

Improving lives for Coventry carers



INFORMATION FOR PROFESSIONALS

INTRODUCTION

Carers Trust Heart of England was formed in June 2015 by the merger of the two main organisations providing support for family carers in Coventry for over 40 years - Coventry Carers' Centre and Crossroads Care.

Family carers are people who look after a partner, friend or relative who could not manage alone due to ill health, disability, old age, mental health needs or substance dependency.

We aim to improve the lives of family carers by meeting their individual needs and those of the people they care for. This may involve providing information, advice and support, including practical support such as replacement care and training.

The carers we support are from 5 years old to the very elderly.

The information in this pack is intended for professionals who come into contact with family carers in the course of their work, so that they are aware of the services available to support family carers in Coventry and how to access them.

We hope that professionals will play their part in identifying 'hidden' family carers and encouraging them to use the services offered.

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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FAMILY CARERS - SOME FACTS

The huge contribution that family carers make to society is often not recognised or valued. It is essential to ensure that carers are identified and supported to ensure they are able to carry on this vital role. Carers left unsupported are at high risk of financial disadvantage, social isolation and ill health. Young carers can also experience reduced educational attainment and bullying.

Carers can be any age or sex, and come from all backgrounds and communities.

Carers are valuable partners in care - they know the people they care for better than anyone else, which can be extremely useful in planning the care of the person with care needs and identifying problems that may require intervention.

- According to the latest census figures there are over 32,000 family carers in Coventry, 10% of the population, a quarter of whom are caring for 50+ hours per week
- On average, 8% of the work force are carers
- The value of the care they provide is equivalent to more than another NHS - about £680,000,000 in Coventry
- Carers providing care for 50+ hours a week are twice as likely to suffer ill health compared with non-carers
- Six out of ten carers report that caring has had an adverse effect on their own health such as a back injuries, stress, worry and depression
- Carers experience greater health inequalities compared with the general population
- Carer breakdown increases hospital admissions - a study showed that 1 in 5 patients returned to hospital because of carer breakdown rather than the health needs of the patient
- Support for carers reduces the need for terminally ill patients who would rather die at home from being admitted to hospital

THE SUPPORT WE PROVIDE

Adult Information, Advice and Support Services

Our service is available to all carers and access is facilitated to all the communities in Coventry as we have fluent speakers in many of the community languages.

Our services include:

- ✓ A listening ear - an opportunity to talk through their situation with trained workers who empathise with the carer's perspective and to find ways to help them to carry on caring
- ✓ Advocacy to ensure that carers obtain all the services they have a right to receive
- ✓ Carers' Assessments - a statutory right for all carers who request one to assess the impact the care and support they provide is having on their own wellbeing, as well as important aspects of the rest of their lives, including the things they want to achieve day-to-day. They also consider other important issues, such as whether carers are able or willing to carry on caring, whether they work or want to work, and whether they want to study or do more socially. The assessment is used to identify the carer's support needs, and to plan how these can be met.
- ✓ Support Groups to help carers get in touch with other carers and so develop peer support and reduce social isolation. 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 and/or mental health needs, parent carers, carers of adults with ASD/ADHD, and former carers
- ✓ Walkers' Group - regular walks are arranged around Coventry
- ✓ Access to Coventry City Council's Passport to Leisure and Learning - carers registered with us are entitled to this, regardless of their financial situation
- ✓ 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
- ✓ Access to the Local Pension Service, who can support people over 60 in claiming the benefits they are entitled to
- ✓ Monthly surgery by a Community Care lawyer
- ✓ 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, DVDs and tapes for free loan

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

- Welfare Benefits - information about most relevant benefits and claim forms, but we can only help with completing forms for Carer's Allowance (for all other benefits, we will refer on 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
- 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 they care for
- Training and leisure opportunities

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

Services for Young Carers and Young Adult Carers

We have a specialist service to support the needs of Young Carers aged 5-18 and Young Adult Carers aged 14-25 and have long standing working partnerships with schools, colleges and a range of organisations who are in touch with young people.

Our Young Carers Information, Advice and Support Worker provides one to one support for young carers and their families to ensure a holistic approach to young carers' situations.

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 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

A full range of services to assist carers in their caring role, give them a break from caring and providing replacement care. These 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 also have a range of specialist practical support services:

- ✓ 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 looking after the person they care for.

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

We will arrange for a member of our staff to look after the person with care needs for up to 72 hours while other arrangements are put into place.

Carer Training

Our free carer training service is designed to provide carers with key skills to aid them in their caring role. These include:

- ✓ 6 week VIP carer group training course, which includes:
 - Stress management and helping carers to look after themselves
 - How to access help
 - First aid
 - Moving and handling
 - Communication with people with care needs
 - Understanding dementia
- ✓ One-to-one practical training in carers' own homes
- ✓ HOPE (Helping to Overcome Problems Effectively) - a 6 weeks 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

There is no formal referral process and carers can self refer if given our contact details. Any professional who thinks that their client may benefit from our services can telephone, access our website contact form or drop in to talk to a member of staff.

Carers Trust Heart of England is based at the Carers' Centre, Coventry Central Library, Smithford Way, Coventry CV1 1FY and is **open to the public from 9.00am until 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. Our Receptionists can give basic information and register new carers.

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

Regular outreach Carer Clinics are available at many GP surgeries, the Caludon Centre and University Hospital - please contact us for details.

Telephone Information, Advice and Support is available using the Carers' Helpline - **024 7610 1040 option 3 - 8.30am and 4.30pm, Monday to Friday, and 10.00am to 2.00pm on Saturdays.** An answerphone operates outside these times.

A Skype based service is available at 'coventrycarers'.

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**

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)