

Personal support and advice

Carers can talk to one of the experienced team, each with their own specialist area, who can be a key point of contact to provide advice and information by phone 023 8058 2387 9am-5pm, Monday to Friday.

Social events

- Monthly Carers Lunch and Talk: Invited speakers talk on relevant issues (e.g. benefits, mental health) followed by a free lunch so you can meet other carers and members of our team who can provide information. See our website events page for more details.
- Support groups: on our website we list many support events and social activities run by other organisations across the city.

Financial benefits for carers or the 'cared-for'

- Carers Allowance is for those caring for over 35 hours per week.
- Disability Living Allowance (DLA) is for extra costs of looking after a child under 16 with additional support needs.
- Personal Independence Payment (PIP) helps with some of the extra costs caused by disability or long-term ill health in those aged 16-64.
- Attendance Allowance is a non-taxable benefit for over-65s needing personal care.



Details: www.gov.uk and www.carersuk.org/help-and-advice/financial-support
Check entitlements via the benefits calculator at: www.turn2us.org.uk

Employment rights

- You cannot be treated less favourably than non-carers (Equality Act 2010).
- You can ask for flexible working and time to attend appointments (whether this is paid or unpaid is at employer's discretion).
- Up to 18 weeks unpaid parental leave if the child is disabled and in receipt of DLA or PIP.

www.carersinsouthampton.co.uk

GP support

Tell your GP practice that you are a carer. Caring responsibilities can have an adverse impact on your physical and mental health, education and employment potential. Your GP can offer you:

- Flexible and joint appointment times and a home visit for carers who cannot leave their 'cared-for'.
- Free annual flu vaccination.
- Advice on NHS services e.g. continence services and patient transport to hospital appointments.
- Delivery of repeat prescriptions to your local pharmacy to save you picking them up.
- Supporting letters and information for benefits, housing or blue badge scheme.



Emergency services

Tell the emergency services that your 'cared for' is vulnerable. Phone: 023 8064 4000
Visit: www.hantsfire.gov.uk/keeping-safe/loveyourhome/safeandwell/

Emergency contacts

Southampton City Council Adult Social Care 023 8083 3003 (Out of Hours 023 8023 3344)
NHS 111 for medical advice and assistance 999 for emergencies
Southampton's Acute Mental Health Team 07736 953423

Other useful contacts

NHS Choices Carers Direct Helpline 0300 123 1053 9am-8pm Mon-Fri 11am-4pm weekends
Carers UK Advice and support service 0808 808 7777
Southampton CAMHS accept telephone self referrals from families 0300 123 6661
University of Southampton Parents and Carers Network: www.southampton.ac.uk/pcn/contact-parents-and-carers-network.page
Pharmacy opening hours: www.hampshirelpc.org.uk/webfm_send/4419

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Carers assessments and information for unpaid and family carers

Do you help care for family or a friend?

Advice, guidance and carers cards



 **CARERS IN SOUTHAMPTON**
Helping unpaid carers

☎ 023 8058 2387 ✉ enquiries@carersinsouthampton.co.uk

🌐 www.carersinsouthampton.co.uk

Who is this for?

Carers in Southampton is a free service for adults who give their time, unpaid, to look after a family member, friend or neighbour with additional support needs. You must be resident or caring for someone who is a resident of Southampton City Council. You may be:

- Regularly doing practical household tasks, personal care or giving emotional support
- Helping with paperwork
- Arranging and attending appointments

Information, resources and news updates

Our Website holds a wide range of information and resources.

- Our Newsletters, Website, Facebook and Twitter feeds provide useful, timely information to carers on relevant issues, news and events, rights and entitlements.
- We publicise social and learning opportunities across Southampton that are relevant to carers in a range of different caring situations and with a variety of interests.
- Emergency Planning guidance. Make others aware and have a plan so someone can step in if there is a crisis.



Young carers

This service is provided by No Limits until transition into adult services.

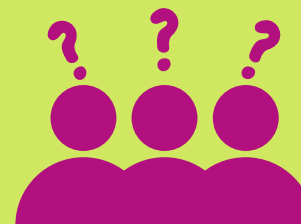
Phone: 023 8022 4224

Carers assessments

We can offer carers assessments to adults providing care to an adult who is a resident of Southampton City Council. This is your legal right (Care Act 2014) and aims to pinpoint the help and support you might need to manage your own health and well-being, while continuing your caring role.

It's a chance to:

- talk and reflect on your own needs as a carer
- share your experience of caring
- recognise your role as a carer
- identify and discuss any difficulties you have
- find solutions to help you continue your caring role and remain well yourself
- receive information and advice



What does it involve?

Before you start it may help to write a day-to-day diary of your caring tasks, to remind you how much you do and note issues. For example:

- transport to and from appointments
- meal and diet preparation
- managing medication
- sorting out day care
- adapting a home to meet new needs
- juggling the needs of other family members
- physical therapy
- access to relevant resources and charities
- issues with your own health and wellbeing, including your employment situation

What happens after your assessment?

All carers are entitled to free information and advice. Based on the needs identified in your assessment you may also qualify for:

- Support and referral to services
- A personal budget*



*A personal budget is for carers to spend on something that will benefit themselves as carers e.g. social outings, gym membership, beauty treatments or in specific circumstances, replacement care (someone to provide cover while you are out).

How do you apply for a carers assessment?

Adult carers of adults (over 18)

- Online: You can complete an online self-assessment by visiting this website page: www.carersinsouthampton.co.uk/carers-assessments
- On the phone: If you have difficulty accessing the internet you can contact us to discuss a supported assessment. Phone: 023 8058 2387

Parent carers of children (under 18) with a significant level of need

Parent carers can access a combined child, parent and family assessment via JIGSAW, Southampton City Council's integrated health and social care provision. Phone: 023 8091 5702

Carers cards for discounts

If you are registered with our service you may apply for this card that identifies you as a carer and gives you access to discounts. Adult carers, parent carers and young carers are eligible.

Details here: www.carersinsouthampton.co.uk/carers-cards

