989" The assessment is carried out by Children's Services, which is part of Social Services. The assessment must include the work, education and leisure needs of young carers.

■ **Carers Emergency Card**
Telephone: 01904 715490

- This is a partnership between York Carers Centre and City of York Council's Warden Call Service. The scheme is free and allows carers to register an emergency plan. If an unplanned situation or emergency happens the person they care for will not be left at risk. Carers are given an emergency carers card which alerts other people to the fact that they are a carer.



■ **City of York Council**
Adult Social Care

- Adult Social Care Services can provide advice and support to anyone who is finding it difficult to look after themselves, including anyone who has a disability or long-term illness. Advice and support can help people remain independent, and make realistic choices about the support they need.
- A range of services can be provided including:
- ◆ Help to get back on your feet following illness or accident;
 - ◆ Home care, day services, short-term or respite care, equipment to promote independence and adaptations to your home;
 - ◆ Services for carers;
 - ◆ Residential care, nursing care and housing with care;
 - ◆ Warden Call or Telecare;
 - ◆ Specialist teams of staff for people with learning disabilities and people of working age with mental health needs.

- For further information please read the Quick Guide to Adult Social Services or the Adult Social Care Pack which can be requested by contacting City of York Council:
- **Telephone: 01904 554145 or**
E-mail: haveyoursay@york.gov.uk

Children's Services

- Children's Services support children and their families.
 - ◆ **Children's Health and Disabilities Team** work with children who have physical and learning disabilities or complex health needs. Following an Assessment of Need families may be eligible for short breaks such as **Sharing Care**, a scheme that provides a break for families with a disabled child. Trained adults look after a child on a regular basis in their own home.
 - ◆ **Children's Centres** located across the city provide services for children under 5 years. They provide activities, groups and family support.
 - ◆ If you are concerned about a child or young person and think they may be being abused or neglected please contact **Children and Family Services** on 01904 551550 for further information, support and advice. Outside office hours, at weekends and on public holidays please contact Emergency Duty Team on 0845 0349417.

Carer Led Support Groups

- **York Carers Forum**
Telephone: 01904 422437
- York Carers Forum is run by unpaid carers to support and raise the profile of unpaid carers and former carers in the York area. They have a monthly newsletter and regular monthly meetings and socials.
E-mail: yorkcarersforum@tiscali.co.uk

■ **CANDI** (Children and Inclusion)

Telephone: 0775 1828369

- CANDi is the forum for parents and carers who have disabled and/or additional needs children. Their aims are to promote inclusive practices and provide leisure activities and support for parents. www.yorcandi.org.uk

8. Useful Organisations

■ **Age Concern**

Telephone: 01904 627995

Provides advice, information and practical help for older people over 50 and their carers, including benefits advice, community befriending and support services. Provides short breaks for carers of older people.

■ **Alcohol Advice Service**

Telephone: 01904 652104

Free, confidential counselling and advice service for people experiencing difficulties with alcohol. Including support for families and friends.

■ **Alzheimer's Society – York**

Telephone: 01904 658106

Offers advice, support and information for those whose lives are affected by dementia.

■ **Benefits Enquiry Line**

Telephone: 0800 882200

Offers general advice on benefits for disabled people, they will send out benefits forms and help to fill them in over the phone.

■ **CarersLine**

Telephone: 0808 808 7777

Provides support to carers in their role by providing advice and information on welfare benefits and community care issues.

■ **Citizens Advice Bureau (CAB)**

Telephone: 0844 8269705

Offers advice, information and advocacy on any matter including benefits and debt.

- **Compass One** **Telephone: 01904 670046**
Offers advice, information and one to one support on all matters related to the use and misuse of drugs.
- **Connexions** **Telephone: 08080 013219**
A service for young people aged 13-19 providing confidential information and advice on learning, careers, health, relationships and money.
- **Contact a Family** **Telephone: 0808 808 3555**
Advice and information for families with disabled children.
- **Crossroads** **Telephone: 01904 790200**
Provides practical help and short breaks for carers of both adults and children.
- **Early Support** **Telephone: 07825 733283**
Family support for children under 5 years with disabilities and complex needs.
- **Epilepsy Action** **Telephone: 0808 800 5050**
A national charity set up to raise awareness of epilepsy.
- **Family Information Service** **Telephone: 01904 554628**
Provides information about childcare and services for families in York.
- **Future Prospects** **Telephone: 01904 634748**
Future Prospects is York's learning and work advice service. Staff are on hand to help with any courses or learning programmes.
- **Jobcentre Plus** **Telephone: 01904 682100**
Service for people of working age who are looking for work or claiming benefits.

- **Lives Unlimited** **Telephone: 01904 330606**
Equal chances, ordinary lives for people with learning difficulties and family members.
- **Macmillan Information Officer** **Telephone: 01904 726505**
Cancer Care Centre and Macmillan Benefits Helpline 0808 801 0304, benefits advice and information for those affected by cancer.
- **Multiple Sclerosis Society and Café** **Telephone: 01904 758577**
A drop-in service offering carers of people with MS a place to informally meet and have a coffee. Also opportunities for computer training, alternative therapies and information sharing.
- **NHS Direct** **Telephone: 0845 4647**
24hour advice and health information services, staffed by nurses and professional advisors, providing confidential information on what to do if you or your family members feel ill; particular health conditions; local health services and self-help or support organisations. Calls are charged at the local rate.
- **OCA Y (Older Citizens Advocacy York)** **Telephone: 01904 676200**
Offers advocacy and information for people over 50.
- **Parkinson's Disease Society** **Telephone: 01904 647008**
Support, advice and information to people with Parkinson's, their carers, families and friends.
- **Patient Advice and Liaison Service (PALS)** **Telephone: 0800 587 0856**
A service for anyone who needs help or information on local NHS services. PALS would like to hear about your experience of NHS services.

- **Resource Centre for Deafened People** **Telephone: 01904 626583**
Assesses, provides advice and information and issues specialist equipment. The Centre also has a volunteer service.
- **Samaritans** **Telephone: 08457 909090**
Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.
- **Warden Call** **Telephone: 01904 645000**
Offers a community alarm and support service, through which help can be accessed in an emergency 24 hours a day.
- **Woodlands MS Resource and Respite Care Centre** **Telephone: 01904 430600**
Short term respite care. Information advice and support for people with MS, families and carers.
- **York Blind and Partially Sighted Society** **Telephone: 01904 636269**
Advice, information and support for visually impaired people and their carers.
- **York and District Mind** **Telephone: 01904 647349**
For more information about the range of mental health services and support available through Mind please contact York and District Mind directly.
- **York Wheels** **Telephone: 01904 630080**
This voluntary organisation provides a transport service for those who by reason of age, disability or need find that they cannot access public transport.

■ **Young Carers**

Telephone: 01904 715490

York Carers Centre provide a support service to young carers aged 8 – 18 years, and to young adult carers aged 18 years and over.



More Information

- This leaflet is part of the Carers Information Pack. The pack includes all of the following leaflets:
 - ◆ A Quick Guide to Services for Carers
 - ◆ Carers Assessment of Need
 - ◆ Carers Guide to Benefits
 - ◆ York Carers Centre
 - ◆ Carers Emergency Card

To request a Carers Information Pack or any of the leaflets contact York Carers Centre on 01904 715490 or City of York Council on 01904 554145.

Useful Contacts

■ The Princess Royal Trust for Carers

Telephone: 0844 800 4361
www.carers.org

■ Carers UK

Telephone: 020 7490 8818
www.carersuk.org

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آئی کی اینی زبان (ہولی) میں بھی میا کی جا سکتی ہیں۔ (Urdu)

 01904 551550

York
Carers
Centre



CITY OF
YORK
COUNCIL



The Princess Royal Trust

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