

**WE CARE
YOU CARE.**

A GUIDE FOR CARERS LIVING IN MIDDLESBROUGH

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Am I a carer?

A carer is anyone who cares, unpaid, for a friend or family member who (due to illness, disability, a mental health problem or an addiction) cannot cope without their support.

If this is you, and you live in Middlesbrough, we hope you find this guide useful. It has been created by the Middlesbrough Carers Partnership in response to other local carers' experiences of finding themselves in a caring role and not knowing where to start. We hope this guide helps you to understand the support available to you and how to access it.

All member organisations in the Middlesbrough Carers Partnership work to make life better for local carers. If you don't understand anything in this guide, or are looking for further support, please turn to the useful contacts section of this guide (pages 7-8) and get in touch.

Alternatively, if you have access to the internet, visit Middlesbrough Matters (www.middlesbroughmatters.co.uk) Middlesbrough's centralised source for care & community services. There, under the Carers section, you will find the contact details for all registered providers of support and advice services for local carers.



- ☐ **WIFE**
- ☒ **FRIEND**
- ☒ **DAUGHTER**
- ☐ **SISTER**
- ☒ **EMPLOYEE**

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The Carers Assessment

The Carer Assessment is simply a chat to find out what needs you may have as a carer and what support may be available for you. The person you care for does not need to be receiving help from Social Care for you to have a Carers Assessment.

The time it takes to carry out your assessment will depend on the urgency of your situation. A Social Care team member from Middlesbrough Council or Support Worker from Carers Together will work this out from the information you provide them following your first contact. The Carer Assessment is a supported process and your views and opinions will be considered throughout the assessment, which is aimed to be completed within 28 days.

Your worker will ask questions to understand the level of support you provide and whether this has an impact on your life. They will be aware that some areas that need to be discussed may cover delicate issues and this may well be a stressful time for those questions to be asked. Please be assured that questions will be asked sensitively and the answers you give will be treated in the strictest confidence.

You will get a written copy of the Carer Assessment and a Carer Support Plan. This is a plan that shows how your needs identified in your Carer Assessment will be met. This will be reviewed annually to make sure your needs are still being met. The review can be on-line, over the phone, at a meeting place away from home or at your own home.

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5 Rights in employment

Combining work and caring can be stressful. Whether you're working because you're dependent on your income to support your family or because you love your job and want to build a career, caring for a family member or friend at the same time can make it difficult to focus on your job fully.

**KNOW
YOUR
RIGHTS**

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Taking longer breaks

Unlike time off for emergencies, there is no right in the law for a carer to take a longer break from work to deal with on-going situations. Many employers offer discretionary leave in special circumstances. This is often known as 'compassionate leave' or 'special leave' and can be either paid or unpaid.



Protection from discrimination

You have a right to not be harassed or discriminated against at work because you're a carer. It doesn't matter whether it's your employer or other colleagues who are treating you unfairly, you're entitled to feel safe and supported at your workplace.



Flexible working

Employees in the UK have a right to *request* flexible working, however, it is not a right and your employer can turn down your request if they have a good business reason for doing so. For some carers, having the option to come in later or leave work earlier on a day-by-day basis is all they need, whereas others need to work part-time, from home or a different office or job sharing.



Taking time off from work

Anyone could have a family emergency that requires time off work, but if you're a carer, it can happen more often because you're already looking after someone who's vulnerable and might need help. The law gives you a right to time off to deal with emergencies involving dependants. A dependant is a partner, child, parent or someone who depends on you for care.

Aapna Services

Supporting carers in the BME community

31-35 Eastbourne Road
Middlesbrough
TS5 9QS

01642 825926

enquiries@aapnaservices.org.uk
www.aapnaservices.org.uk

Branches

Supporting carers of those with a drug or alcohol addiction

Live Well Centre
Dundas Shopping Centre
Middlesbrough
TS1 1HR

Norma Stockwell 07934 104283
Wynn Harris 07742 090608
branchescarers@outlook.com

Carers Together

Supporting all carers aged 18 and over

St Mary's Centre
82-90 Corporation Road
Middlesbrough
TS1 2RW

01642 488977

carerstogogether@btconnect.com
www.carerstogogether.co.uk

Middlesbrough Council

PO Box 99A
Middlesbrough
TS1 2QQ

01642 245432

socialservices@middlesbrough.gov.uk
www.middlesbroughmatters.co.uk

Single Point of Access (SPA)

01642 726004

Emergency help from social care during office hours (8.30am-5.00pm Monday to Thursday and 8.30am-4.30pm Friday).

Middlesbrough and Stockton Mind

Providing confidential services for people experiencing emotional or mental health problems and their families

The Mind Centre
90-92 Lothian Road
Middlesbrough
TS4 2QX

01642 257020

www.middlesbroughandstocktonmind.org.uk

Neuro Key (TVDNY Neurological Alliance)

Supporting carers of those with a neuro-disability

Acklam Green Centre
Stainsby Road
Middlesbrough
TS5 4JS

01642 641825

admin@na-tvdny.org.uk
www.na-tvdny.org.uk

Grandparents Plus

Supporting kinship carers

0191 257 2504

www.grandparentsplus.org.uk

Charwood Kinship Carers

Supporting kinship carers

01642 913953

Frank Stanton 07956 631061

kinshipcare@hotmail.com

Healthwatch Middlesbrough

Supporting people to find the right health and social care services for them and making sure their views and experiences of local services are heard.

St Mary's Centre
82-90 Corporation Road
Middlesbrough
TS1 2RW

Freephone 0800 989 0080

www.healthwatchmiddlesbrough.org.uk

Live Well Centre

A unique wellbeing hub offering a wide range of support for people in Middlesbrough who want to lead healthier lives, including stop smoking, healthy eating and exercise.

Dundas Shopping Centre
Middlesbrough
TS1 1HR

01642 727579 / 727580

www.thelivewellcentre.co.uk

NHS South Tees Clinical Commissioning Group

North Ormesby Health Village
First Floor
14 Trinity Mews
North Ormesby
Middlesbrough
TS3 6AL

01642 263030

STCCG.enquiries@nhs.net

www.southteescg.nhs.uk

South Tees Hospitals NHS Foundation Trust

James Cook
University Hospital
Marton Road
Middlesbrough
TS4 3BW

01642 850850

www.southtees.nhs.uk

The Junction

Supporting young carers

19 Station Road
Redcar
TS10 1AN

01642 756000

info@thejunctionfoundation.com

www.thejunctionfoundation.com

Financial support

As a carer there may be benefits, grants or other financial support available to you. You may be entitled to...

- **Carer's Allowance:** if you care for someone for at least 35 hours a week and the person you care for is getting a benefit because of their disability.
- **Carer's Credit:** if you are under State Pension age and you are caring for someone for at least 20 hours a week.
- **Income Support:** if you, and your partner if you have one, are on a low income or not in full-time employment and fall into a category of people who do not have to look for work. You must be 18 or over, but under Pension Credit age, however in particular circumstances some 16 and 17 year olds can get Income Support.
- **Universal Credit:** will eventually replace Income Support but currently can only be claimed by certain jobseekers. You may also be eligible for help with housing costs.



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Advice and Support

There are two local organisations who can discuss your financial situation, impartially, with you:

Middlesbrough Citizens Advice Bureau

9 Linthorpe Road
Middlesbrough
TS1 1TH

Advice Line: 0344 4994110

(Monday - Friday 10am - 4pm)

Email: advicembro@gmail.com

Citizens Advice Middlesbrough give advice to people for the problems that they face and work to improve the policies and practices that affect people's lives.



Middlesbrough Council Welfare Rights

PO Box 505
Civic Centre
Middlesbrough
TS1 9FZ

Advice Line: 01642 729242

Email: welfarerights@middlesbrough.gov.uk

The Welfare Rights Team provide specialist benefits advice via the advice phone line, drop-in surgeries and home visits (housebound customers only).



You may be eligible to apply for a grant.

Middlesbrough Council and MVDA present **Find a Funder**, a new online funding search tool for Middlesbrough communities.

Start your search at www.findafunder.info



Health and wellbeing

As a carer, it is important to look after yourself so your ability to care is not affected. Telling your GP that you are an unpaid carer will help them to understand and support you better.

Prioritise your own health:

- Ask at your GP practice for a health check and discover self-help care and advice on the NHS Choices website.
- Recognise your stress triggers and know how to manage stress in your daily life.
- Counselling and other talking therapies services can be helpful if you need someone to listen.

Carers are a **flu vaccine** priority group, so you are entitled to get this for free by asking at your GP practice. This vaccine is important for you as a preventative measure for the person you care for.



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In September 2015 Carers Together was awarded a contract from Middlesbrough Borough Council to provide a Carers Outreach and Assessment Service.

Carers Together provides a wide range of free information and support services, including welfare and benefit advice, Carers Direct Payment Scheme (in partnership with Middlesbrough Council), counselling and a legal clinic for all carers aged 18 and over.

To see how Carers Together can support you, call 01642 488977.

1039 new carers
have accessed our
service since 2015

2015

**Every
25 minutes**

we are either on the phone,
or in a face to face meeting
with a different carer
in Middlesbrough

We have had phone
contact with carers on
1877 different
occasions

**Every day
2 new carers**
receive support from us

Since 2015 we have completed

525
Carers Assessments

We have made

627
visits

to carers' homes

Carers have visited
our office on

804
occasions

Training for carers

Various organisations offer a range of carer workshops that look at different aspects of caring.

Carers Together provides workshops in response to carers' needs and requests. In the past these have included First Aid; Moving and Handling People; Coping with Challenging Behaviour; Living with Dementia; Autism Awareness.

Middlesbrough Council Public Health Department and their delivery partners run a variety of courses, including Level 1 Health Awareness accredited by the Royal Society of Public Health. Contact the Live Well Centre to find out more.

Darlington Action on Disability (DAD) provides training for carers who wish to become a paid personal assistant. Call 01325 489999 to find out more or visit: www.darlingtondisability.org



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Training

Knowledge
useful abilities
backbone of co



About us:

Middlesbrough Carers Strategic Partnership

The overarching purpose of the Partnership is to help to achieve the shared vision for carers in Middlesbrough.

Middlesbrough Carers Strategic Partnership will oversee and monitor the implementation of the Strategy to Support and Value Carers in Middlesbrough (2015-2019) and support the achievement of the positive outcomes for carers.

The Partnership adopts the National Carers Strategy vision for carers, which is also supported within the 'Strategy to Support and Value Carers in Middlesbrough 2015-19' (November 2015):

"Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen."

Carers at the Heart of 21st Century Families and Communities' (2008)



Further reading

Carers UK has a library of factsheets and resources available, designed to simplify a range of issues that affect carers. Contact the **Carers UK Adviceline on 0808 808 7777** or visit: www.carersuk.org/help-and-advice

WE CARE YOU CARE.

We hope by producing this guide we have provided a useful tool to help you navigate all the local services and support available to you as a carer, living in Middlesbrough.

A digital copy is available to download at www.mvda.info

All information correct on date of publication: June 2018.