



# Wiltshire Handbook for Carers

May 2014



**This handbook is designed to give you information to enable you to feel less isolated and to offer reassurance that there is help, advice and support available to you.**

“Many unpaid carers continue to be the unseen, unsung heroes of our community who have often been silently struggling to cope with their caring responsibilities; not aware that they are carers, or that there is support available for them.

The 2011 census reveals that there are a total of 47,608 carers in Wiltshire providing unpaid support to someone. Around 14,500 of these carers provide around 20 hours a week or more unpaid care. In Wiltshire we have identified around 7,000 unpaid carers so far and are working hard to raise awareness of carers and the help available to them.

I personally understand what it means to be a carer and how difficult it can be to know where to go to get help and to find the time to ask. This handbook has been created to provide all key information in one place. It can be obtained from Carer Support Wiltshire and should be readily available from Wiltshire based GP surgeries and libraries (excluding Swindon).

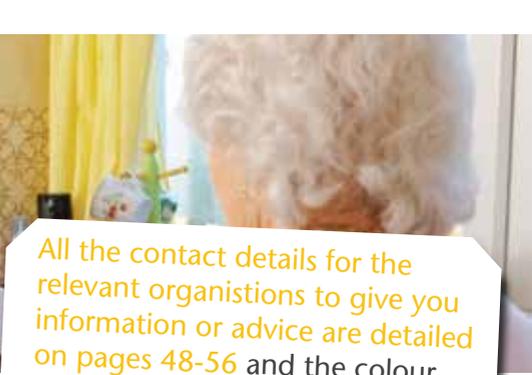
I sincerely hope you find it to be a useful point of reference.”

**Councillor Keith Humphries**  
Cabinet Member for Public Health, Protection Services, Adult Care and Housing





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All the contact details for the relevant organisations to give you information or advice are detailed on pages 48-56 and the colour coding should allow you to access the details more easily.

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# Who is a carer?

A carer is someone who provides unpaid support to a family member, partner, friend or neighbour, who may:

- be ill, frail or elderly
- have a long term health issue
- be dependent on or have problems with drug and alcohol use
- have mental ill health
- have learning disabilities
- have an eating disorder.
- have autism



**Most people who look after relatives or friends are happy to do so, but caring for someone can be demanding and a range of help is available to support you in your caring role.**

**The care you give is because the person could not manage at home without this support.**

You may be undertaking a wide range of support which could include all or any of the following:

- Practical help, cooking, cleaning, washing, shopping
- Taking them to and from appointments and arranging these appointments
- Emotional support
- Having to keep a close eye on them, making sure they are safe
- Assistance with their finances and paperwork
- Physical support such as assisting them with bathing, washing, dressing, lifting and mobility.

# Young carers

A carer can be any age, including young people. In Wiltshire the definition of a young carer is:



“a child or young person (up to the age of 25) whose life is affected by caring, over and above just helping out.”

This could include caring for:

- parent(s)
- grandparent(s)
- siblings
- close relative.

## Am I a carer?

The term ‘carer’ may be unfamiliar to you and it may seem strange to be described as such.

We use the term ‘carer’ to describe anyone who looks after someone or feels responsible for someone who cannot manage at home without some support. Carers provide this care and support on an unpaid basis.

Caring for someone, for whatever reason, can be rewarding but, at times, it can also be difficult. **You are not alone;**

**In the 2011 census more than 47,600 people in Wiltshire said they provided unpaid care.**





# Wiltshire Carers' Voice

## Having your say on services that affect you as a carer

### What is the Carers' Voice?

Carers Voice is a research tool used and managed by [Wiltshire Council](#) in partnership with [Carer Support Wiltshire](#). It is a research method for carers who want to have a say in improving the support that is available to carers.

As a participant you will be helping [Wiltshire Council](#) and [NHS Wiltshire Clinical Commissioning group](#) to better understand the needs, opinions and priorities of carers living in Wiltshire. By participating a carer is agreeing for the information to be used by [Wiltshire Council](#) and [Carer Support Wiltshire](#) for the purposes described. The information will be held securely and not be passed on to anyone else or used for marketing or other purposes. If you are 18 or over and one of the many people in Wiltshire who provide unpaid help and support to a relative, friend or partner who cannot manage without help because of illness, disability, substance misuse, age, learning difficulties or mental ill health, this could be for you.

### Which agencies are involved?

[Wiltshire Council](#), [Clinical Commissioning Groups](#) and [Carer Support Wiltshire](#) are committed to involving carers in planning and making recommendations about how the services, which we can arrange or provide, can help them and the person they care for.

## How are Carers identified to participate?

Carer Support Wiltshire will automatically make carers registered with them aware of how they can participate. However any carer can approach Carer Support Wiltshire directly at any time to express an interest in participating in any surveys and consultations.

It is important that any research undertaken reflects the caring community across Wiltshire. It should consist of carers of all ethnic backgrounds aged 18 and upwards who are currently undertaking a caring role or who has cared for someone within the preceding 12 months leading up to the survey or consultation. It includes carers of adults and children with physical and learning disabilities and with mental health needs. It should include people who combine caring with paid employment, people who care for a few hours a week and those who care for someone all day and every day.

## How can I take part?

As a carer there are a number of ways you can participate: surveys; carer involvement groups; and specialist discussion groups. In return you will receive regular updates and results of surveys undertaken from Carer Support Wiltshire via their bulletins and newsletters and you can claim travel expenses if you have to travel to discussion groups or meetings and funding to arrange care for the person you look after.

If you would like to know more, please contact:

### **Carer Support Wiltshire**

Independent Living Centre, St George's Road, Semington, Trowbridge BA14 6JQ

**Freephone:**  
0800 181 4118

**Email:**  
info@carersinwiltshire.co.uk





**NHS Wiltshire  
Clinical  
Commissioning  
Group  
encourages  
carers to  
register with  
their surgery as  
a carer.**

More information on  
page 27



## Support for carers

In Wiltshire, and nationally, there are several support organisations for carers such as:

- Carer Support Wiltshire
- Wiltshire Parent Carer Council
- Carers UK
- Carers Trust
- NHS Carers Direct
- Alzheimer's Society
- Alzheimer's Support
- Age UK
- Spurgeons
- SWAN Advocacy.



Some of these receive funding from [Wiltshire Council](#) and [NHS Wiltshire Clinical Commissioning group](#) to assist them to undertake this support for carers.

### **This support might be:**

- respite breaks, short time out and pampering sessions
- training – for example, safe lifting, First Aid, and other caring support issues
- financial advice and help to complete forms
- reducing isolation, putting you in touch with other carers for mutual support
- a confidential listening ear
- carers assessments
- regular newsletters to keep you informed about carer's issues
- web-based chat forums
- carers forums
- advice on benefits and your rights
- independent advocacy to understand and implement your rights.

## Wiltshire Council also offers support such as the...

### Carers' Emergency Card scheme

- The Carers' Emergency Card and key ring will identify you as a carer.
- There is a 24 hour response service for all Carers' Emergency Card calls which offers peace of mind and assurance.
- It has a Wiltshire Passport discount and incentive card.

See inside back cover

### Library services for carers

- Apply for a carer's library card, keep books for six weeks instead of three.
- Make requests for books free of charge.
- Enjoy the home library service.
- Join the carers' events held at libraries.
- Access information and computers.

### Carers assessments

- See next page.

### Adult social care assessment

- For the person you care for.

### Direct payments

- For yourself and the person you care for.

### Benefits check

- For yourself and the person you care for.





**You have the right to have an assessment independently of the person you care for.**

## Carers assessment

If you are a carer of an adult over 18 and provide regular and substantial amounts of care and support to the person you look after, you can be offered an 'Assessment of Carers' Needs'. Different arrangements apply to carers of children under 18 who should talk to the Wiltshire Council children with a disability team.

An assessment is not about your capability to care; this is an opportunity for you to:

- talk and reflect on your own needs as a carer
- share experience of caring and to recognise your role as a carer
- be given information and advice
- identify and discuss any difficulties you may have
- make contingency plans if you are ill or cannot continue in your caring role.

You have the right to have an assessment independently of the person you care for.

The carers assessment can be undertaken by a member of the **Wiltshire Council adult social care team**, a dedicated worker from **Carer Support Wiltshire** or you can complete a self assessment questionnaire. It often helps to have someone to go through this form with you.

'A Guide to Assessment of Carer's Needs' is published by **Wiltshire Council** and details of how to obtain this and a copy of the eligibility criteria booklet is at the end of the handbook.

# Practical help

The person you care for can have a Community Care Assessment (CCA) with a member of the **Wiltshire Council adult social care team**, which could entitle them to extra care and support. (Contact customer advisors at **Wiltshire Council** to arrange this).

The Help to Live at Home Service has been created by **Wiltshire Council** for people who require extra support, ensuring they can continue to live as independently as possible, which in turn will benefit you as a carer.

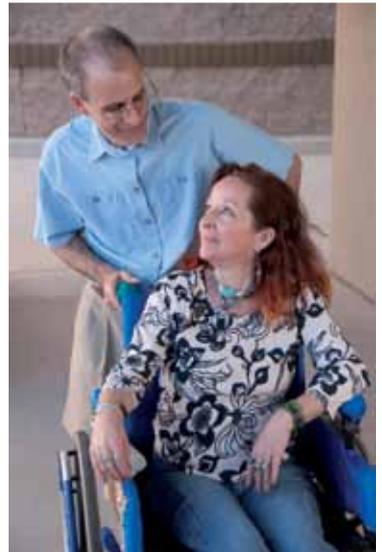
Help to Live at Home services are provided by four care providers whose details are at the end of this handbook.

Through the Community Care Assessment, it may be identified that certain equipment would benefit you and the person you care for, such as bathing or toileting aids, so this might lead to an Occupational Therapy (OT) assessment.

If you would prefer to make your own arrangements regarding equipment you may contact Medequip directly who can offer professional advice, an assessment and equipment to purchase including telecare. Their contact details can be found at the back of this booklet.

If you need to hire an item of equipment for a short term, such as a wheelchair, bath aid or back rest, this can be arranged by telephoning the **British Red Cross** which will advise you where your nearest collection office is.

**The Help to Live at Home Service has been created by Wiltshire Council for people who require extra support.**





At **The Independent Living Centre** in Semington there is an exhibition of various types of equipment so that you can see what is available and try it out. **The Independent Living Centre** provides independent advice on a variety of equipment including telecare; telephone them to arrange an appointment to visit.

**The Wiltshire Bobby Van Trust** provides a courtesy home security service for older, vulnerable people in Wiltshire, which includes advice and practical help with security, supply and fitting of key safe.

## Respite

A short break that enables a carer to have some time to themselves and the cared for person to receive care that meets their needs. This can take a number of forms:

- care in a care home;
- care at home for the cared for person provided by an accredited care agency with trained staff. The care provided will be based upon what you and the cared for person want. As well as personal care, they can provide help with attending a social event, going shopping etc. This care can be for a couple of hours, a week or longer to enable you to go away on holiday or have a long rest
- care at an existing day service for the cared for person which can be in a care home or a specialist day service for a day or half day to give you a break for a day or more a week.

The Help to Live at Home providers listed at the back have been selected by the council to provide this type of care in your home. They offer a range of services which can be purchased directly from them for a reasonable hourly rate.

# Caring for someone with dementia

If you are looking after someone with dementia then you are a carer. However, many carers do not recognise themselves as carers, because they see the support and help that they give as part of their normal relationship with the person they care for.

**Alzheimer's Support** (East and West Wiltshire) and **Alzheimer's Society** (North and South Wiltshire) work alongside family carers, providing information and emotional support. They offer:

- a friendly listening ear
- time to yourself through day support and support at home services
- memory cafés
- Singing for the Brain groups
- carers groups
- Dementia Adviser Service – personalised information and signposting for people with dementia and their carers
- counselling
- newsletters
- training courses and one-off educational sessions.

Services such as those provided by your doctor, **Wiltshire Council Adult Social Care Customer Advisors** and the **Avon and Wiltshire Mental Health Partnership Trust (AWP)** also offer support for people to live well with dementia in Wiltshire.

**Your caring responsibilities may vary over time and may be difficult to predict day to day.**

You can request a free copy of 'Caring for someone with Dementia' from Wiltshire Council.





**Every carer's story is different and Carer Support Wiltshire is there to help you, to offer advice and support.**

## **Caring for someone who is elderly or has a long-term health condition**

The care that an elderly relative may need can increase over time. Whilst caring can be satisfying, it can also be isolating, leaving you with mixed feelings and frustration, or it can be rewarding and open new pathways to you.

You may be caring on your own, or with other family members. You may offer support and additional care to that which paid care workers are supplying.

Every carer's story is different and **Carer Support Wiltshire** is there to help you, to offer advice and support.

They can put you in touch with other carers through meetings and social events and also offer training to help you with your caring role and advocacy services if you are struggling with dealing with professionals.

It is always useful to be fully informed about medical conditions and so don't be afraid to ask your doctor for information and advice.

Advice and information for the person you care for can be obtained by calling the **Wiltshire Council Adult Social Care Customer Advisors**.

# Caring for someone with mental ill health

If you are a relative or friend caring for someone with mental ill health you can ask for an assessment of your or their needs.

This is a list of some, not all, of the conditions that come under the care of the **Mental Health Service**:

- Anxiety & phobias
- Bi-polar disorder (manic depressive illness)
- Depression
- Eating disorders
- Obsessive Compulsive Disorder (OCD)
- Personality disorders
- Psychosis / Schizophrenia.

The assessment may be completed by a health worker or by a mental health social worker depending on your individual circumstances.

If the person you care for agrees, you will be invited to be involved and consulted in their assessment/ review, together with them and the professionals involved.

Remember that you are not alone; there are people who can help you too. Other carers can be a great support; they understand what you are going through.

**Contact details for all the Carer Support Wiltshire, Avon and Wiltshire Mental Health Partnership Trust, Wiltshire Council Adult Social Care, Rethink and Mind can be found at the end of this handbook.**

**Remember that you are not alone; there are people who can help you too.**





## Caring for your disabled child

Your child may have a physical disability, autism, hearing or sight impairment, learning disabilities or complex health needs. This will be emotionally and physically demanding for you as their carer. If your child requires more care from you than other children of the same age and they are likely to need you to care for them for the rest of their lives, you are probably a 'parent carer'.

### Services for children and young people with disabilities are provided in several ways:

- **Wiltshire Council** has two Social Care teams offering support for children and young people with a disability. The teams can offer assessment support and advice from Social Work and Occupational Therapy.
- If your child has additional needs and they meet the eligibility criteria, they may be entitled to the Wiltshire Short Breaks Local Offer information about which can be accessed through the **Wiltshire Parent Carer Council**.
- Many schools have a 'parent support advisor' who can provide a listening ear and support to discuss your child's needs at school. More help and advice can be found by contacting the **General Family Information Service** at **ASK Wiltshire**.
- You can talk to **Carer Support Wiltshire** in confidence and ensure that as a parent carer you are able to access the support that you need.
- Help and information can be obtained from the **Wiltshire Council Adult Social Care Customer Advisors** as the child grows into adulthood.

**Other carers can be a great support; they understand what you are going through.**

Contact Carer Support Wiltshire to find out more and to speak to a support worker.



# Caring for someone with autism or Asperger's Syndrome

People with autism and Asperger's are affected in different ways. Some live relatively independent lives, but others may need a lifetime of specialist support.

The **National Autistic Society** offer a wide range of support and practical information including:

- information about getting a diagnosis and what happens afterwards
- education advice and services
- employment advice and employment support services
- family support services
- short breaks and befriending schemes
- services for children and adults with autism
- care and benefits advice
- parent seminars and workshops delivered by the NAS and other organisations
- research into autism and Asperger's Syndrome and information.

**Information and advice can also be obtained from **Carer Support Wiltshire**. **The Wiltshire Parent Carer Council** has an extensive web site and produces regular newsletters.**

**Some live relatively independent lives.**





**Family carers may have decades of experience.**

## Caring for someone with a learning disability

Family carers of people with learning disabilities are often unique amongst carers. Many will experience a lifetime of caring as the people they care for live longer and have more fulfilling lives.

Negotiating the health, education and social care systems through infancy, childhood and adulthood is a daunting task, but can also mean that family carers may have decades of experience.

For carers of people with learning disabilities, having a break, finding support and getting the best and most appropriate services must be seen in the context of this lifetime of caring. Carers who have a learning disability themselves have their own specific needs.

Some people with learning disabilities are caring for a partner or friend - and often as families grow older the person who is being cared for may start to care for their parent or carer. This is known as mutual caring, and sometimes it is difficult to see when this is happening and to get the right support.

**Carers Trust** offers valuable advice and information from their web site and **Carer Support Wiltshire** has support workers who can visit.

# Caring for someone who has problematic drug or alcohol use

When someone you love has problems with drug or alcohol use, you can feel really isolated, confused and alone. This person could be your partner, son or daughter, mother or father, friend or other relation. You may not know where to turn for help and advice for yourself, or for the person you are concerned about.

There are treatment services in Wiltshire designed to help individuals who are experiencing problems with drug and alcohol misuse. There are also services to support family members and carers of these people as we recognise that you can suffer from stress and anxiety; there could be financial difficulties; the person could be involved in criminal activity; and your work and social life can also be affected.

**Families Plus Action on Addiction and Wiltshire Addiction Support Project (WASP)** provide specialist support, advice and information for family members and carers as well as providing support to the person with the problematic substance misuse. WASP also provide peer support through a Team who have personal experience of caring for someone with substance misuse issues. Meetings can be arranged at venues where the carer feels most comfortable.

**Details of how to access drug and alcohol treatment and support services for adults and young people in Wiltshire can be found at the end of this handbook.**

**Services are available to support carers of people with problematic substance use – you are not alone.**





**Carers and the people they care for are a partnership – what has an effect on one will usually have an impact on the other.**

## Caring for someone with a terminal illness

Relationships always play a very important part in our lives. When we are caring for someone close to us, our relationships with that person, family and friends could come under a lot of extra strain.

When someone close to you is terminally ill, you and the people around you will face many situations that you are unlikely to have met before. Carers and the people they care for are a partnership – what has an effect on one will usually have an impact on the other.

There are a whole range of practical day to day issues that you will find yourself having to deal with on top of your caring role. It is vitally important that you take time out from caring and that you rest whenever you can. Speaking to other people who are going through the same thing as you are can be very supportive and you can share your thoughts, experiences, feelings and worries.

Your local hospice will be a valuable source of information and support and will also have information on training courses available to you to help you in your caring role.

There are three hospices serving adults in Wiltshire, each providing dedicated end-of-life care for patients and compassionate support for their families and friends: **Salisbury Hospice**, **Prospect Hospice** in Wroughton and **Dorothy House** in Winsley. There are also children's hospices serving the Wiltshire community – this information would be available from a paediatrician or lifetime nurse.

# Caring for someone with impaired hearing or vision

The person you care for may be visually impaired; deaf; have an acquired hearing loss; or are deafblind (sometimes known as dual sensory impairment – people who have a significant combination of hearing and sight loss) which means they often rely on your support to be their “eyes and ears”. It can be difficult to know where to go for specialist help and advice.

**The Wiltshire Hearing and Vision Team** are a specialist team operating across the county providing information, support, advice, assessment and often the equipment necessary to enable the person you care for to carry on leading an independent life.

They are there to support carers as well as the people they care for, especially where the carer has a sensory impairment themselves and requires support, specialist advice, information and rehabilitation services in order to continue in their caring role. The team consists of trained hearing and vision staff including social workers, rehabilitation officers and support workers who will either visit you and discuss the person you care for needs within your own home; or you can visit one of the drop in centres in Salisbury (**Wessex Sight Centre**) and Devizes (**Hearing and Vision Resource Centre**).

**Contact information for The Wiltshire Hearing and Vision Team can be found at the end of this handbook.**





## **The Wiltshire Blind Association**

The **Wiltshire Blind Association** is a local charity covering both Wiltshire and Swindon, their aim is to support and enable those with sight loss locally to reach their full potential by giving them access to information, advice resources and technology.

A team of specialist sight advisors work in the local community and offer a range of services including:

- clubs
- drop in
- helpline
- services for carers
- workshops
- resource centre
- specialist family support
- counselling
- help desk at the GSW

**The Wiltshire Blind Association** receives no statutory funding and relies on the generosity of supporters and the local community, for more information about any of their services please see the back of this handbook for contact details.



# Young carers

A young carer is a child or young person (aged from five to 25) whose life is affected by caring for at least one family member, over and above just 'helping out'.

A young carer has the same rights as other carers under the NHS Community Care Act 1990 and is entitled to an assessment of needs.

Whilst young carers' lives can be enriched by their caring role, having a strong bond and relationship with the person they care for, there can also be detrimental and negative impacts on their lives which interfere with their personal and social life and ability to interact with friends, create difficulties at school and with employment opportunities, and lead to physical and emotional health problems.

In addition to trying to get to school, complete coursework, take exams and have a social life, they are often very involved in caring roles such as:

- physical care including lifting and assisting with mobility
- practical tasks including fetching and carrying, shopping, gardening, cleaning and laundry
- personal care including helping with washing, toileting, dressing, and feeding
- care for younger brothers and sisters
- emotional support providing reassurance, listening and talking
- helping with family finances
- reminders to take medication, giving it, and changing dressings
- liaison with GP professionals and others.

**A young carer has the same rights as other carers under the NHS Community Care Act 1990 and he/she is entitled to an assessment of needs.**





**The number of young carers in Wiltshire was estimated to be around 2700 according to the 2011 census.**

### **Support for young carers in Wiltshire includes:**

- advice at the end of the telephone
- practical and emotional support
- an assessment of young carers needs which will ensure that the level of care is safe and not overwhelming
- support to make sure the right services are accessed
- range of activities and a chance to have fun and relax with other young carers.

### **These activities might include:**

- healthy living projects
- mentoring
- environmental and conservation projects and a carers volunteering programme
- leadership and skills development projects
- money matters education
- sports and activities
- day trips and short overnight breaks.

**A national children's charity, *Spurgeons* are commissioned to provide support for young carers between the ages of 5 and 18 years in Wiltshire whose dedicated young carer website is [www.spurgeonsyc.org](http://www.spurgeonsyc.org)**

### **Activities and services offered by *Spurgeons* will include:**

- assessment of young carers to identify and offer support needed
- a young carers newsletter with information and advice

- groups and activities where young carers can meet up and have fun and learn new skills
- specialist support such as mentoring/ counselling
- advocacy in situations where young carers feel their voice is not heard
- a young carers forum where young carers can help to shape services offered to them
- transition support when young carers move schools or experience a change in circumstances
- information about other useful services including support to access adult services for young carers aged 16 upwards
- a dedicated Young Carers website.

The staff team are passionate about making a difference to the lives of Young Carers by helping them find the right help to support them within their caring roles and as young people in their own right.

Contact details for **Spurgeons** can be found at the end of this handbook.





**Having a break is more likely to help you cope with caring and give you necessary time for yourself, time to recharge your batteries.**



## Taking a break from caring

Having a break is more likely to help you cope with caring and give you necessary time for yourself, time to recharge your batteries. You may want a break so that you can follow up your interests or catch up with family or friends. You may want to plan a longer break to allow you to go on holiday.

The person you care for may benefit from a break too, for example by getting out of the house, meeting people or taking part in interesting activities. The person who is receiving the care must consent to any care that they receive; the reality for some carers may be that the person you care for only wants you to look after them. Respite/short breaks can take various forms to meet different needs and preferences. It is provided after an assessment of your needs for a break and also an assessment of the person you care for.

### Respite care can be:

- care in a residential care or care at home for a week or longer to enable you to go away on holiday or have a long rest
- care at a day centre, day care resource or a care home for a day to give you a break for a day or more a week
- care by a trained person for a few hours in your home to give you a short break
- a variety of help for the person you care for.

There are other services which can help the person you care for with social activities of their choice such as going shopping or to the cinema.

These services are provided by a range of organisations and can be a one-off or on a regular basis. If the person you care for can pay for the complete cost of respite care you may decide to make your own arrangements.

It is a good idea to ensure that the person has an assessment of their needs, even if they are paying for the care themselves. You will then have a clearer idea about the kind of care they need. Contact [Wiltshire Council customer advisors](#) to arrange this.

**Across Wiltshire, the carers organisations provide breaks for carers of all ages, in the form of:**

- one-to-one support and mentoring for carers to talk over their concerns
- counselling, complementary therapies, pampering sessions
- sports and health sessions, day trips, book clubs, carers cafes, gardening clubs, walking groups, coffee mornings
- young carers groups
- support groups for specific people such as carers of those with mental ill health, parent carers and those caring for someone with problematic substance misuse.

## **Short breaks for parent carers and carers of children under 18 years of age**

The Wiltshire Short Breaks Local Offer is available to parent carers and carers of young people with additional needs who meet the eligibility criteria. **For more information contact [Wiltshire Parent Carer Council](#) and look at the short break opportunities on the [One Stop Wiltshire website](#).**

**The person you care for may benefit from a break too.**





**Carers save the country a massive £119 billion every year - they are a hidden army.**

## Taking care of yourself as a carer

Carers save the country a massive £119 billion every year - they are a hidden army.

As a result of caring, 10% of carers have high blood pressure, 20% have a back injury and a great many suffer with anxiety and stress-related illnesses.

Whilst caring can be very rewarding, many carers feel extremely isolated, lonely, exhausted and frustrated in their caring role and need to understand that they are not alone – there are many other people in the same position

It is essential that carers take care of themselves, both physically and emotionally, and there are many ways that you can do this.

Carer Support Wiltshire, the Alzheimer's organisations and Spurgeons provide many and varied opportunities for carers across the county to get together for mutual support, take breaks, attend a range of groups, go on day trips and offer information and advice on a wide range of issues such as benefits, first aid and safe caring.

There are also opportunities to take part in focus groups and consultations with Wiltshire Council and NHS Wiltshire Clinical Commissioning group which will lead to service developments which will improve the lives of carers and those they care for.

There are more than 8,000 carers registered with the organisations in Wiltshire and many will report that their lives are enriched and improved by the support received. They feel less isolated and make lasting friendships.

# Register as a carer at your GP surgery

GP surgeries across Wiltshire have carers registers and it is important to identify yourself as a carer so that you can receive extra support and advice.

Many run carers clinics which include a health check with a nurse and an appointment with a **Carer Support Wiltshire** worker to look at your wider support needs. GPs can also offer carers a 'prescription break' which will give them a break from caring and improve their physical and emotional health and wellbeing.

GPs can also offer carers a prescription for 'health breaks' which will give them a break from caring and improve their physical and emotional health and well being.



**It is important to identify yourself as a carer so that you can receive extra support and advice.**





## Financial information

The government provides a variety of benefits for both you and the person you care for and you should not be reluctant to claim them. As a carer you may be entitled to benefits such as Carers Allowance.

The welfare benefits system is complicated and changing. If you plan to claim it is important to speak to an advice service first as your claim for benefits may affect the benefits for the person you care for.

If you care for someone who would be entitled to support, whether or not they choose to take up that support, then you can ask for someone from the **Wiltshire Council Financial Benefits team (FAB team)** to carry out a financial benefits check. Contact **Wiltshire Council's customer advisors**. There is a list of organisations to help you with financial advice on the contact page at the back of this handbook.

If the person you care for is responsible for funding the cost of their own long term care it is important that you seek specialist information and advice and explore all the options available to you before entering into any commitment.

**You will also find useful information on the government web site [www.direct.gov.uk](http://www.direct.gov.uk) and on **The Carers Centre** website you can read more about welfare rights for carers.**

**You can also talk to the **Wiltshire Citizens Advice Carers Project** for help with benefits claims. Details at the back of the booklet.**

# Wiltshire Citizens Advice



Wiltshire Citizens Advice offers holistic advice delivered by quality assured trained advisors. Information is given on the law, rights and obligations and services available.

Clients are offered an initial assessment to explore their problem and find the best way of helping them. This could be information or signposting or an appointment with an advisor.

## Advice areas are:

- Welfare benefits
- Money and debt advice
- Consumer issues
- Family and personal matters
- Employment
- Housing
- Taxes
- Immigration and nationality
- Education
- Health
- Discrimination.

The advice service is delivered from four main offices in: Chippenham; Devizes; Salisbury and Trowbridge, with a further 12 outreach offices across the county. Home visits can sometimes be arranged.

**Wiltshire Citizens Advice Carers Project** have dedicated caseworkers who can provide support to meet individual carers needs in the areas of money advice and welfare benefits. Contact details can be found at the end of this handbook.





**Carers Direct Payments enable carers to purchase the services that they are assessed as needing.**

## Carers Direct Payments

Carers Direct Payments enable carers to purchase the services that they are assessed as needing, not only to support them in their caring role, but also to maintain their own health and wellbeing and to improve their opportunities in relation to work, education, training and leisure. They are accessed through a carers assessment.

They are provided to carers in their own right and are completely separate from any provision for the person they care for.

In order to be eligible for the Carers' Direct Payment service, the carer must be caring for someone who is eligible for social care services (but does not necessarily need to be receiving those services).

Carers Direct Payments can be used very flexibly for a variety of things, such as paying for a carer's sitting service, payments for help towards driving lessons, purchase of a mobile phone or computer, educational or leisure courses, gardening, housework, holistic therapies and help towards holidays.

The payments must be used to help and support the carer to continue in their caring role.

**Contact [Wiltshire Council Adult Social Care Customer Advisors](#) for more information.**

# Managing your Direct Payment



Wiltshire Centre for Independent Living (WiltsCIL) is funded by Wiltshire Council to support all disabled, older people, children and families and carers who are in receipt of, or thinking of having, a Carers Direct Payment.

Their service aims to support you to set up and manage your direct payment with confidence so that you can get the most out of your package, having choice and control about how your needs are met and the care you receive.

The support they provide will be personal to you; they can provide as much or as little support as you feel you need.

**They can provide the support in a variety of ways including:**

- on-line and telephone advice
- workshops to hear from experienced recipients of direct payments
- a chance to meet with an individual mentor – an experienced DP user who can support you
- introductions to join a local group of like minded people who are receiving a DP to share experiences and learn from each other
- a visit from a Wilts CIL Independent Living resource advisor.

The choice of how you are supported is yours!





# Managing your money

Wiltshire Citizens Advice Carers Project have dedicated caseworkers who can help you with all aspects of money advice including budgeting, money management and debt advice.

Wiltshire Community Bank is made up of local credit unions which are financial co-operatives - owned and controlled by their members. Credit unions are regulated by the Financial Services Authority (FSA) which means that your savings are safe.

Wiltshire Community Bank is for everyone and looks forward to welcoming you as a member.

## Credit union members can access:

- Savings and standard loans
- Prepaid debit cards (Alto)
- Budgeting accounts
- Co-op electricals.

## Dealing with loan sharks

Loan sharks are unlicensed money lenders who charge very high interest rates and sometimes use threats and violence to frighten people who can't pay back their loan.

## Debt advice

You can find a list of organisations providing debt advice on the Wiltshire Money website.

## The Money Advice Service

A national helpline giving you free, clear, unbiased advice to help you manage your money.

The logo for Wiltshire Money, featuring the words "Wiltshire Money" in a blue, sans-serif font. The letter "e" in "Money" is replaced by a blue coin icon.The logo for Wiltshire Community Bank, featuring the words "Wiltshire Community Bank" in a red, cursive font. The letters "W" and "B" are stylized and intertwined, with a red circular graphic element behind them.

# Keeping safe in the home

When you go out do you worry about the person you care for:

- falling?
- remembering to take their medication?
- knowing who to contact in an emergency?

There are pieces of equipment like lifelines, pendant alarms, smoke detectors, carbon monoxide detectors and many others that can help people to remain safe at home, 24 hours a day. This sort of equipment is called telecare or assistive technology.

Wiltshire Council and NHS Wiltshire Clinical Commissioning group have one company to provide this equipment across the county. This company is **Medequip-UK**, working with **Aster Living**. Linked to this equipment is a call centre, provided by **Wiltshire Medical Services** who also provide the out-of-hours GP service across the county. If a telecare alarm is triggered, a member of staff from **Wiltshire Medical Services** will respond. If they cannot speak to the person, they will contact a local family member, send out one of their staff, or possibly send an ambulance if required.

**Wiltshire Fire and Rescue Service** offer a free home fire safety advice service, including the supply and fitting of smoke alarms if you are: over 65; have children under 5; have physical or mental ill health; live on a low income; or in a mobile home, boat or thatched property or live in an isolated rural location.

**For more information contact Wiltshire Council's customer advisors.**





## Information on keeping carers and the people they care for safe

Some people may be more at risk of being treated badly than others and there are many different reasons and situations why this occurs. Sometimes this escalates to a form of abuse.

Abuse is when someone tries to take away your rights, when someone does or says something to you which causes you to be unhappy, scared or angry. It can be in many different forms, such as:

- **Discriminatory abuse** – including that based on a person's ethnic origin, religion, language, age, sexuality, gender, disability, and other forms of harassment, slurs or similar treatment.
- **Sexual abuse** – including rape and sexual assault, contact or non-contact sexual acts to which the Vulnerable Adult has not consented, or could not consent or was pressurised into consenting.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact or communication, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse** – including theft, fraud, exploitation, and pressure

in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation or property, possessions or benefits.

- **Neglect or acts of omission** – including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life such as medication, adequate nutrition and heating.
- **Physical abuse** – including hitting, slapping, pushing, kicking, misuse of medication, inappropriate restraint or inappropriate sanctions.
- **Institutional abuse** – indicated by repeated instances of unsatisfactory professional practice, pervasive ill treatment or gross misconduct indicating an abusive climate.

Carers themselves can experience abuse from the person to whom they are offering care and support or their emotional and physical wellbeing suffers as a direct result of their caring role. The risk of this increases when the cared for person:

- have needs that exceed the carer's ability,
- does not consider the needs of the carer,
- treats the carer with a lack of respect and courtesy,
- rejects help and support from outside the home;
- refuses to be left alone,
- is angry about their situation,
- has sought help but did not meet the criteria, or
- doesn't understand their actions / impact.





There is also the risk of abuse to the cared for person by the carer, which is often unintentional. This may arise due to the pressure of the caring role (i.e. through tiredness, illness, capacity or lack of information on how to care).

If you think someone is abusing you or the person you care for then it is very important that you tell someone as soon as possible, even if you are caring for a child or young person. It is important to remember that if the person you care for has aggressive behaviour towards you, you should seek help as soon as possible.

Likewise if you feel that you are under great strain or stress and are becoming worried that as a result you may hurt the person you care for, seek assistance as soon as possible. This should be someone you trust such as your family, a friend, a doctor, a social worker, the police or an organisation that supports you. If nothing happens after this then it is important that you tell someone different.

**Wiltshire Council** has the statutory responsibility for keeping people safe in Wiltshire and has a safeguarding team that you can refer to for advice. It is essential that any allegation of abuse is taken seriously however insignificant it may seem at the time.

Here are some useful  
contact details:

**Wiltshire Council Social Care Team**

Tel: 0300 456 0111

Email: [safeguardingadults@wiltshire.gov.uk](mailto:safeguardingadults@wiltshire.gov.uk)

If you need help outside of work hours then  
you can contact:

**Emergency Duty Service**

Tel: 0845 607 0888

**Wiltshire Police Vulnerable Adults' unit**

Tel: 01380 734212

**Police Out of Hours Service**

Tel: 0845 408 7000





# Keeping young carers and the people they care for safe

Young carers can find that caring for someone takes up a lot of their time and it can sometimes be very difficult for them to cope with everything, even when they want to and are happy to do it.

## Many young carers:

- cannot leave the family home because of caring responsibilities and cannot take part in social activities, so may lack good, close or supportive friends,
- constantly worry about their home situation and the person they care for,
- are bullied in school because of their relationship with the person they care for,
- suffer with spinal and other health problems due to poor manual handling and lifting,
- find the anxiety, worry and stress brought on by their caring role very difficult to manage.
- can be caring for someone who experiences long-term pain or who may do things without a clear reason,
- are affected by the death of a loved one or the fear that a loved one will die, and
- will be caring for someone with drug or alcohol misuse which can make it very difficult to keep safe.

## You should tell someone as soon as possible if you:

- think a child or young person is at risk of significant harm,
- are a child or young person caring for someone who you think is being abused,
- are a child or young person and the person you are caring for has aggressive behaviour towards you, or
- are a child or young person and you feel under great strain or stress and are becoming worried that you may hurt the person you care for.

## You can contact:

### Social care team emergency

Tel: 01380 826200

Out of hours: 0845 6070 888 (emergency duty service number) or if there is immediate danger or a child is injured, phone **999**.

Or you can speak to someone you trust such as your family, a teacher, a doctor or an organisation that supports you. If nothing happens after this then it is important that you tell someone different.

As part of everybody's responsibility for safeguarding children and young people, and considering their welfare, in Wiltshire all services who work with children, young people and their families work together to help families before things reach crisis point.

Children can only be safeguarded properly if agencies work effectively together. **Local Safeguarding Children Boards (LSCBs)** are designed to help ensure that this happens.



Wiltshire Safeguarding Children Board and Wiltshire Children and Young People's Trust have worked together to produce guidance about making decisions to support professionals to ensure that children, young people and families are able to access the right service to help them bounce back and adapt to change, to improve life chances, and keep children and young people safe.

**The “Multi-Agency Thresholds for Safeguarding Children” guidance and relevant forms can be found at:**

**[www.wiltshirepathways.org](http://www.wiltshirepathways.org)**

**and soon at [www.wiltshirelscb.org](http://www.wiltshirelscb.org)**

The information is designed to help those working with children and young people and their families to identify which level of need a child/family is likely to meet.

A flowchart is available on either of the above websites which provides an overview of what to do if a child or young person needs additional help.



# Carers and the law - your rights

You may not realise, but as a carer you do have rights. The following Acts are the main ones relating to carers:

## **Carers (Recognition and Services) Act 1995**

Carers of all ages have a right to their own carers assessment to discuss their ability to care and willingness to continue caring, and to identify what support they need.

## **Carers and Disabled Children's Act 2000**

Carers over the age of 16 who provide regular and substantial care can be assessed for services in their own right such as direct payments and breaks.

## **Children Act 1989**

This particularly relates to young carers who can be assessed as a 'Child in Need' and have an assessment of their caring needs. A whole family assessment can also be undertaken.

## **Work and Families Act 2006**

This Act gives parents the right to request flexible working

## **Carers Equal Opportunities Act 2004 and Equality Act 2010**

Carers have a right to their own assessment which will take into account their wish to take up, or remain in education, training or employment and leisure activities. The new Equality Act protects both the cared-for person and the carer from discrimination 'by association' when asking for and receiving goods and services, shopping and travelling.

**You may not realise, but as a carer you do have rights.**





**If you are a carer you may want to consider talking with the person you care for about obtaining a Lasting Power of Attorney (LPA).**

## Lasting Power of Attorney

If you are a carer you may want to consider talking with the person you care for about obtaining a Lasting Power of Attorney (LPA).

An LPA is a legal document. It allows them to appoint someone (over the age of 18) that they trust as an 'attorney' to make decisions on their behalf when they no longer wish to or when they lack the mental capacity to do so.

Someone can lack mental capacity if they have an injury, disorder or condition that affects the way their mind works. This could mean they have difficulty making decisions all of the time or that it might take them a long time to make a decision.

### **There are two different types of Lasting Power of Attorney:**

- Health and Welfare Lasting Power of Attorney.
- Property and Financial affairs Lasting Power of Attorney.

The cared-for person can give specific instructions regarding any future health treatment (personal welfare LPA), as well as financial matters (financial LPA). The amount of power can be limited to certain parts of their affairs, for example they may want to exclude sale of their house from your power.

**For more advice on LPA, you can use the contact details at the back of this handbook to contact [Wiltshire Age UK](#), [Wiltshire Citizens Advice](#) or visit the [directgov](#) website.**

# Carers and employment

You may be considering giving up work so that you can continue to care, or you may find you cannot work because of the time you spend caring.

Your role as a carer may have ended and you may be looking for work.

No two carers are the same and caring can be unpredictable.

## Caring and working

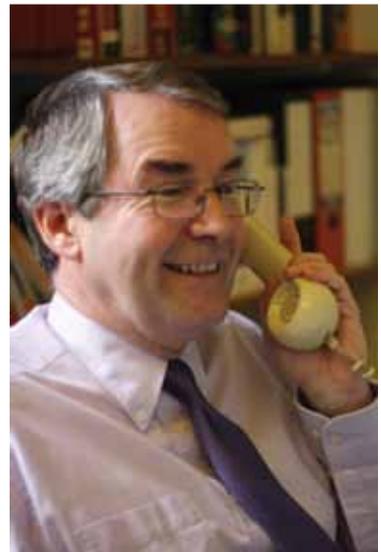
Problems you could face as a carer when working may include:

- stress and anxiety from constantly juggling work and care
- tiredness and having to cope with little or broken sleep
- isolation because you have no time to go out and socialise
- feeling that your colleagues think you are not committed to your paid work
- organising care for the person you look after whilst you are at work.

**However, the benefits of being able to work may include:**

- improved finances now and in the future
- increased self-esteem
- better social networks.

**No two carers are the same and caring can be unpredictable.**



# Carers' rights at work

As a carer you have statutory rights at work to help you meet the needs of caring and working.

**The two main Acts are:**

- The Work and Families Act 2006.
- Employment Rights Act 1996.

**This is some of the support that employers should be able to give you as a carer:**

- Time off for emergencies.
- Flexible working.

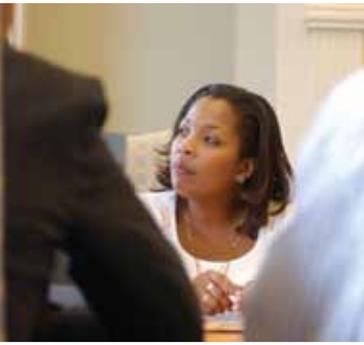
**As a carer you may take 'reasonable' time off to deal with an emergency relating to a dependent, emergencies such as:**

- unexpected illness
- an accident
- a breakdown in care arrangements
- a need to make longer term arrangements for someone who is ill or injured, but not to provide long term care yourself.

**As a carer you have the right to request changes in your work patterns to manage your caring responsibilities for example:**

- flexible working patterns
- ability to work from home (where this is possible)
- reducing hours temporarily or permanently.

**Information on flexible working should be available from your manager, human resource / personnel team or welfare officer, union or staff representative.**



**As a carer you have statutory rights at work to help you meet the needs of caring and working.**

# Thinking of leaving paid work?

Many carers make the difficult decision to leave work and concentrate on caring. Before deciding to do this, you may find it useful to think about:

- how you would manage financially
- what support you might receive from family and friends to help you keep working
- how difficult it may be to get back into work if your caring role changed
- whether you would be able to continue work if more help from services such as Help to Live at Home for the person you care for were in place
- what difference this might make to your relationship with the person you care for
- what welfare benefits you may be entitled to
- what would happen to your retirement pension, occupational pension and national insurance contributions
- what local support there is for carers, such as support groups and activities
- what support is available so that you can take a break from caring, or keep up contact with friends.

**It may be useful to discuss these issues in confidence, with [Carer Support Wiltshire](#), contact details are at the end of the handbook.**





**Carers can learn valuable skills whilst caring and some of these can be transferred to work.**

## Going back to work

If you have been caring for some years and are thinking about going back to work you may feel you no longer have the skills required, or may lack confidence.

Carers can learn valuable skills whilst caring and some of these can be transferred to work. It can be very difficult to think about returning to work, but you can start by thinking about your skills, now and in the past.

Support to go back to work can be found from [Job Centre Plus](#):

- Training programmes to learn new skills or refresh old ones
- Support to make applications and CVs and prepare you for an interview
- Financial help when you move into work.

[Job Centre Plus](#) also offers support to carers who want to combine their caring role with work. They will help you:

- prepare for work and find suitable training
- offer funding for replacement care when you participate in training and appointments that they have agreed
- offer funding for job interviews

They have introduced specialist training for advisors who work with carers.

# Training

As a carer you may want to provide the best help for the person you care for. Specific training may help you understand the medical condition of the person you are caring for.

Carer Support Wiltshire co-ordinates a training network of organisations which work together to develop and deliver training to carers. This includes a wide range of courses covering subjects such as first aid, safe manual handling/ safe caring and dementia awareness. Up to date details are available from Carer Support Wiltshire.

We now have several e learning packages for carers and others across Wiltshire. These are funded by [Wiltshire Council](#) and made widely available via the internet. These are the subjects covered:

- Understanding Autism
- Carers Awareness
- Dementia

They are easy to access as you need just one user name and password to make use of all of the different topics available.

**To access the packages go to:**

[www.kwango.com](http://www.kwango.com) and log in using the user name: [CARERSkwa](#) and password: [WCC1009](#)

If you are not a carer but wish to access this E-Learning please contact: [dcstraining@wiltshire.gov.uk](mailto:dcstraining@wiltshire.gov.uk) who will provide you with a user name and password.

As a carer it is important to have your own interests and make time to pursue them when you can.

**As a carer you may want to make sure that you are equipped to provide the best help possible.**





Some colleges run courses for carers in informal environments where you can find a study programme to suit your learning styles, caring role and personal aims. Reductions to carers on benefits may be available.

**Visit your local college for information or the [direct.gov](https://www.direct.gov.uk) website for information on working and employment.**

# Moving on from caring

You may cease to be a carer for a variety of reasons and you are likely to experience mixed emotions due to:

- grief
- loss
- relief
- guilt
- emptiness
- loneliness
- change in circumstances.

If you are known to [Carer Support Wiltshire](#) they can support you through this time for up to 18 months after your caring role ends.

They can advise you on returning to work, support you to socialise again and inform you on the opportunities for volunteering, alongside putting you in touch with other organisations which may help the moving-on process.

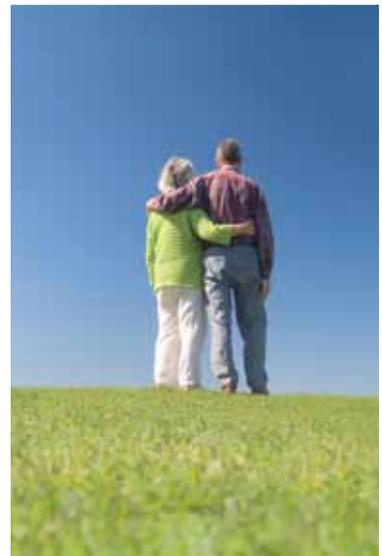
[Wiltshire Council](#) and [NHS Wiltshire Clinical Commissioning group](#) have commissioned [Relate](#) to provide bereavement counselling groups for carers across Wiltshire.

Support can also be obtained from [Cruse](#).

[SWAN Advocacy](#) supports and empowers individuals to ask for the information and services they need in order to improve their own health and well-being. As well as supporting carers, they welcome new volunteers.

Other ways forward through volunteering can be found at the [Wiltshire Volunteer Centre](#) and [Job Centre Plus](#).

**You may cease to be a carer for a variety of reasons and you are likely to experience mixed emotions.**





# Contacts

## Support for carers

Pages 6-7

### Wiltshire Council

Carers Library Services

Tel: 0300 456 0100

Adult Social Care

Tel: 0300 456 0111

### Carer Support Wiltshire

Independent Living Centre,  
St Georges Road, Semington,  
Trowbridge Wiltshire BA14 6JQ

Tel: 0800 181 4118

Carers Emergency Card

Tel: 0800 066 5068

[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

### NHS Carers Direct

Tel: 0808 802 0202

[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

### Alzheimer's Society

Unit 15, Forest Gate, Pewsham,  
Chippenham SN15 3RS

Tel: 01249 443469

29a Brown Street, Salisbury SP1 2AS

Tel: 01722 326236

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Wiltshire Parent Carer Council

SSi Buildings, Fordbrook Business  
Centre, Marlborough Road,  
Pewsey SN9 5NU

Tel: 01672 569300

[www.wiltshireparentcarercouncil.co.uk](http://www.wiltshireparentcarercouncil.co.uk)

### Alzheimer's Support

Park House, 1 Park Road  
Trowbridge BA14 8AQ

Tel: 01225 776481

Dezives office, 5 Sidmouth St  
Dezives SN10 1LD

Tel: 01380 739055

[www.alzheimerswiltshire.org.uk](http://www.alzheimerswiltshire.org.uk)

### Age UK Wiltshire

13 Market Place, Dezives  
Wiltshire SN10 1HT

Tel: 01380 727 767

[www.ageuk.org.uk](http://www.ageuk.org.uk)

### SWAN Advocacy

26 Milford Street, Salisbury SP1 2AP

Tel: 01722 341851

[www.swanadvocacy.org.uk](http://www.swanadvocacy.org.uk)

## Spurgeons

Rachel Stewart, Service Manager

Tel: 01225 701820

Email: [sycwadmin@spurgeons.org](mailto:sycwadmin@spurgeons.org)

[www.spurgeons.org](http://www.spurgeons.org)

## Carers UK

Tel: 0808 808 7777

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

## Carers Trust

Tel: 0844 800 4361

[www.carers.org](http://www.carers.org)

## Carers assessment

Page 8

### Customer Advisors at Wiltshire Council

Tel: 0300 456 0111

Website link to Guide to  
Assessment of Carers Needs:

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

and eligibility criteria:

[www.wiltshire.gov.uk/  
healthandsocialcare/carers/adultcarers](http://www.wiltshire.gov.uk/healthandsocialcare/carers/adultcarers)

### Wiltshire Council Children with a Disability team

North and East

Tel: 01249 707900

South and West

Tel: 01225 752198

## Practical help

page 9-10

### Leonard Cheshire Disability North and East Wiltshire

Tel: 01225 781126

### Mears Group East and South Wiltshire

Tel: 0845 266 8944 (will be diverted  
to mobile out of office hours)

### Somerset Care West and North Wiltshire

Tel: 01225 702141

### Enara Complete Care Services West Wiltshire

Tel: 01225 791015



Page 9-10 contacts continued over...

## **Independent Living Centre**

Tel: 01380 871007

[www.ilc.org.uk](http://www.ilc.org.uk)

## **British Red Cross**

Tel: 0117 301 2600

[www.redcross.org.uk](http://www.redcross.org.uk)

## **Wiltshire Bobby Van Trust**

Tel: 01225 794652

[www.wiltshirebobbyvan.org.uk](http://www.wiltshirebobbyvan.org.uk)

## **Caring for someone with dementia**

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### **Alzheimer's Society - North and South Wiltshire**

Unit 2, The Works, The Butts  
Chippenham SN15 3JT

Tel: 01249 443469

29a Brown Street  
Salisbury SP1 2AS

Tel: 01722 326236

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### **Alzheimer's Support - West and East Wiltshire**

Park House, 1 Park Road  
Trowbridge BA14 8AQ

Tel: 01225 776481

5 Sidmouth Street  
Devizes SN10 1LD

Tel: 01380 739055

[www.alzheimerswiltshire.org.uk](http://www.alzheimerswiltshire.org.uk)

## **Alzheimer's Society National helpline**

Tel: 0845 3000 336

## **Carer Support Wiltshire**

Tel: 0800 181 4118

[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

You can request a free copy of the booklet 'Caring for someone with Dementia' from Wiltshire Council customer advisors:

## **Wiltshire Council Adult Social Care Customer Advisors**

Tel: 0300 456 0111

[www.wiltshire.gov.uk/  
healthandsocialcare](http://www.wiltshire.gov.uk/healthandsocialcare)

## **Caring for someone who is elderly or has a long term health condition**

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### **Wiltshire Council Adult Social Care Customer Advisors**

Tel: 0300 456 0111

[www.wiltshire.gov.uk/  
healthandsocialcare](http://www.wiltshire.gov.uk/healthandsocialcare)

### **Parkinsons Disease Society**

Helpline: 0808 800 0303

[www.parkinsons.org.uk/](http://www.parkinsons.org.uk/)

### **Stroke Association**

Block 40, The Green  
Salisbury NHS Foundation Trust  
Salisbury SP2 8BJ  
Wiltshire Tel: 01722 329053  
National Helpline: 0303 3033 100  
Textphone: 18001 0303 3033 100

### **Multiple Sclerosis Society**

Helpline: 0808 800 8000  
[www.mssociety.org](http://www.mssociety.org)

### **Arthritis Care**

Helpline: 0808 800 4050  
[www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

### **British Heart Foundation**

Tel: 0300 333 1 333  
[www.bhf.org.uk](http://www.bhf.org.uk)

### **Motor Neurone Disease Association**

Helpline: 08457 626262  
[www.mndassociation.org/](http://www.mndassociation.org/)

**Caring for  
someone with  
mental ill health**  
page 13

### **SWAN Advocacy**

26 Milford Street  
Salisbury SP1 2AP  
**Tel:** 01722 341851  
[www.swanadvocacy.org.uk](http://www.swanadvocacy.org.uk)  
[www.alabareinclude.com/directory](http://www.alabareinclude.com/directory)

### **The Patient Advice & Liaison Service (PALS)**

Freephone: 0800 073 1778  
The Patient Advice & Liaison Service (PALS) is a free, confidential and impartial service available to everyone who uses Trust services, their families, carers or anyone who needs advice, information, support or guidance with a particular issue.

### **North Mental Health Social work team**

Tel: 01249 468500

### **South Mental Health Social work team**

Tel: 01722 432555 (this new service goes live in July 2013)

The mental health social work team takes new referrals and requests for Mental Health Act Assessments during office hours. Out of hours for urgent issues contact:

### **Emergency Duty Service**

Tel: 0845 60 70 888

Detailed information and a carers handbook can be found at:  
[www.awp.nhs.uk/advice-support/service-users](http://www.awp.nhs.uk/advice-support/service-users)

### **Rethink**

Tel: 01823 365 327  
[www.rethink.org](http://www.rethink.org)

### **Mind**

Tel: 0300 123 3393  
[www.mind.org.uk/help/carers](http://www.mind.org.uk/help/carers)

# Caring for your disabled child, someone with autism or Aspergers Syndrome, or someone with a learning disability

page 14-16

## **Carer Support Wiltshire**

Tel: 0800 181 4118

[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

## **Wiltshire Parent Carer Council**

Tel: 01672 569300

[www.wiltshireparentcarercouncil.co.uk](http://www.wiltshireparentcarercouncil.co.uk)

## **Ask Wiltshire**

Tel: 08457 585072

[www.askwiltshire.org](http://www.askwiltshire.org)

## **National Autistic Society**

Tel: 0808 800 4104

[www.autism.org.uk](http://www.autism.org.uk)

## **Carers Trust**

Tel: 0844 800 4361

[www.carers.org](http://www.carers.org)

## **Scope**

Tel: 0808 800 3333

[www.scope.org.uk](http://www.scope.org.uk)

## **Independent Parental Specialist Education Advice**

Tel: Advice Line 0800 0184 016

[www.ipsea.org.uk](http://www.ipsea.org.uk)

## **Downs Syndrome Association**

Tel: 020 8614 5100

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

## **MENCAP**

Learning Disability Helpline

Tel: 0808 808 1111

Mencap Direct

Tel: 0300 333 1111

[www.mencap.org.uk](http://www.mencap.org.uk)

## **Mind**

Tel: 0300 123 3393

[www.mind.org.uk](http://www.mind.org.uk)

## **Wiltshire Council Children with a Disability Team**

North and East

Tel: 01249 707900

South and West

Tel: 01225 752198

## **Wiltshire Council Adult Social Care - Customer Advisors**

Tel: 0300 456 0111

## **Children's Short Breaks**

[www.onestopwiltshire.co.uk](http://www.onestopwiltshire.co.uk)

## Caring for someone who has problematic drug or alcohol use

page 17

### **Wiltshire Addiction Support Project**

Tel: 01225 775558  
Carers Support Line  
Tel: 07920 744313  
[www.addiction-support.co.uk](http://www.addiction-support.co.uk)

### **Families Plus Action on Addiction**

Tel: 01747 832015  
[www.actiononaddiction.org.uk](http://www.actiononaddiction.org.uk)  
To access drug and alcohol treatment and support services in Wiltshire call:  
Adults 18+ 0345 6036993  
Under 18s 0800 1696336

## Caring for someone with a terminal illness

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### **Salisbury Hospice**

Tel: 01722 425113  
[www.salisburyhospicecare.co.uk](http://www.salisburyhospicecare.co.uk)

### **Prospect Hospice**

Tel: 01793 813355  
[www.prospect-hospice.net](http://www.prospect-hospice.net)

### **Dorothy House**

Tel: 01225 722988  
[www.dorothyhouse.co.uk](http://www.dorothyhouse.co.uk)

### **Macmillan Cancer Support**

Tel: 0808 808 00 00  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

## Caring for someone with impaired hearing or vision

page 19-20

### **Wiltshire Council Hearing and Vision Team**

Adult Care Operations, Wiltshire Council, Unit C5, Beacon Business Park, Hopton Industrial Estate, Devizes SN10 2EY

Tel: 01380 725201  
SMS Text: 07899 067466  
Fax: 01380 731437  
Textphone: 01380 732126  
Email: [hearingandvisionteam@wiltshire.gov.uk](mailto:hearingandvisionteam@wiltshire.gov.uk)

### **Wiltshire Blind Association**

Tel: 01380 723 682  
Email: [enquires@wiltshireblind.org](mailto:enquires@wiltshireblind.org)  
[www.wiltshireblind.org](http://www.wiltshireblind.org)

Catalogues are available from:

### **The Partially Sighted Society**

Tel: 01302 323132  
Email: [info@partights.org.uk](mailto:info@partights.org.uk)

### **SW Retail Ltd (trading as 'IC')**

Email: [swretail@amservice.net](mailto:swretail@amservice.net)

## Young Carers

pages 21-23

### **The Children's Society**

[www.youngcarer.com](http://www.youngcarer.com)

### **Young Carers' Chat Room**

Overseen by the Carers Trust

[www.youngcarers.net](http://www.youngcarers.net)

### **Spurgeons young carers in Wiltshire**

Tel: 01225 701820

Email: [sycwadmin@spurgeons.org](mailto:sycwadmin@spurgeons.org)

[www.spurgeonsyc.org](http://www.spurgeonsyc.org)

Other interesting links:

[www.victoriacares.org.uk](http://www.victoriacares.org.uk)

[www.channel4.com/programmes/  
goks-teens-the-naked-truth/  
episode-guide/series-1/episode-3](http://www.channel4.com/programmes/goks-teens-the-naked-truth/episode-guide/series-1/episode-3)

<https://youngcarers.net>

<http://www.sibs.org.uk/>

## Taking a break

from caring

pages 24-25

### **Wiltshire Council Adult Social Care - Customer Advisors**

Tel: 0300 456 0111

[www.wiltshire.gov.uk/  
healthandsocialcare](http://www.wiltshire.gov.uk/healthandsocialcare)

### **Carer Support Wiltshire**

Tel: 0800 181 4118

[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

### **Wiltshire Parent Carer Council**

Tel: 01672 569300

[www.wiltshireparentcarercouncil.co.uk](http://www.wiltshireparentcarercouncil.co.uk)

### **Children's Short Breaks**

[www.onestopwiltshire.co.uk](http://www.onestopwiltshire.co.uk)

# Financial information

page 28-32

## Wiltshire Citizens Advice

Tel: 0844 375 2775 (landlines)

Tel: 0300 456 8375 (mobiles)

[www.cabwiltshire.org.uk](http://www.cabwiltshire.org.uk)

## Wiltshire Citizens Advice – Carers Project

Tel: 01249 454733 Email:  
[carersproject@cabwiltshire.org.uk](mailto:carersproject@cabwiltshire.org.uk)

## Age UK

National helpline: 0800 169 6565

Wiltshire tel: 01380 727767

[www.ageuk.org.uk](http://www.ageuk.org.uk)

## Wiltshire Centre for Independent Living

Tel: 01380 725400

[www.wiltshirecil.org.uk](http://www.wiltshirecil.org.uk)

## Community Bank / Wiltshire Money

Tel: 01249 248323

[www.wiltshiremoney.org.uk](http://www.wiltshiremoney.org.uk)

## National Money Advice Service

Tel: 0300 500 5000

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

## Carers Allowance Benefit and Enquiry Line

Tel: 0845 608 4321

[www.direct.gov.uk](http://www.direct.gov.uk)

## Carers' Centre

Tel: 01387 266 888

[www.carerscentre.com](http://www.carerscentre.com)

## Wiltshire Council accredited Care Fees Specialists

### Ashcourtrowan

Tel: 01225 475359

[www.ashcourtrowan.com/financial-planning](http://www.ashcourtrowan.com/financial-planning)

### Care Fees Investment

Tel: 0845 077 5655

[www.carefeesinvestment.co.uk](http://www.carefeesinvestment.co.uk)

## Keeping safe in the home

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## Wiltshire Council Adult Social Care - Customer Advisors

Tel: 0300 456 0111

## Wiltshire Fire and Rescue

Tel: 0800 389 7849

[www.wiltshirefire.gov.uk](http://www.wiltshirefire.gov.uk)

## Lasting Power of Attorney

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## Age UK Wiltshire

13 Market Place, Devizes

Wiltshire SN10 1HT

Tel: 01380 727 767

[www.ageuk.org.uk](http://www.ageuk.org.uk)

Page 29 contacts continued over...

## **Wiltshire Citizens Advice**

Tel: 0844 375 2775 (landlines)

Tel: 0300 456 8375 (mobiles)

## **DirectGov**

[www.direct.gov.uk/en/  
Governmentcitizensandrights](http://www.direct.gov.uk/en/Governmentcitizensandrights)

## **Carers and employment**

page 43-46

### **Carer Support Wiltshire**

Tel: 0800 181 4118

[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

### **Job Centre Plus**

Tel: 08456 060 234

[www.direct.gov.uk](http://www.direct.gov.uk)

## **Training and Learning**

page 47-48

### **Carer Support Wiltshire**

Tel: 0800 181 4118

[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

### **Wiltshire College**

Tel: 01225 35 00 35

[www.wiltshire.ac.uk](http://www.wiltshire.ac.uk)

### **Adult Learning and Skills**

[www.direct.gov.uk/en/  
EducationAndLearning](http://www.direct.gov.uk/en/EducationAndLearning)

## **Moving on from caring** page 49

### **Carer Support Wiltshire**

Tel: 0800 181 4118

[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

### **Cruse**

Tel: 0844 477 9400

[www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

### **Relate - midwiltshire**

Tel: 0300 003 1781

[www.relatemidwiltshire.co.uk](http://www.relatemidwiltshire.co.uk)

### **Wiltshire Volunteer Centre**

Tel: 0845 521 6224

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

### **Job Centre Plus**

Tel: 08456 060 234

[www.direct.gov.uk](http://www.direct.gov.uk)

### **SWAN Advocacy**

26 Milford Street

Salisbury SP1 2AP

Tel: 01722 341851

[www.swanadvocacy.org.uk](http://www.swanadvocacy.org.uk)

# Notes

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# What to do in an emergency

## Emergency Duty Service

For out-of-hours social care assistance.

Tel: 0845 60 70 888

## GP Out-of-Hours Service

Tel: 0300 111 5717

## NHS Direct

For 24 hour information and advice on health issues 365 days a year.

Calls cost 5p from a BT landline and mobiles may be considerably more.

Tel: 0845 4647

## Samaritans

24 hour confidential and non judgemental telephone listening support

Tel: 08457 909090

[www.samaritans.org](http://www.samaritans.org)

For hearing aid users:

Tel: 08457 909192

## PALS

Patient Advice and Liaison Service – for support and information to patients, families and carers

Tel: 0800 389 7671

(24hr free phone)

## Wiltshire Police

Emergency Calls 999

Non-emergency calls 101

## Wiltshire Carers' Emergency Card

Do you worry what would happen to the person you look after if you were taken ill and were unable to tell anyone that someone depends on you?

Wiltshire Council offers a free scheme to carers to offer assurance that in the event of the carer taken suddenly ill or involved in an accident or emergency situation the person they care for will not be forgotten.



Tel: 0800 066 5068

Email: [carersemergencycard@carersinwiltshire.co.uk](mailto:carersemergencycard@carersinwiltshire.co.uk)

## Wiltshire Medical Services

Wiltshire Medical Services provide the GP out of hours and Carers' Emergency Card 24 hour response service.

Tel: 0800 0665409

[www.wiltshiremedicalservices.co.uk](http://www.wiltshiremedicalservices.co.uk)

Information about Wiltshire Council services can be made available on request in other languages and formats such as large print and audio. Please contact the council by telephone on 0300 456 0100, or email [customerservices@wiltshire.gov.uk](mailto:customerservices@wiltshire.gov.uk)