



South Eastern Health
and Social Care Trust

Do you look after someone?



Carer Information

This booklet is available on the South Eastern HSC Trust website
at www.setrust.hscni.net

Trust area with Towns



Foreword

My name is Joan Scott and I am the Carers Development Officer for the South Eastern HSC Trust. The above map shows the geographic area covered by the Trust. My role is to develop supports which help carers and I work through professionals on the ground who are in direct contact with families. I also link in with a wide range of carer groups and organisations in the voluntary sector.

This booklet has been compiled to provide a range of information about services provided to carers by the South Eastern HSC Trust; as well as other statutory and voluntary agencies. The work to support carers has been developing over a number of years and carers are encouraged to participate in decision-making about service development.

In this edition of the booklet, the benefits section is up to date at the time of going to print. Timescales are subject to progress of the Welfare Reform Bill in the Northern Ireland Assembly.

I hope this booklet will be useful to carers in knowing where to access the help and support that is available.

Joan Scott
Carers Development Officer

Contents

Consent for Name to be held on Carer List	2
List of Offices in South Eastern HSC Trust	3
Information about Assessment of Carer Support Needs	4 - 5
Direct Payments	5
Benefits for carers	6 - 7
Work and caring	8
Carers and State Pension	8
Training for carers	9
Carers & hospital discharge	9
Emergency contact numbers	9
Blue Badge Parking	9
Public Accessible Toilets	9
Useful contact for carers	10 - 12
Additional useful websites	12
Carer Support Groups	13 - 16
Carer health	17 - 18
Recognising stress and coping with it	19
Young carers	20
Carer Training Referral Form	21 - 22
Carer Assessment Referral Form	23
When the caring role changes	25
Residential or Nursing Care	25
When the person you cared for has died	25
Life after caring	25

CONSENT FOR NAME TO BE ON CARER LIST

The South Eastern HSC Trust and Medical Practices want to improve services to people who look after friends or relatives on a regular basis. We are inviting these carers to let us know if they wish their name to be held on a list held by South Eastern Trust Carers Development Officer and/or their Doctor. This list will be used for the purpose of contacting carers about new services, information, support, carer events, etc. If you are a carer and wish your name to be included on the carers list, please complete your details below:

Carers Name (Print) _____ Date of Birth _____

Carers Address _____
_____ Postcode _____

Telephone _____ Email _____

Ethnic Group (eg. Chinese, Polish, Indian etc) _____

GP Name and Address _____

N.B. You do not have to sign for both organisations to hold your details. If you prefer only the Trust or your doctor to have this information, please cross the other out.

1) I **agree** to my details as a carer being held by South Eastern Trust.

Signature _____ **Date** _____

2) I **agree** to my details as a carer being held by my doctor.

Signature _____ **Date** _____

The person I **care for** is aged: 17yrs or under 18-64yrs 65yrs or over

Their main illness or difficulty is: Physical Learning
Sight/Hearing Mental Illness

They live in/near: Hillsborough Dunmurry Ballynahinch
Bangor/Hollywood Lisburn Newcastle Downpatrick
Newtownards/Comber/Donaghadee Ards Peninsula Other _____

It is a requirement that any personal information we hold is accurate and up to date. We are therefore depending on you to let us know of any changes to the information provided. If at any time you do not wish us to continue to hold your details please let us know.

Completed forms should be returned to:

Joan Scott, Carers Development Officer, South Eastern HSC Trust,
Ballynahinch Community Services, 45 - 47 Main Street,
Ballynahinch, BT24 8DN

email: joan.scott@setrust.hscni.net

South Eastern HSC Trust Offices

This is a list of offices in the Trust which provide services to Carers and the people they care for.

If you are caring for an older person

Down Lisburn

Ballynahinch	(028) 9756 5456
Downpatrick	(028) 4461 3811
Dunmurry	(028) 9060 2705
Hillsborough	(028) 9268 3609
Lisburn	(028) 9266 5181
Newcastle	(028) 4372 3346

North Down & Ards

Bangor	(028) 9146 8521
Comber	(028) 9187 2779
Donaghadee/Peninsula	(028) 9188 3775
Holywood	(028) 9044 0443
Newtownards	(028) 9180 1234

If you are caring for a child/young person with a disability

New Referral: Phone Gateway Team 0300 1000 300

Children's Disability Teams:

Down	(028) 4451 3938
Lisburn	(028) 9260 7528
North Down & Ards	(028) 9147 9688

If you are caring for an adult with a learning disability

Down	(028) 4461 6915
Lisburn	(028) 9263 3190
North Down & Ards	(028) 9151 1190

If you are caring for an adult with a physical disability

Down	(028) 4461 6915
Lisburn	(028) 9260 4031
North Down & Ards	(028) 9151 1190

If you are caring for someone with sensory difficulties

Lisburn	Tel: (028) 9260 7746	North Down & Ards	Tel: (028) 9151 0136
	Text: (028) 9262 8646		Fax: (028) 9151 0145
	Mobile: 07739 879 554		Minicom: (028) 9151 0137
Down	Tel: (028) 4461 6915		
	Text: (028) 4461 4744		
	Mobile: 07739 879 556		

If you are caring for someone with mental health difficulties

Lisburn	(028) 9266 5181	North Down	(028) 9151 1199
Downpatrick	(028) 4461 3311	Ards	(028) 9151 2156

If you are caring for someone with brain injury

Down & Lisburn areas	(028) 9263 3189
North Down & Ards areas	(028) 9151 1192

Assessment of Carer Support Needs

Our Aim

South Eastern HSC Trust aims to recognise and value the work of carers. We will provide a separate assessment of your needs to support you in your caring role.

Who is entitled:

A carer is someone who regularly provides a substantial amount of care to a family member, friend or neighbour who is ill, disabled or is an older person.

You could be:

- A young person under 18 looking after a parent/brother/sister
- Looking after a relative with a disability
- The parent of a child with special needs
- A friend or relative looking after an older person.

You do **not** have to:

- Live with the person. you care for
- Be the only carer
- Be related to the person you care for.

You can also get an assessment of your needs if you are planning to care for someone in the near future, for example, if a relative is due to come home from hospital.

The Assessment

The carer assessment focuses on you as a carer. The purpose is:

- To support the carers role and recognise the input you have into the life of the person you care for
- To explore the amount of help or care given and look at the impact of this on you and the life of your family
- To find out your support needs as a carer
- To see if your support needs can be met by social services or others.

Account will be taken of a carer's circumstances, views, age, culture, general health and well being, and other available supports.

The carer assessment provides an opportunity to find out what help might be available to support you in your caring role.

The support might include:

- Information for you as a carer
- Training to help you in your caring role
- Emotional support through support groups, alternative therapies, etc.
- Practical support in the home
- Breaks from caring
- Financial support towards short break, pampering, leisure activity etc.

How to get an Assessment

Carers have the legal right to an assessment of their own needs, separate from the person they care for.

You can ask for this assessment when your local care manager, social worker, nurse, etc. assesses the needs of the person you look after. You can have your own needs assessed even if the person you look after does not get any services.

Perhaps the person you care for has already been assessed and is receiving services. If circumstances change, for example his/her condition has got worse or you are finding it difficult to cope, you can ask for **both** your situations to be reassessed by social services.

Carers can telephone the appropriate Trust office listed on Page 3 of this booklet or may ask their GP to do this on their behalf. Alternatively, you (or someone on your behalf) can complete the carer assessment referral form on page 23 of this booklet.

Direct Payments

A Direct Payment is an amount of money that you may be able to get from your local Health & Social Services Trust to meet your assessed needs instead of getting traditional services. It enables you to arrange your support in a way that suits you best.

You can get Direct Payments if:

- You are over 16 years old
- You are assessed by a member of Trust staff as needing personal social services
- You are willing and able to manage Direct Payments (with as much support as necessary)
- You need help with daily living tasks.

Direct Payments are available to:

- Carers for services to meet their own needs
- Older people who get services from the Trust
- Parents of disabled children
- People who have a physical or mental illness or disability
- Disabled parents.

For further information about Direct Payments contact a member of staff at one of the Trust Offices listed on page 3. Alternatively, contact the Centre for Independent Living on (028) 9064 8546 or on the internet www.cilbelfast.org.

Benefits for Carers

The benefit system is complex and finding out what help is available is not always easy. This section gives a brief overview of benefits for carers. You can get further help and advice from a Citizen's Advice Bureau, an Independent Advice Centre, a Disability Organisation or Carers Northern Ireland (Tel: (028) 9043 9843). Details can also be found on the internet at:

<http://www.carersuk.org/help-and-advice/help-with-money/benefits-a-tax-credits>

Carer's Allowance

Carer's Allowance is the main benefit for carers. It is paid at a basic rate of £58.45 a week.

You can get Carer's Allowance if:

- For at least 35 hours a week, you look after someone who gets Attendance Allowance or the middle or higher rate of the care component of Disability Living Allowance or Constant Attendance Allowance (of the normal maximum rate) paid with the Industrial Injuries or War Pension Schemes
- and** • You are over 16
- and** • You are not in full time education. However, the meaning of 'full time' is complicated and may depend on a number of factors including the type of course you are doing
- and** • You earn £100 a week or less (after specified deductions)
- and** • You do not receive one of a list of other benefits paid at a higher rate than Carer's Allowance
- and** • You satisfy UK residence and immigration rules.

Sometimes, if you are paid Carer's Allowance, the person you care for may lose some of their benefit. If you are unsure, seek further advice from Carer's Northern Ireland on (028) 9043 9843.

To claim, call (028) 9090 6186.

Carer Premium

The Carer Premium is not a benefit, but an extra amount of money included in the calculation of some means-tested benefits (Pension Credit, Income Support, Income-based Jobseeker's Allowance, Housing Benefit and Rate Relief). It is included in the benefit calculation if you get Carer's Allowance or cannot get Carer's Allowance because you receive another benefit paid at a higher rate.

National Insurance Credits

You receive a National Insurance Contribution Credit for each week that you qualify for Carer's Allowance. The credit protects your State Retirement Pension. Carers caring for a total of 20 hours per week or more will be able to apply for Carers Credit to protect their state pension. For more information contact Disability and Carers Service on (028) 9090 6186.

Employment & Support Allowance (ESA)

ESA is a benefit for people whose ability to work is limited by ill-health or disability. Carers may be eligible if they have their own health problems as well as care responsibilities. ESA can either be means tested or based on National Insurance contributions from a previous job. For further information contact Carer's Northern Ireland on (028) 9043 9843.

Benefits - People who are ill or have a disability

Disability Living Allowance (DLA) and Attendance Allowance (AA)

DLA and AA are state benefits that help with the extra costs of long-term illness or disability. They are paid whatever your income or savings. They are not taxable. They are paid to the person who has the illness or disability or to the adult responsible for a child under 16. DLA is for people who first claim before the age of 65. AA is for people who claim on or after their 65th birthday.

To claim, call 0800 220 674.

Disability Living Allowance (DLA) will be replaced by Personal Independence Payment (PIP) which will have a new structure and new assessment process. For new claimants this will most likely be in October 2013 with all existing DLA claimants to be reassessed by the end of 2016. (Timescales are subject to progress of the Welfare Reform Bill in the Northern Ireland Assembly).

Financial support and benefit for people on low income

From April 2014 Universal Credit, will replace most existing benefits and tax credits for people of working age. The benefits being replaced include: Working Tax Credit; Child Tax Credit; Housing Benefit; Income Support; Income-based Jobseeker's Allowance; Income-based Employment and Support Allowance. All of these payments will be wrapped into this new single benefit. Universal Credit will be paid either on an individual basis if claimants are single, or to couples jointly. (Timescales are subject to progress of the Welfare Reform Bill in the Northern Ireland Assembly).

Income Support (IS)

This is for people whose income is below minimum levels set by the Government. It is for people under 60 who do not have to sign-on to claim Jobseeker's Allowance. The minimum level varies with your circumstances. Carers do not have to sign-on if the person they care for gets DLA at the highest or middle rate for personal care or AA. If you are 60 or over see Pension Credit. You cannot claim Income Support if you have more than £16,000 in savings. Claim Income Support from your local social security office.

Pension Credit

Pension Credit is a benefit for people aged 60 or over. However the exact age when you qualify will vary depending on your 'qualifying age'. The Credit has two parts: **Guarantee Credit** can be claimed by people over the 'qualifying age'. If you are under the 'qualifying age', but your partner is of the 'qualifying age', your partner can claim it for both of you and **Savings Credit** rewards people who have a second pension or modest savings. It is paid to you if you or your partner are 65 or over. Your income and savings will affect the amount of Guarantee or Savings Credit you get. Claim on 0808 100 6165.

Tax Credits

There are two tax credits – Working Tax Credit and Child Tax Credit.

Working Tax Credit is for people who are in work. The amount you get depends on your income and personal circumstances. Child Tax Credit is for people with a child under 16 or under 19 if they are in education. You may be able to get extra credit if you have a child with a disability. Tax credits helpline 0845 300 3900.

Rate Relief

If you have a low income, you may be able to reduce your rates by claiming Rate Relief. For more information about Rate Relief contact your local Housing Executive Office or Land and Property Services. (This information was updated in April 2013. Benefits usually are subject to increase in April each year to take account of the rise in cost of living).

Work and caring

It can be difficult to manage work and caring responsibilities. Some carers have to change their work arrangements; need to be contactable by phone, or may need to take leave at short notice for emergencies. Carers now have more statutory rights at work that help to meet these needs. Employers may also be able to offer additional flexibility through their own policies and procedures.

Most carers have the right to request flexible working or to take a 'reasonable' amount of time off (paid or unpaid) to deal with emergencies. The relevant laws are The Work and Families (Northern Ireland) Order 2006 and The Employment Rights (Northern Ireland) Order 1996).

Some carers may feel that the caring is so intensive that they are forced to give up work. It is important to look at all options before making such a decision such as: career break; using annual leave; or requesting unpaid leave.

More detailed information is available on the Carers Northern Ireland website at <http://www.carersni.org/Information/Workandcaring/Carersrightsatwork>

Carers and State Pension

People often don't think about pension until they come close to retirement age. Caring for someone can have a big impact on your pension longer term and carers need to take extra care of their pensions. State Pensions are made through paying National Insurance contributions.

If you are unable to do this because you are caring for a child with a disability or for an adult who is disabled, ill or frail, then the state will credit contributions for you. However, this only happens if you claim the right benefits and take the right action.

From April 6 2010, 30 years of NI contributions and/or credits will be needed to get a full basic State Pension. Carers caring for a total of 20 hours per week or more will be able to apply for Carer's Credit to protect their State Pension – both the basic and State Second Pension. To claim this you need to be caring for one or more disabled person for a total of 20 hours or more a week where they get Attendance Allowance, Constant Attendance Allowance or the middle or highest rate of Disability Living Allowance care component; or you will need a medical or care professional to confirm that you are providing appropriate care for them. More detailed information is available at <http://www.carersni.org/Information/Caringforyourpension/CarersCredits>

Training for carers

The South Eastern HSC Trust recognises that some carers may need training to enable them to fulfil caring responsibilities without affecting their own health and well being. Staff already provide a range of training as part of their role in supporting carers eg managing medicines, swallowing, moving and handling. Carers may identify additional training needs to be addressed. A form has been designed to facilitate referral for Carer Training (see page 21) This form can be completed by a carer or someone else on their behalf.

Carers & hospital discharge

If someone you care about has been in hospital, and that person will not be able to manage at home without your help, then you are a carer. Perhaps you are bringing a relative home who used to live elsewhere or you are providing additional support for them in their own home. You may be wondering how you will cope with someone whose life has been considerably changed due to injury, illness or frailty impacting on their ability to manage independently. Or, you may have been looking after someone at home until now, but are unsure whether you can continue provide all the help they may need after their hospital stay. It is important for staff to ensure that you, the carer, are involved in decisions about the patient during their stay in hospital and when they are being discharged. The Hospital Social Worker should be able to help. It may be appropriate to consider asking for an assessment of your support needs as a carer. (See page 5 for more information).

Who to contact if an emergency arises?

During Office Hours (9.00am - 5.00pm)

For medical emergencies contact the GP.

For **social care emergencies** contact the relevant professional who is in contact with the person you care for. If the person you care for does not have any professional involved, please contact one of the offices listed on page 3.

Outside Office Hours (Evenings and Weekends)

For **medical emergencies** contact the Out of Hours GP service as follows:

Down and Lisburn (028) 9260 2204

North Down and Ards (028) 9182 2344

For **social care emergencies** contact the Emergency Duty Team: (028) 9504 9999

Blue Badge – Parking for Disabled People

The Blue Badge parking scheme in Northern Ireland for people with certain disabilities allows on-street parking close to facilities and services to improve lifestyle, independence and freedom of choice. Further information and an application form can be obtained by phoning (028) 6634 3700 or on the internet at <http://www.roadsni.gov.uk/index/bluebadge.htm>

Public Accessible Toilets

Keys are available for disabled people to access public toilets. The National Key Scheme (NKS) offers independent access to disabled people to around 7,000 locked public toilets around the UK and N Ireland. Keys can be obtained from local council facilities. A more detailed guide is available on the Internet at <http://radar-shop.org.uk/> where keys can also be purchased.

Useful contacts for carers

This is a list of some organisations who offer information to carers. Some offer general advice and others offer advice to carers of people with a specific illness, frailty or disability.

General carer organisations

Belfast Carers Centre

Supports carers through advice and information.

Helpline: (028) 9073 0173 Email: info@carerscentre.org www.carerscentre.org

Carers Northern Ireland

They provide information and advice for carers on a range of topics relating to caring. They are part of Carers UK and campaign on behalf of carers on policy matters.

Telephone: (028) 9043 9843 Email: advice@carersni.org www.carersni.org

Carers Line: 0808 808 7777 (Wednesday and Thursday, 10.00am - 4.00pm)

Contact: Lesley Johnston

Newry & Mourne Carers Centre

Provide a range of carer support services, information, activities and 'drop in' facilities for carers.

Telephone: (028) 3026 7015 Email: info@carers-nm.org www.carers-nm.org

Contact: Lorraine Murphy or Sinead Houston

Carers Trust

Provides information, advice and support services to all carers.

www.carers.org

Contact: Sean Caughey Telephone: 07794 318 403

Other useful organisations

Age NI (formerly Age Concern and Help The Aged)

They provide information and support for older people (60+) and their carers.

Telephone: (028) 9024 5729 Email: info@ageni.org www.ageni.org

Advice Line: 0808 808 7575

Alzheimer's Society

Provides information, advice and support for people for people with dementia and their carers.

There are carer support groups running in some areas.

Helpline: 0300 222 1122 Email: nir@alzheimers.org.uk www.alzheimers.org.uk

To access independent information, support and services please contact your local office.

North Down & Ards (028) 9181 0083 Down & Lisburn (028) 9756 4681

AutismNI

Provide information to people with autism, their families and carers.

Telephone: (028) 9040 1729 Email: info@autismni.org www.autismni.org

Parents/Carers can ring the offices of Autism NI for details of local branches.

Aware Defeat Depression

Provides information and advice for people who have depression, their families and carers. They have support groups in some areas and also arrange public talks on depression and related topics.

Telephone: (028) 7126 0602 Email: info@aware-ni.org www.aware-ni.org.uk

CAUSE for Mental Health

Provides practical and emotional peer support to families and friends of people with mental health difficulties. There are a number of local Carer Advocates who run support groups, education & training programmes, provide a 'listening ear' and carer representation.

Telephone: (028) 9065 0650 Email: brenda@cause.org.uk www.cause.org.uk

Helpline: 0845 6030 291 Monday, Wednesday, Friday 10.00am – 4.00pm

Tuesday & Thursday 12 noon – 8.00pm Not weekends or public holidays

Contact a Family

Provides information and advice to families who care for children with a disability or special needs.

Helpline: (028) 9262 7552 Email: ni.office@cafamily.org.uk www.cafamily.org.uk

Down's Syndrome Association

Provides information on Down's Syndrome. Information pack on Down's Syndrome and dementia provided.

Telephone: (028) 9066 5260 Email: enquiriesni@downs-syndrome.org.uk

www.downs-syndrome.org.uk

Headway

Provides information and support to people who have had a brain injury, as well as carers and families. Also offers free specialist counselling service and training for families.

Telephone: (028) 9070 5125 Email: info.belfast@headwayni.org www.headwayni.org.uk

Macmillan Cancer Information & Support Service

Provides a range of information and support to all those affected by cancer. This is available for those with concerns relating to diagnosis to those who wish to know how to reduce their risk. The Information and Support Manager has an extensive knowledge of what is available locally within the South Eastern HSC Trust area. She will either provide the information and support directly, or will refer you to someone who can help.

Telephone: (028) 9055 3246 Email: Macmillan.InformationandSupport@setrust.hscni.net

Mencap

Provides information, residential, education and employment services, leisure opportunities, individual support and advice for people with a learning disability, their families and other carers.

Freephone: (028) 9069 1351 Email: helpline.ni@mencap.org.uk www.mencap.org.uk

Mindwise

Provides information and advice for those with severe mental illness, their family and carers. They also provide community services including employment projects, supported housing, day services and residential care.

Helpline: (028) 9040 2323 Email: info@mindwisenv.org www.minwisenv.org

Downpatrick: Jim Darragh Telephone: (028) 4461 7964

North Down & Ards: Matt Thompson Telephone: (028) 9151 0127 (Monday, Tuesday, Wednesday)

Lisburn: Matt Thompson Telephone: (028) 9266 4151 Ext 2289 (Thursday, Friday)

N.I. Chest, Heart and Stroke

Provides advice for people who have had chest or heart problems or who have had a stroke; as well as their carers.

Helpline 08457 697 299

Email: mail@nichs.org.uk

www.nichs.org.uk

National Autistic Society

Provides a range of supports for families caring for someone with autism.

Telephone: (028) 9068 7066

www.nas.org.uk

Autism Helpline: 0808 800 4104

Parkinson's UK

Provides advice and support for people with Parkinson's Disease and their families.

Telephone: Head Office (028) 9092 3370

www.parkinsons.org.uk

Parkinson's have an information and support worker in South Eastern HSC Trust area offering information and support to carers of people living with Parkinson's and their carers.

Telephone: 0844 225 3794

Email: rcoulter@parkinsons.org.uk

The Stroke Association NI

Provides information, advice and support to stroke survivors, their families and carers.

Telephone: (028) 9050 8020

Email: northernireland@stroke.org.uk

www.stroke.org.uk

Additional useful websites

These websites may provide additional useful information for carers. South Eastern HSC Trust cannot take responsibility for the content of these websites nor the accuracy of information contained in them.

South Eastern Health and Social Care Trust

<http://setrust.hscni.net>

NI Direct official government website with information for carers

<http://www.nidirect.gov.uk/index/caring-for-someone.htm>

Rural Transport Information

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

NI Human Rights Commission website

<http://www.nihrc.org>

Warm Homes Scheme

<http://www.warm-homes.com>

Wellnet website with information about emotional wellbeing

<http://www.mindingyourhead.info/>

Access to Benefits (a2b) anonymous calculator for over 60's

<http://www.a2b.org.uk>

Family Fund supporting families with a child with disability aged 17 and under

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

Stress self help guide

<http://www.patient.co.uk/health/Stress-A-Self-Help-Guide.htm>

A-Z Guide for Carers produced by DHSSPSNI

http://www.nidirect.gov.uk/a-z_guide_for_carers-3.pdf

Local Carer Support Groups

This is a list of carer support groups running in South Eastern HSC Trust. It is best to check with the named contact that the meeting times are as outlined and that the group isn't on an outing or social event outside the usual meeting place.

GENERAL CARERS SUPPORT GROUPS which offer support to all carers.

Ards Carers Group

Meet fortnightly Thursdays 10.00am - 12.00noon in St Mark's Church, Church St, Newtownards.
Joan Scott, Carers Development Officer (028) 9756 5456

Ballynahinch Group

Meets in Ballynahinch 1st Thursday monthly 8.00pm - 9.30pm
Mrs Violet Ridler (028) 9756 2883

Bangor CAST (Carers Are Special Too) Group

Meet 3rd Friday monthly 8.00pm – 9.30pm in Bangor Elim Church, Balloo Crescent.
Angela Rogan 07888 850 726

Colin Carers Group

Meets in Cloona House 1st Monday monthly 11.00am - 1.00pm
Isabel Flood 07592 748 129

Killinchy 'Time Out for Carers' Group

Meet 3rd Wednesday monthly 10.30am – 12.30pm
Juliette Stewart (028) 9754 2141

Kircubbin Parent Support Group

Meet fortnightly Mondays 10.00am - 11.30am at Maxwell Court, Kircubbin.
Nikki McDowell 07762 431 747

Lisburn Group

Meet in Drumlough House, Lisburn last Wednesday of month 7.30pm - 9.30pm
Mrs Rosemary Spratt (028) 9268 3318

Finaghy Carers Support Group

Meet every other month – Bethany Church, Finaghy.
Sylvia (028) 9068 2643 or Liz 07982 251 366

Me-Time Groups

Run in 3 locations across the Trust area.

Downpatrick Women Carers Me-Time Group

Me Unltd (028) 6634 0290 or email: info@meultd.org

Lisburn Women Carers Be-Free-Me-Time Group

Me Unltd (028) 6634 0290 or email: info@meultd.org

Newtownards Women Carers Me-Time Group

Me Unltd (028) 6634 0290 or email: info@meultd.org

Groups for Carers of people with Dementia

Alzheimers Society run a number of groups in the Down and Lisburn areas including an Activity Group in Lisburn. For details phone:

Dementia Support Worker (028) 9756 4681

Alzheimers Society in North Down & Ards

Run carer groups and a drop-in for carers and persons with dementia.

Portaferry 1st Tuesday of every month 2.00pm – 4.00pm

Lynda Williams (028) 9181 0083

Lisburn Dementia Carers Education Group

Lagan Valley Hospital, 1st Thursday of every month excluding January, July, August.

Danny Branniff (028) 9266 5141 ext: 2330

Groups for carers of people with autism

National Autistic Society

Belfast Group for parents caring for an adult with autism.

(028) 9068 7066

Ards group for Parents and Carers of children with autism

Facebook Page: - ndapacfa

Rosemary Cunningham 07766874172

Autism NI

Carers of people with autism.

Down Area Group meets 1st Tuesday monthly at 7.30pm in Cappa Centre, Downshire Hospital Site, Downpatrick.

Moira Denvir 07999 525323

Lisburn Group meets 2nd Monday monthly in Trinity Conference Centre, Knockmore Road, Lisburn.

Clare Hughes (028) 9266 3005

North Down & Ards area

For details of groups please ring the offices of **Autism NI (028) 9040 1729**

Age North Down & Ards Care Group

Various groups for people aged 50 years and over.

Meet at Age NDA premises, 24 Hamilton Road, Bangor.

(028) 9127 1968 for details.

Brain Injury Carers Groups

Lisburn Support group for clients with acquired brain injury, family members and carers. Meet at Thompson House Hospital, Lisburn last Thursday of each month.

Karen Mallon or Diane Routledge (028) 9263 3189

Group in the North Down & Ards area are run in different locations depending on group membership.

For details contact **Brain Injury Team (028) 9151 1192**

Carers Forum on Learning Disability

Provides support and advice to carers of people with learning disabilities.

Lobbies statutory bodies to improve standards and services and works in partnership with South Eastern HSC Trust.

Down Forum meets every 6 - 8 weeks with minutes of each meeting widely circulated to carers in the Down Sector with date/time/venue of each meeting.

Gordon Moore (028) 4461 6915 or Seamus Laird (028) 4451 3818

Lisburn Forum meets 1st Wednesday monthly 7.30pm – 9.15pm

Lisburn Adult Resource Centre, Lisburn.

Anne Blake (028) 9266 2690 or Forum 07973 726505

CAUSE

Support for Carers of people with mental health difficulties.

Down Lisburn area

Brenda McFall 028 9062 2008 or 07966 809427

North Down & Ards area

Karen Donaghy 07921 373 569

Lisburn Downs Syndrome Support Group

Carers of people with Downs Syndrome.

Meet once a month location varies.

Rosemary Gorman (028) 9266 9742

Lisburn Downtown Centre Contact Group

Carers of children and adults with learning difficulties.

Meet 2nd and 4th Tuesday monthly.

Downtown Centre, 49 Market Square South, Lisburn.

Centre Coordinator (028) 9267 2052

Mindwise

Down area

Carers of people with mental health difficulties.
Range of carer support sessions offered.
One to one support offered on appointment.
For details contact **Jim Darragh (028) 4461 7964**

MUMS (Mothers Understanding Mothers Support)

For mothers who have children with learning difficulties/special needs.
Meet 1st Thursday monthly 7.30pm – 9.30pm in SureStart Building, 31 Mount Crescent, Downpatrick
Aleida Millar (028) 4483 1778

NI Chest Heart & Stroke

Carers of anyone who has had a stroke.

North Down & Ards

Meet in Towerview Day Centre, Newtownards.
Last Wednesday monthly 7.30pm
Maureen Boyle 07714 844 210

Down & Lisburn

Groups are run from time to time based on demand.
For details contact **Isobel Milhench 07764 211 535**

Parkinson's Groups

Parkinson's

Carers of people with Parkinson's.

Lisburn

Meet 3rd Monday monthly 2.30pm – 4.30pm in Conference Room, Graham Gardens, Lisburn
Paula McLarnon 0844 225 3684

North Down & Ards

Meet 3rd Monday monthly 2.00pm – 3.30pm in Town Hall Arts Centre, Newtownards
Paula McLarnon 0844 225 3684

Carer health

A carer's lifestyle is frequently restricted and many carers can, and do, get mentally and physically exhausted by their caring role. This can cause their health to deteriorate, which is why it is important for you to take stock of your own health. Carers need to keep healthy to care.

This questionnaire will help you start thinking about your own health and see how healthy you are. If you have any concerns about any aspect of your health, speak to your GP or Practice Nurse. You should have regular medical checks with your GP.

How often do you have your health checked?

NEVER

OCCASIONALLY

REGULARLY (every 1 to 3 years)

How are you feeling?

TIRED MOST OF THE TIME

TIRED OCCASIONALLY

RARELY TIRED

Are you physically active for 15 minutes or more each day?

(Walking briskly, cycling, swimming, keep fit etc.)

RARELY OR NEVER

ONCE A WEEK

2 OR 3 TIMES A WEEK

Do you eat regularly? (breakfast, lunch and evening meal)

NO

SOMETIMES

YES

Do you have a balanced diet? (See Health tips for advice)

NO

SOMETIMES

YES

Do you eat high fibre foods?

NO

YES

How often do you eat convenience foods? (Takeaways, burgers, chips, crisps, chocolate, cakes and biscuits)

DAILY

ONCE OR TWICE A WEEK

OCCASIONALLY

How many cups of fluid do you drink each day? (Non-alcoholic, e.g. water, tea, coffee, milk, fruit juice, soft drinks)

LESS THAN 8

8 TO 12

12 OR MORE

Health tips

- 1 A health check involves checking: Blood pressure; weight; urine as well as a general discussion about your health.
- 2
- 3
- 1 Need advice? Talk to your GP or Practice Nurse.
- 2
- 3
- 1 Being **physically active** for half an hour five days a week will keep you active for life. This can be an enjoyable way to take a break, relieve stress and socialise.
- 2
- 3
- 1 **Meal times** are an opportunity to relax. This aids digestion, helps to reduce tension and increase energy.
- 2
- 3 It is important to take meals regularly and remember that breakfast is a good start to the day.
- 1 Your daily diet should include: fruit/vegetables; starchy foods such as breakfast cereals, potatoes, bread;
- 2
- 3 Lean meat, fish, eggs and nuts; milk, cheese and yoghurt; butter, margarine and oils (used sparingly).
- 1 **High fibre foods** (wholemeal bread, brown rice, pasta, peas, beans and lentils, fruit and vegetables and jacket potatoes) can help you relieve constipation, lower cholesterol and control diabetes.
- 3
- 1
- 2
- 3
- 1 **Fluid intake** is recommended to be 8 to 12 cups per day, which helps to: flush out the kidneys; prevent urine infections and constipation. You should drink even more in hot weather. Tea and coffee are stimulants and may keep you awake if taken before bedtime.
- 2
- 3

How much alcohol do you drink?

OVER 14 UNITS A WEEK

UNDER 14 UNITS A WEEK

OCCASIONALLY/NEVER

- 1 **Alcohol** in excess can: affect concentration, memory and reactions; lead to stomach disorders
- 2 and high blood pressure.
- 3

Do you smoke?

YES

OCCASIONALLY

NO

- 1 **Smoking** increases the risk of: heart disease; lung disease (e.g. bronchitis, cancer)
- 2 and osteoporosis (brittle bone disease) Smoking affects other people too (passive smokers). Want to give up? Ask your GP for advice.
- 3

How often do you have your sight tested?

NEVER

OCCASIONALLY

REGULARLY (EVERY 2 YEARS)

- 1 **Eye tests** are recommended every two years to help show your general state of health; diagnose certain medical conditions; and show whether you need glasses. Eye tests are free to some people (ask the optician) and some make home visits to the housebound.
- 2
- 3

How often do you have a dental check up?

NEVER

OCCASIONALLY

REGULARLY (EVERY 2 YEARS)

- 1 **Dental check ups** are recommended...every 6 months for natural teeth; annually for dentures (well fitting dentures aid digestion).
- 2
- 3 Dentists can give advice and spot...tooth decay, gum disease and early mouth cancers

How much do you sleep?

UNDER 4 HOURS

4 TO 6 HOURS

6 TO 8 HOURS

- 1 **Difficulty sleeping?** Have you tried ... relaxing in a warm bath; bedtime snack of milk and fruit; soothing music and light reading.
- 2
- 3

Do you have time for fun, study, friends and hobbies?

NO

SOMETIMES

YES (DAILY)

- 1 **Do you have time** for studies, friends and hobbies? How about a relaxing swim, listening to music or painting?
- 2
- 3

Now find out your score

Add up the numbers in the boxes you have ticked

If your score is....

30 - 42 Excellent, your lifestyle is healthy. Keep up the good work

20 - 30 You would benefit from making some small changes to your lifestyle. Have you read the Health Tips?

14 - 20 Room for some lifestyle changes. Why not have a chat with your GP or Practice Nurse?

Recognising stress and coping with it

Stress simply means strain or pressure and is brought on by changes in your life. Not all stress is bad. We all need some stress in our lives to function effectively - some people thrive on stress; it makes them feel stimulated and excited. However, constant stress can be destructive and can be likened to an overloaded shopping basket the handles of which weaken and begin to break with the strain. Likewise, a stressed or overloaded carer can become physically or mentally ill.

If you are suffering from stress you are not alone. Most people suffer stress symptoms at some time in their lives. Recognising your stress symptoms is half the battle.

Recognising stress

Carers under stress can experience:

- Anxiety and poor sleep
- Constantly feeling tired
- Difficulty concentrating
- Frustration, feelings of helplessness
- Loss of self-esteem and confidence
- Under- or over-eating, drinking or smoking
- Restlessness - feeling guilt when relaxing
- Irritability and aggressiveness
- Tension, eg in neck and back
- Feelings of loneliness and isolation
- Palpitations.

How to cope with stress?

- Work out what is making you stressed
- Try not to worry about things that you cannot change - deal with those that you can change
- Organise your time - make lists
- Take regular exercise - try a brisk walk
- Avoid harmful ways of coping - compulsive eating, drinking or smoking
- Learn to relax, make time for yourself, borrow a relaxation audiotape from your local library.

We all feel stress in our lives.

Do you feel stressed? **NO** 1 **Sometimes** 2 **Yes** 3

If you are stressed, what do you think causes it?

Unrelated to caring activities 1 2 3

Often feeling helpless 1 2 3

Not enough hours in the day 1 2 3

Feeling lonely – no one to talk to 1 2 3

No time to socialize 1 2 3

How do you feel about yourself?

In poor spirits most of the time 1 2 3

Lacking in energy 1 2 3

That your situation is difficult 1 2 3

That you have more problems than most 1 2 3

That you have dropped many activities/interests 1 2 3

You prefer to stay at home rather than go out and do new things 1 2 3

Now find out your score – add up the numbers in the boxes you have ticked

If your score is

13 - 20 Good You are keeping your stress under control but remember to make regular time for relaxing activities.

20 - 30 You would benefit from making some small changes to your lifestyle. Try the 'How to Cope with Stress' tips above. Make regular time for yourself to enjoy relaxing activities.

20 - 36 You need to relax more. Try the 'How to Cope with Stress' tips above. Have a chat with your GP or Practice Nurse.

Young carers

Young Carers have not been recognised for the role they provide within the family and it is difficult to measure the actual contribution they make. Their caring activities are uncosted and should not be viewed as an appropriate mechanism for the delivery of care in the community.

To respond to the needs of Young Carers there is a requirement not only to understand the demands of the caring role but also the direct impact it can have on the lives of those involved. The weight of caring responsibilities can prove to be so great that there is little opportunity to socialise with friends or join after-school clubs and youth groups. Even when this does occur, the Young Carer can have great difficulty forgetting the demands of caring home life.

Caring by young people can have a major influence on life chances and future expectations. It can affect their self-perception; self esteem and the ability to take up opportunities that are available to their peers. It is therefore paramount that Young Carers views on their caring role are sought and that their personal needs are assessed separately from the needs of the person they care for.

South Eastern HSC Trust is committed to providing support to people who have substantial care needs to minimise the level of caring required by young carers.

Supports for Young Carers within South Eastern HSC Trust

South Eastern HSC Trust is committed to providing support to people who have substantial care needs to minimise the level of caring required by young carers. In addition, support is provided to young carers through 2 schemes which provide a variety of supports to young carers based on their individual needs. These schemes are: Crossroads Young Carers Project and Action for Children Young Carers Project.

If you are a young carer, or someone who is aware of a young person undertaking a high level of caring, please contact the relevant team listed on page 4 of this booklet to discuss the support needs of the young person and also those of the person with care needs.

South Eastern HSC Trust has a separate information leaflet for young carers which is also available on the Trust website at www.setrust.hscni.net.

Websites for Young Carers

Children and Young Person's Commissioner NI

<http://www.niccy.org>

Princess Royal Trust Young Carers

<http://www.youngcarers.net>

Action for Children Young Carers

<http://www.youngcarersni.com>

Crossroads Caring for Carers – Young Carers

http://www.crossroadscare.co.uk/young_carers/main

Newry and Mourne Young Carers

<http://www.carers-nm.org>

The Children's Society

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

Carer Training Referral Form

Carer Support Needs Assessment should be offered to the carer prior to completion of this form if one hasn't already been completed.

Carer Details:

Name (Print) _____ D.O.B _____

Address _____
_____ Post Code _____

Tel No: Home _____ Mobile _____

Ethnic Group (eg. Chinese, Polish, Indian etc) _____

The person cared for is aged: 17years or under 18 - 64years 65years or over

Their main illness or difficulty is: Physical Learning
 Sight/Hearing Mental Illness

They live in/near: Hillsborough Dunmurry Ballynahinch
Bangor/Holywood Lisburn Newcastle Downpatrick
Newtownards/Comber/Donaghadee Ards Peninsula Other _____

Details of person making Referral:

Carer Please tick and continue to next section

Other Please complete details below

Name (Print) _____ Role/Organisation _____

Address _____
_____ Postcode _____

Contact Telephone _____

Caring Role: Briefly outline the caring provided _____

Please complete one of the boxes below to explain current support for the carer:		
Sole Carer – i.e. no help from other sources	Limited Help – please specify source (e.g. family, friends, care agency etc)	Regular Help – please specify source (e.g. care agency family, friends)

Carer Health:

Physical Health

Emotional Health

Special Requirements eg mobility, sight, hearing, language etc

Additional Information:

Outline training requested:

Is the carer currently in contact with any staff in South Eastern Trust?

No Yes If Yes, which staff member and team _____

Is this in relation to: Carer Cared for person Both

Carer Signature (to be completed in all instances)

I provide substantial and regular support to a family member/friend and I would like to receive training as outlined above:

Signed _____ Date _____

Signature of referrer (if not the carer)

Signed _____ Date _____

Completed forms should be returned to:

Joan Scott, Carers Development Officer, South Eastern HSC Trust,
Ballynahinch Community Services, 45 - 47 Main Street,
Ballynahinch, BT24 8DN
email: joan.scott@setrust.hscni.net

Carer Assessment Referral Form

A carer is someone who provides substantial and regular care to a family member or friend, who is frail or has an illness or disability. Carers of any age are entitled to an assessment of their own needs as a carer regardless of whether or not the person they care for is in receipt of services.

A Carers Support Needs Assessment is an opportunity for a carer to talk about the care they provide; how it affects their life; and identify the support needed to help them to look after their own health and wellbeing. There is a range of events for carers in the South Eastern Trust area including: Pamper Days, Health Events, Training & Groups.

Carer Details:

Name (Print) _____ **D.O.B** _____

Address _____

_____ **Post Code** _____

Tel No: Home _____ **Mobile** _____

Ethnic Group (eg. Chinese, Polish, Indian etc) _____

The person cared for is:

a) Child/Young Person Name _____ **Date of Birth** _____

OR b) Adult aged 18 - 64yrs 65yrs or over

Their main illness or difficulty is: Physical Learning
Sight/Hearing Mental Illness

They live in/near: Hillsborough Dunmurry Ballynahinch
Bangor/Holywood Lisburn Newcastle Downpatrick
Newtownards/Comber/Donaghadee Ards Peninsula Other _____

Has the carer had a Carer Support Needs Assessment previously? **YES/NO**

If **YES**, when & by whom approximately _____

Details of person making Referral:

Carer Please sign below

I provide substantial and regular support to a family member/friend and I would like to have my support needs as a carer assessed.

Carer Signature _____ **Date** _____

Other **Please complete details below**

Name (Print) _____ Role/Organisation _____

Signature _____ Telephone _____

Address _____ Postcode _____

Please return completed form to:
Joan Scott, Carers Development Officer, South Eastern HSC Trust,
Ballynahinch Community Services, 45 - 47 Main Street, Ballynahinch, BT24 8DN
email: joan.scott@setrust.hscni.net

When the caring role changes

Looking after someone can be a huge part of your life and often the demands of caring change over time. It may no longer be possible to look after the person you care for at home. There may come a time when you have to think about life after the death of the person you cared for.

Residential or Nursing Care

As a carer, residential or nursing care for the person you care for is an option you have to consider. It may feel like you are letting the person you care for down, or you are rejecting them, but it is important to remember that you can only do so much as a carer. Caring can be both physically and mentally exhausting and there are often limits to the level of care that can be provided in the home. If the person you care for is no longer able to look after themselves and you are unable to provide the care they need, for whatever reason, residential or nursing care is a sensible and realistic option.

For further information see <http://www.relres.org/index.php>

When the person you cared for has died

Losing someone close to you can be devastating. If you have been caring for that person, the loss can seem even greater. How you cope with the death of the person you cared for is a very individual thing. There is no right or wrong way to feel following a death.

Often people don't know what to say to someone who has been bereaved or are worried they won't say the 'right thing'. Talking to friends and relatives about what has happened, and about the person who died, can help you to come to terms with the death, and to cope with the feelings you have. It can also help to talk to other people who have been bereaved as they should have a better understanding of what you are going through.

For further information see <http://www.cruse.org.uk/>

Life after caring

The end of your caring role may take some time to adjust to. Having more time to yourself may give you the opportunity for a much needed rest, but it can also leave you with a lot of time to fill. Some carers find that once they are no longer caring, exhaustion – both physical and emotional – catches up with them and they feel unwell for a while.

It is really important to look after yourself. You may feel isolated after many years of caring and you may feel that this has knocked your confidence. There will come a time when you are ready to think about what to do next. This could be: returning to work or education; taking up a new hobby; learning a new skill; or volunteering with a local organisation.

For further information see <http://www.carersni.org/Information/Whencaringends/Lifeaftercaring>

Comments, Compliments and Complaints

The South Eastern HSC Trust hopes that the information contained in this booklet will be useful for carers. We want to know how carers feel about the services we provide. Leaflets about Comments, Compliments and Complaints are available from any of the Trusts offices listed on page 3 and should be sent to:

Laura Algie
Complaints/Patient Liaison Manager
Lough House,
Ards Community Hospital,
Church Street,
Newtownards
BT23 4AS

For further information or to obtain this booklet in another format contact
Carers Development Officer (028) 9756 5456