

Improving lives for Coventry carers



INFORMATION FOR CARERS

ARE YOU A CARER?

There are over 32,000 family carers in Coventry. Are YOU one of them?

Family carers are people who, without payment, look after family members, friends or neighbours who could not manage alone due to illness, disability, mental health needs, substance dependency or old age.

Many carers do not recognise the vital role they are playing and often 'just get on with it' without thinking that there may be support to help them.

Although family carers take up this role out of love or a sense of duty, at Carers Trust Heart of England, we know that this does not make it easy!

Without support, caring for someone can lead to carers' lives being adversely affected in a number of ways, in particular, financial disadvantage, social isolation and ill health. Our services are here to ensure you are given as much support as possible to avoid this from happening.

Carers Trust Heart of England exists to improve the lives of family carers and the people they care for. We are a One Stop Shop to meet carers' individual needs by providing information, advice and support, including an extensive range of practical support. Carers Trust Heart of England was created in 2015 by the merger of the two principal organisations that had been supporting carers for many years - Coventry Carers' Centre and Crossroads Care.



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THE SUPPORT WE PROVIDE

We are a 'One Stop Shop' for carers providing information, advice and support, including practical support, to meet your individual needs as a carer.

Adult Information, Advice and Support Services

Our Information, Advice and Support service is available to all carers. In addition to English we have fluent speakers in many of the community languages including Urdu, Hindi, Panjabi, Gujarati, Cantonese and French.

We also have specialist workers to support carers of people with mental health needs, Chinese carers and carers from Black, Asian and Minority Ethnic communities of people with learning disabilities.

Our **FREE** and **CONFIDENTIAL** one to one support service includes:

- ✓ A listening ear - an opportunity to talk through your situation with trained workers who understand your perspective and to find ways to help you to carry on caring
- ✓ Advocacy to ensure you get all the services you have a right to receive
- ✓ Carers' Assessments - a statutory right for all carers who request one - to assess the impact that the care and support you provide is having on your own wellbeing, as well as important aspects of the rest of your life, including the things you want to achieve day-to-day. They also consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially. The assessment is used to identify your support needs, and to plan how these can be met.
- ✓ Access to the Local Pension Service, who can support to people over 60 in claiming the benefits they are entitled to
- ✓ Monthly surgery by a Community Care Lawyer

We also provide:

- ✓ Access to Coventry City Council's Passport to Leisure and Learning - carers registered with us are entitled to this, regardless of your financial situation

- ✓ Support Groups to help you get in touch with other carers and so share your experiences and make friends with people in similar situations. We have a group open to all carers, and specialist groups for carers of people with mental health needs, South Asian carers, Chinese carers, carers from Black, Asian and Minority Ethnic Groups of people with learning disabilities, parent carers, carers of adults with ASD/ADHD, and former carers
- ✓ Walkers Group - regular walks are arranged around Coventry
- ✓ Discounted Therapies - we work with a number of professional therapists who provide their services at discounted rates for carers
- ✓ Counselling - a service offered through our links with local colleges
- ✓ Social activities - a programme of events such as theatre trips and outings to places of interest
- ✓ A twice monthly Luncheon Club
- ✓ Regular e-bulletins and texts concerning information of relevance to and developments in services related to carers
- ✓ Carers' Library - a range of books, videos, CDs and DVDs for free loan

A wide range of information is held at the Carers' Centre in Coventry Central Library including:

- Welfare Benefits - information about the most relevant benefits and claim forms. We can help with completing forms for Carer's Allowance; for all other benefits, we will refer you to relevant agencies.
- Local services available from the statutory, voluntary and private sector
- Other support and/or advice agencies that may be able to help you
- Specific illnesses/disabilities/conditions and local or national organisations who specialise in these
- Equipment - what is available and where to get it
- Holidays for carers, with or without the person you care for
- Training and leisure opportunities

Services for Young Carers and Young Adult Carers

We have a specialist service to support the needs of Young Carers aged 5-18 and for Young Adult Carers aged 14-25.

Our Young Carers Family Information, Advice and Support Worker provides one to one support for young carers and their families, to look at how the whole family can be supported in order to help the young carer.

Our Young Carers Education Worker works with Primary Schools to ensure that systems are in place to identify and support young carers at the start of their caring role.

We provide an extensive range of age appropriate activities for Young Carers at The Den, which is a dedicated youth club based in Methodist Central Hall. These activities range from arts and crafts, playing games, cooking, music and other youth club style activities.

Our specialist worker to support Young Adult Carers aged 14-25 aims to ensure that young adult carers are not disadvantaged in the transition to adulthood and that support continues through what can be a very difficult time in their lives.

Practical Support Services

We are committed to providing high quality personal care and support services that empower individuals.

We know that it is important to you to have choice and control over the services provided and to be confident in the quality of these. With our trained, dedicated and DBS checked staff you can rest assured that you or the person you care for is in safe hands.

As a charity we can provide some services free of charge but these are limited by the funds we are able to raise. They can also be funded through direct payments (if you meet the eligibility criteria set by the City Council) or self funding. Some services are paid for by the City Council or Clinical Commissioning Group.

Our Practical Support Services include:

- ✓ Respite care and befriending
- ✓ Personal Care
- ✓ Bathing, dressing and undressing
- ✓ Assisting mobility

- ✓ Meal preparation and/or assistance with feeding
- ✓ Assisting with medication
- ✓ Support to access community facilities and activities
- ✓ Shopping or support with shopping
- ✓ Support to attend medical and other appointments
- ✓ Domestic housework

Specialist Practical Support Services

We have a range of specialist practical support services including:

- ✓ Care for people with Dementia and Alzheimer's
- ✓ Stroke rehabilitation
- ✓ Support for people with learning disabilities
- ✓ Support for disabled children
- ✓ Post hospital care
- ✓ End of life palliative care
- ✓ Gastrostomy
- ✓ Catheter and Stoma care

Carer's Response Emergency Service (CRESS)

Many carers worry about what would happen to the person they care for if they were involved in an emergency situation, suddenly taken ill or prevented from caring in any other way.

CRESS is a **FREE** service to provide you with peace of mind in the event of an emergency. It ensures that a plan is in place for the care of the person you look after if anything happens to you.

If required, we will arrange for a member of our staff to look after the person you look after for up to 72 hours while other arrangements are put into place.

Carer Training

Our **FREE** carer training service is designed to provide you with the confidence and key skills to help you in your caring role.

- ✓ 6 week VIP carer group training course, which includes:
 - Stress management and helping you to look after yourself
 - How to access help
 - First aid
 - Moving and handling
 - Communication with people with care needs
 - Understanding dementia
- ✓ One-to-one practical training in your own home
- ✓ HOPE (Helping to Overcome Problems Effectively) - a 6 week training course for carers of those with Autistic Spectrum Disorders and Attention Deficit Hyperactivity Disorder

In addition, we research and collate all the training opportunities available for carers - full details of these are available at <http://www.carerstrusthofe.org.uk/events>

STARS Clubs

Our two STARS Clubs are open to children and young people with various disabilities. They provide a range of age appropriate activities including play therapy, sports and outings.

They afford a safe and secure environment, run by qualified staff, where parents can confidently leave their children and have a well-deserved break.

HOW TO CONTACT US

Information, Advice and Support Services

Our one to one Information, Advice and Support Services can be accessed in a number of ways:

- ✓ Drop in or make an appointment to see us at the Carers' Centre in Coventry Central Library, Smithford Way, Coventry CV1 1FY

The Centre is open 9.00am to 5.00pm Monday to Friday

Between 9.30am and 1.00pm on Monday, Wednesday, Thursday and Friday, Information, Advice and Support Workers are available without an appointment to give in depth information, advice and support

Appointments can be made outside these times and a limited number of home visits are available

- ✓ Telephone Helpline - 024 7610 1040 - Option 3

8.30am and 4.30pm, Monday to Friday, and 10.00am to 2.00pm on Saturdays.

An answer phone operates outside these times and we aim to get back to you by the next working day.

- ✓ Regular outreach Carer Clinics are available at many GP surgeries, the Caludon Centre and University Hospital - please contact us for details
- ✓ A Skype based service is available at 'coventrycarers' and we can arrange for Skype appointments

Other ways to contact us are:

Email: contactus@carerstrusthofe.org.uk

Website: www.carerstrusthofe.org.uk

Facebook: Coventry Carers Centre

Fax: 024 7683 7082

Practical Support Services

We provide practical support services for carers and the people they care for in:

- Bedworth
- Coventry
- North Warwickshire
- Nuneaton
- Rugby and District

The telephone number to contact us is 024 7610 1040 - Option 1

Other ways to make contact are:

Email: info@carerstrusthofe.org.uk

Website: www.carerstrusthofe.org.uk

Facebook: [crossroadscw](https://www.facebook.com/crossroadscw)

Twitter: [crossroads_cw](https://twitter.com/crossroads_cw)

COMMENTS, COMPLIMENTS AND COMPLAINTS

Our aim is to provide a high quality service for family carers and the people they care for.

To help us to achieve this we value and encourage comments (both good and bad) about our services as we wish to continue to make improvements and develop services to meet your needs.

If you have a comment, compliment or complaint, please contact a member of staff and ask for our Comments, Compliments and Complaints form. All forms received will be seen by our Chief Executive and investigated if necessary.