



NHS

Derbyshire Healthcare

NHS Foundation Trust



Support for Carers

Information about services and support for Carers, Families, Friends and Supporters

Foreword

Chief Executive Mark Powell



Carers and their families play a crucial role in the support and ongoing wellbeing of their loved ones. Everyone here at Derbyshire Healthcare NHS Foundation Trust realises that taking on the role of a carer – whether it’s for the long or short term – can be daunting, and it is often unclear on where to go for help and advice. In collaboration with the Carers Trust, we are deepening and developing our commitment to their Triangle of Care initiative. One of the aims of this initiative is to acknowledge carers and the essential role they play, by ensuring they are provided with support and relevant information about aspects of the journey they will go on whilst supporting their loved ones.

This booklet is one way that our Trust is demonstrating its commitment to the Triangle of Care, and it is one element of the work we are undertaking to support and engage with carers. It attempts to draw together key information on the help and support available within the NHS together with the support available within the wider community.

I hope this booklet helps you find the additional help you might need. Thank you for your support and for everything you do.

Welcome

At Derbyshire Healthcare NHS Foundation Trust, we are committed to supporting, and working with, Carers, Families, Friends, and Supporters of people who use our services.

This short guide is intended to help you on your journey as a Carer. This information has been divided into three sections. The support and advice available can vary depending upon whether you live in the city boundaries of Derby or whether you live in the wider county.

Section One

Information for all Carers about local NHS services and support

Section Two

Information for Carers who live in Derbyshire

Section Three

Information for Carers who live in Derby City



Our Partners in Care

Carers play an important role in the care of their loved ones. We aim to offer and deliver services which support, value, and recognise the importance of Carers and family members contributions. We want to pass on information about the different types of help and support available as soon as it is recognised someone has a caring role.

We have standards in place which support our commitments to working with Carers and Families and we are also accredited by the Carers Trust for our work to implement the “Triangle of Care” Carer Standards. These standards help us develop services where we work in partnership with Service Users, Carers, Families and Supporters. You can find out more about these standards by visiting the Derbyshire Healthcare NHS Foundation Trust website.

Please visit the **Carers and Families hub** on the Derbyshire Healthcare website for more information derbyshirehealthcareft.nhs.uk/carers or use the QR code below.



Scan this code to visit the **Carers and Families hub** on the Derbyshire Healthcare NHS Foundation Trust website.

We pride ourselves on being a values-led organisation. Our Trust values are as follows:



Caring

We provide safe care and support people to achieve their goals.



Inclusive

We respect everyone in all we do.



Ambitious

We offer high quality services, and we commit to ongoing improvement.



Belonging

We come together to create a culture that is welcoming, open and trusting.



Collaborative

We work together to achieve the best outcomes for our people and communities.

Section One

Information for all Carers about local NHS services and support

- If you need help, advice, or information you can talk to the **Care Coordinator** or **Keyworker**, or the person who organises the care for your loved one. With permission, they can talk to you about the care being provided to the person you care for and they will involve you whenever possible. You can also talk to your GP if you have concerns.
- The **Derbyshire Mental Health Helpline and Support Service** is a freephone service available to everyone living in Derbyshire, including Carers and family members. It is open 24 hours a day, seven days a week. If you or your loved one are experiencing distress or anxiety, or feeling that you cannot cope, you can dial **111** and select option **2** for support over the phone. That support could be about your mental health, but you can also talk through practical issues that may be causing concern.
- **NHS Talking Therapies** will be able to help you manage issues such as depression, low mood, anxiety, stress or panic. Talking therapy is a way to explore your difficulties with a trained professional and have a safe place to talk about how you are feeling. The service is free and there are a number of providers locally; at the time of writing, these include Trent PTS, Everyturn, Vita Minds and Talking Mental Health Derbyshire. For contact details, search 'talking therapies Derbyshire' or visit joinedupcarederbyshire.co.uk/your-services/talking-therapies/
- There are four **Urgent Treatment Centres in Derbyshire (UTCs)** - **Buxton, Ilkeston, Ripley and Whitworth Hospital** and they are open seven days a week, between 8am and 8pm across Derbyshire. Urgent Treatment Centres can treat a range of minor injuries and ailments without needing to visit a large hospital. You can call **111** or go online to 111.nhs.uk to arrange an appointment. For more information visit the website dchs.nhs.uk/news/seeking-urgent-clinical-treatment-guidance-nhs-111-and-urgent-treatment-centres

- **Derby City Urgent Treatment Centre** is based in Derby City at Entrance C, Osmaston Road, Derby, DE1 2GD. The service runs from 8am - 8pm, 7 days a week. The service is for patients who need treatment for common illness conditions or minor injuries that are too urgent to wait for a GP appointment but do not need emergency treatment at an A&E department. You can call **111** or go online to 111.nhs.uk to arrange an appointment. For more information visit the website [dhuhealthcare.com/services/our-sites/Derbyshire-Nottinghamshire-South-Yorkshire-and-Staffordshire/Derby-Urgent-Treatment-Centre](https://www.dhuhealthcare.com/services/our-sites/Derbyshire-Nottinghamshire-South-Yorkshire-and-Staffordshire/Derby-Urgent-Treatment-Centre) or telephone **01332 452 199**.
- In **medical emergencies** and **life-threatening situations**, where a person has taken an overdose, or needs urgent medical attention, please dial **999** or attend your nearest hospital A&E department.
- For immediate life-threatening emergencies, where a crime is being committed, or a fire is in progress, contact the emergency services by calling **999** immediately and ask for the Ambulance, Police or Fire Service. If it is a **non-emergency police issue**, please call **101**.
- The **Patient Experience Team** is the central point of contact for people to provide feedback and raise concerns about the services provided by Derbyshire Healthcare NHS Foundation Trust. You can contact the service if you have a concern, complaint, or compliment about the service the person you care for may be receiving. We don't always get things right and the feedback you provide can help the Trust to keep improving services. You can contact the team on **01332 623 751** or **0800 027 2128** or email dhcft.patientexperience@nhs.net You can also visit the website to find out more www.derbyshirehealthcareft.nhs.uk/patient-experience
- You can find more information on the Derbyshire Healthcare NHS Foundation Trust website. In particular, for information:
 - about local support services, please see: www.derbyshirehealthcareft.nhs.uk/local-support-services
 - on how to get urgent help in a mental health crisis, please see: www.derbyshirehealthcareft.nhs.uk/help-mental-health-crisis
 - visit the Carers and Families hub: www.derbyshirehealthcareft.nhs.uk/carers

Section Two

Information for Carers who live in Derbyshire

- **Derbyshire Carers Association (DCA)** (www.derbyshirecarers.co.uk) support Carers who look after a family member, partner or friend who needs help because of their illness, frailty, disability, mental ill health or an addiction.

Derbyshire Carers Association deliver a support service to all Carers, regardless of age, throughout Derbyshire (but not the city of Derby) through their “**Derbyshire All Age Carers Support Service**”. The services available are created to support Carers with the practical, physical, and the emotional impact of care giving. Derbyshire Carers Association provide **Carers Assessments** to identify support you may need as a Carer and the things that could make your caring role easier for you. You may be entitled to a **Carers Personal Budget** (formerly known as a Carers Break Award or Grant) to spend on purchases or activities which improve your quality of life as a Carer.

Derbyshire Carers Association also provide a broad mixture of support, activities, and events for carers. These include **advice, newsletters, befriending, peer support groups** and **Carer training**. You can self-refer, or a member of your health care team can make contact on your behalf. Telephone: **01773 833 833** or email info@derbyshirecarers.co.uk.

- If you are a Carer for someone with **Dementia**, you can find help and support from **Derbyshire Dementia Support Service**. (www.dementiaderbyshire.org.uk) The service can support both you and your family members through the different stages of dementia. The **Dementia Support Service** delivers a range of groups for people affected by memory loss or dementia. You don't need an official diagnosis of dementia or be of a certain age to get advice and support from the service. Carers supporting people living with dementia can be referred for support in their own right. You can also get advice and support by contacting the **Alzheimer's Society National Dementia Helpline** on **0300 222 1122**. This confidential helpline is for Carers, those with dementia, and the friends and families of people with dementia.
- **Derbyshire County Council** provides reliable, relevant, local, up to date information about support and services for Carers on its website. It offers information about **Carers Rights** and **where to get help**. www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/caring-for-someone/support/support-for-carers-in-derbyshire.aspx

- Becoming a Carer can have a fundamental impact on your finances and the finances of the wider family unit. **Derbyshire Carers Association** offer **free legal and financial advice**, and this covers matters such as Wills, Powers of Attorney, Care Home Fees and Personal Injury. As a Carer you may be entitled to welfare benefits such as **Carers Credit** or a **Carers Allowance**. Whilst information can be found at www.gov.uk/carers-credit and www.gov.uk/carers-allowance you can also receive help from **Derbyshire Welfare Rights Service**, contact them on **01629 531 535** or email: welfarebenefits@derbyshire.gov.uk
- **Advocacy** – sometimes it can be difficult and feel exhausting when we believe we are not being listened to and when we feel that what's important to us isn't being taken seriously by others. When that happens, an independent advocate can be useful to provide support when decisions are being made that we might not agree with and that impact our health (or the health of the person we care for). In Derbyshire, advocacy is provided by **Cloverleaf Advocacy**, telephone **01924 454875** or e-mail referrals@cloverleaf-advocacy.co.uk You can also visit the website www.cloverleaf-advocacy.co.uk/areas/derbyshire for further information.
- **Safeguarding** means protecting an adult's right to live in safety and free from abuse and neglect. People and organisations in Derbyshire and Derby City work together to prevent the risks and experience of abuse or neglect, while at the same time making sure that wellbeing is promoted. Some adults may not be able to take care of themselves very well or protect themselves from abuse or exploitation. If you're worried about yourself or someone else being abused or neglected, please contact **Call Derbyshire** on **01629 533 190**. You can phone Call Derbyshire anonymously without revealing your name. You can also visit their website for more information www.derbyshiresab.org.uk
- **Carers UK** is a national charity whose mission is to support and make life better for Carers. There is a wealth of information and advice available online. Telephone **0808 808 7777**, email advice@carersuk.org or go to www.carersuk.org

There are more services and support available for Carers:

- **Mental Health Carers Community: Chesterfield & North Derbyshire** meet on the last Wednesday of every month from 10am-1pm at Loundsley Green Community Centre, Cuttholme Road, Chesterfield, S40 4QU. The group is run by Carers and new Carers are always welcome, call **07730 526 219** or email jose.rodgers@nhs.net
- **High Peak Mental Health Carers Group** meet on the first Wednesday of the month at the Methodist Church, Market Place, Buxton 11.30am to 1.30pm. New Carers are always welcome and it's a place to chat, share experiences, and enjoy free refreshments. Call Helen on **07791 219541** or email helencochrane2@gmail.com

- **Chesterfield and North Derbyshire Mental Health Carers Art Group** takes place every Friday at West Studios, Sheffield Road, Chesterfield, S41 7LL. The group is an informal group of Carers and offers an opportunity to relax and take part in art activities. No experience is needed, and all Carers are welcome. Contact Malcolm on **01246 220686** or contact West Studios on **01246 500799**.
- For Carers living in South Derbyshire, the **Derby City and South Derbyshire Mental Health Carers' Forum** meets on the third Friday of every month between 11.30am and 2pm at The Oddfellows Hall, 32 Charnwood Street, Derby, DE1 2GU. They are a self-help group who help care for, or have cared for, a relative, friend or neighbour suffering from any form of mental illness and meet to offer each other support, advice, conversation and understanding in a relaxed, informal and friendly atmosphere. Contact Sandra on **07779 107 087** or email sandra.austin99@gmail.com for more information.
- **The Croft, Ripley Mental Health Carers and Carers Group** invite Carers and ex-carers to a friendly group offering support. The Croft, Slack Lane, Ripley, DE5 3HF on the second Thursday of the month starting at 1.30pm until 3.30pm. Facebook page called The Croft Mental Health Carers Group. Contact Terry on **07721 006100**
- Call the **Carers Direct helpline** on **0300 123 1053** if you need help with your caring role. They provide free, confidential information and guidance on a number of topics and Carers can also email queries to helpline advisers.
- **Age UK** have a free advice line **0800 678 1602**. They can provide advice on anything from health to housing. The advice line is open 365 days a year, from 8am to 7pm.
- **Young Minds Parents Helpline 0808 802 5544** can provide advice, emotional support and signposting about a child or young person up to the age of 25.
- **Sidekick** is a confidential helpline for **young Carers aged 13-18** in the UK sidekick.actionforchildren.org.uk or **text 07888 868 059**. You can also email sidekick@actionforchildren.org.uk. You can speak to someone about anything you'd like. It will be confidential and there will never be any judgement.
- **Mobilise** are an online service providing help and support for Carers. You can visit the website for more information www.mobiliseonline.co.uk
- The NHS publishes information about telephone helplines and forums which can help if you look after someone who needs help with day-to-day living because of illness or disability. You can visit the website and search for the **NHS Social Care and Support Guide** www.nhs.uk

Section Three

Information for Carers who live in Derby City

- **Universal Services for Carers in Derby** (www.derbycarers.co.uk) provides free support, guidance, and advice to Carers and is delivered by Citizens Advice Mid Mercia.

Universal Services work with Carers over the age of 18 and aims to empower people who are caring for someone who lives in Derby City. The service offers practical and personal support to enable Carers to lead healthy and fulfilled lives and this includes **'Just in Case' planning, a helpline service, wellbeing activities and events, community engagement, and a regular newsletter**. Telephone: **01332 228 777** or e-mail: carers@citizensadvicemidmercia.org.uk

- If you live in Derby City and you, or a person you care for, has dementia, then the **Derby City Dementia Support Service** can help you. The service is run by the Alzheimer's Society and can provide information, advice, and support for those experiencing the symptoms of, or diagnosed with dementia, and their Carers. The service also offers **wellbeing activities, provides peer support** and **dementia education** events across the city. You can contact the service by calling **01332 497640** or by email derbycitydementiasupport@alzheimers.org.uk
- Becoming a Carer can have a fundamental impact on your finances and the finances of the wider family unit. As a Carer you may be entitled to **welfare benefits** such as **Carers Credit** or a **Carers Allowance**. Whilst information can be found at www.gov.uk/carers-credit and www.gov.uk/carers-allowance, **Universal Services for Carers** can also refer you to **Citizens Advice Mid Mercia** for free advice and guidance on what can sometimes be a daunting and complex process. **Citizens Advice Mid Mercia** can also be contacted on **0808 278 7972** or at www.citizensadvicemidmercia.org.uk

Derby City Council also offer **welfare advice** and support. You can telephone them on **01332 643 394** or email derby.advice@derbyhomes.org. They are committed to supporting people living in Derby City communities with issues relating to welfare benefits.

- **Derby City Council** are responsible for carrying out **Carers Assessments** in Derby and they also have general information and support available at www.derby.gov.uk/health-and-social-care/your-life-your-choice/information-for-carers/support-for-carers. You can also contact Derby City Council by calling Derby Direct on **01332 640 777**.
- **Advocacy** can be a way to get help if we believe we are not being listened to and when we feel that what's important to us isn't being taken seriously by others. When that happens, an independent advocate can be useful to provide support when decisions are being made that we might not agree with and that impact our health (or the health of the person we care for). In Derby, advocacy is provided by **One Advocacy** part of Citizens Advice Mid Mercia . You can visit their website www.citizensadvicemidmercia.org.uk/advocacy or telephone **01332 228 748** or e-mail referrals@oneadvocacyderby.org
- **Safeguarding** means protecting an adult's right to live in safety, free from abuse and neglect. People and organisations in Derbyshire and Derby City work together to prevent the risks and experience of abuse or neglect, while at the same time making sure that wellbeing is promoted. Some adults may not be able to take care of themselves very well or protect themselves from abuse or exploitation. If you're worried about yourself or someone else being abused or neglected, please contact the **Multi Agency Safeguarding Hub** on **01332 642 855**. You can also visit the website for more information at www.derby.gov.uk/health-and-social-care/safeguarding-adults-at-risk/
- **Carers UK** is a national charity whose mission is to support and make life better for Carers. There is a wealth of information and advice available online. Telephone **0808 808 7777**, email advice@carersuk.org or go to www.carersuk.org

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Notes

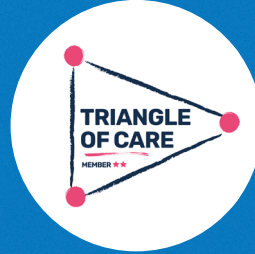
Contact us



Derbyshire Healthcare
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Kingsway Hospital
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☎ **01332 623700**



If you would like this information in a different language or format, including Easy Read or BSL, contact dhcft.communications@nhs.net

Ak by ste chceli tieto informácie v inom jazyku alebo vo formáte, kontaktujte spoločnosť dhcft.communications@nhs.net

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Si vous souhaitez recevoir ces informations en une autre langue ou un autre format, veuillez contacter dhcft.communications@nhs.net

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如果您希望以另一种语言或另一种格式接收此信息, 请联系 dhcft.communications@nhs.net

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