

## Support for Carers in Derby City

### Why are carers so important?

1. Many people in Derby support and help other adults who would otherwise struggle to cope on their own as a result of an illness, condition or disability. Where /you are not paid to do this as your job you are a carer. This could be a carer for a family member (grown-up child, partner/spouse, parent), friend, neighbour, someone in your community etc.
2. We recognise that caring is really important to you and is done through a sense of love, community and duty. People caring for others in this way are important to the person being supported, to the local community, to society as a whole, underpinning our NHS and social care system and the economy. In fact carers are so important that the Government has said so in law and said that carers should receive support.
3. We know that lots of people who help and support others do not see themselves as carers – it's just what you do and want to continue to do. However, we also know that caring for someone can be isolating and hard work, and can have an impact on your physical, mental and emotional health and wellbeing. We therefore think it is important that you recognise that you are a carer so you can be aware of the potential impact on your health and wellbeing.
4. We also think it is important that carers are recognised and supported by the Council, NHS, other organisations and our communities. This is even more important where there is a child or young person involved in caring for other children or an adult. We therefore have services in place to support you with your health and wellbeing. These services aim to make sure you are aware of the support you are entitled to (e.g. benefits), provide practical support to help with your caring role, including connecting you with other people who are in a similar position, and help you to have a life outside of your caring role.
5. The starting point for all carers to access support is to be referred to or be encouraged to contact the Derby City Universal Service for Carers or where a carer is a child or young person under 18 years old refer them to the Derby City Council Young Carers Team.

### What the Universal Services for Carers does

6. The Universal Services for Carers can provide information, support, signposting and onward referral to support your needs.
7. Upon contact or receiving a referral, a helpline advisor from the Service will contact you to discuss your caring role and the impact of that caring role and your health and wellbeing. The advisor will provide information tailored to your particular needs. This could include information on offers available in the local

community, offers provided by the Service or offers provided by other organisations. Where appropriate, the Service will refer you to other services.

8. The Service provides many in-service offers which you will be invited to access including:
  - Awareness raising events – including training, workshops and information events relevant to carers which could support you in your caring role.
  - Peer support groups – opportunities to meet with other carers, develop friendships and have some time away from your caring role.
  - Wellbeing activities – opportunities for you to take time away from your caring role and enjoy various leisure activities. Some of the activities provided are available to both you and the person you care for.
  - Just in case planning – providing you with a Just-in-Case plan template for you to consider what would need to happen in the event that you were not available for your caring role. You are also offered a 'carers card' which they can keep with you so that, in an emergency, others (such as emergency services) are made aware that someone relies on you to provide care or support so that alternative support can be arranged.
  - Bi-monthly newsletter – containing information about upcoming events, groups and useful contact numbers/information which may help you in your caring role.
9. Following initial contact, the Service will offer follow-up calls to understand how the information and support provided has impacted you and to see if there is any additional support they can offer.
10. The Service will, where there continues to be an unmet need impacting on your caring role, refer to Derby City Council's Adult Social Care team for a Formal Carer's Assessment.

### **What the Universal Services for Carers does not do**

11. The Universal Services for Carers does not complete formal carers assessments as outlined in the Care Act 2014. The service can refer for these to be completed by Derby City Council's Adult Social Care team.
12. The Universal Services for Carers is a support service for carers, not cared-for people, so they are unable to provide direct support including respite for your cared-for.
13. The Service is available for adult carers of people over the age of 18. It can support carers transitioning where either you or the person you care for is approaching 18 and with some of its wellbeing and awareness raising events.

14. The Service cannot deal with emergency or crisis situations. There are established support pathways within health services and adult social care to provide crisis response support for both you and/or your cared-for. The Service can provide information and support with referral to these services where appropriate.
15. For these areas that the Universal Service for Carers cannot help you please contact Derby City Council's Adult Social Care team, Monday-Friday, 09:00-17:00 on 01332 640777 or outside of these hours on 01332 956606

### **How to refer into the Universal Services for Carers**

Anyone can refer into Universal Services for Carers, this includes you being able to self-refer.

If you are referring into Universal Services for Carers on someone else's behalf, then please ensure you have their permission for their details to be shared with the Service and for the Service to contact them.

You can refer by:

Telephone: 01332 228777

E-mail: [carers@citizensadvicemidmercia.org.uk](mailto:carers@citizensadvicemidmercia.org.uk)

Online: – <https://www.derbycarers.co.uk/carers-referral-form/>

### **Referring a young carer (aged under 18)**

If you are looking to refer a young carer (under 18) for support or are a young carer yourself, then please contact the Derby City Young Carers Team on:

Telephone: 01332 641017

E-mail: [youngcarers@derby.gov.uk](mailto:youngcarers@derby.gov.uk)