

Carer and family handbook



Making a
positive
difference

Ringling for help - SBARD

When you're worried about the person you're looking after, it can sometimes be difficult making people understand what's wrong and why you're concerned. The SBARD structure helps you to organise your thoughts before you call so that you can get the help you need. These are the main things to think about:

- ✓ **Situation:** Explain who is calling and why? Be clear about the situation.
- ✓ **Background:** How has this come about? What's the history?
- ✓ **Assessment:** What are the problems that you and the person you're calling identify together?
- ✓ **Recommendation:** What do both you and the person you're calling feel would help?
- ✓ **Decision:** What has been agreed, and who will do what?

Name and number of the person you're talking to:

What's been agreed:

Talk about the options - there may be solutions that you've not considered. Please contact the main worker for the person you care for if you have concerns.

Contents

Ringling for help – SBARD	1
Working with families and carers	3
Carers	
Who is a carer?	4
Help in an emergency - who to contact	5
Carers rights	7
Young carers	8
Parent carers	9
Working out your own needs for support	10
Information and advice	13
Sharing information with carers	15
Counselling and emotional support for carers	16
Getting the benefits and services you are entitled to	17
Carers having a voice	18
Advocacy	19
Planning for emergencies	20
Taking a break from your caring role	21
Local support groups and organisations	23
The person you care for	
What happens when the person you support has been referred to our services?	30
Making decisions	31
Medication	33
Legal and financial	34
Your experience	35
Our Standards: We will work with families and carers	36
The Triangle of Care	37
About our services	38

Working with families and carers

Families, parents, and carers often play a vital part in the life of someone who needs the services of the Trust. It is probably your help and support, given freely every day, that keeps them well and living in the community.



Carers are people from all walks of life. You may or may not live with the person who you care for. You could be a relative, partner, friend or neighbour, or a young person supporting a parent.

This updated handbook has been written to help you support your relative or friend. Whether they are having problems with their physical or mental health, or have a learning disability, are young or older, you will find the contents of this handbook helpful in your caring role.

I want you to know that our Trust values the role that families and carers play as partners in care. We want to support this role, and work with you for the wellbeing of the person you care for.

We want to help you find your way around what can seem like a maze of services and support, and we've written this handbook to give you a clearer idea not just about how Derbyshire Healthcare NHS Foundation Trust can help you and the person you support, but what other support is out there for you.

Ifti Majid
Chief Executive



Who is 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’

You are a carer if you provide unpaid support with day to day living tasks or personal care to a family member or friend. Those you care for could be ill, frail, disabled, suffer from poor mental health or have a substance or alcohol misuse problem. Often carers care for more than one person and there may be family situations where, for example, a couple mutually care for each other and there is no main carer.

You may spend many hours every week providing emotional and practical help. Illness can be unpredictable and emotionally exhausting. The strains and responsibilities of coping with this can affect your own mental and physical health. You may feel permanently ‘on call’ to the person you care for. Carers often feel that the problems they experience are part of everyday life, and to ask for help or to complain is to admit failure. Asking for some help does not mean you cannot cope. With the right kind of support, you may be able to get more out of life for you and the person you care for.

Young carers are young people, including children, under the age of 18, who provide care and support to another person on a regular basis, for example a brother or sister, grandparent or parent. They may help care for someone who has a physical or learning disability, terminal illness, depression or mental ill health, or someone who has a drug or alcohol problem. The support young carers give may vary from practical help such as shopping, housework or cooking. It could also be personal care for example bathing, toileting, or it may involve them offering emotional support to someone who is depressed. Often they will be doing a number of these things.

Emergencies

Help in an emergency - who to contact?

Sometimes, the condition of your relative or friend may suddenly get worse. If you need urgent help during the normal working day, you should get in touch with your main worker, such as the care co-ordinator. They should give you information about what to do in this situation, including who to contact whatever time of day or night. To help you get your thoughts together, you can use SBARD (see inside the front cover)



You can also contact the following:

- The GP of the person you support
- For immediate life-threatening emergencies, contact the emergency services by ringing **999** and asking for Ambulance, Fire or Police (for non-emergency police issues - ring **101**)
- You can **Call NHS 111** if you need medical help fast but it's not a 999 emergency; you don't know who to call. you don't have a GP to call, or you need health information or reassurance about what to do next
- **NHS website:** www.nhs.uk Offering advice and support about what to do in a mental health crisis.
- If you are feeling unwell but it's not too urgent, **contact your GP or local pharmacist.**

If you have an **urgent mental health problem**, as well as the choices above, you should have been given some numbers to call, including your Care Co-ordinator or lead professional.

Other numbers you can use include:

- **Samaritans** Tel: 116 123 Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or suicidal thoughts.

- **SANEline** Telephone: 0300 304 7000 website: www.sane.org.uk/what_we_do/support/helpline a helpline offering specialist emotional support and information, open every day of the year from 4.30pm to 10.30pm.

Social Care numbers you can ring for help include:

- **Derby City Careline** - During office hours you can call 01332 640777 for social care support, out of hours ring 01332 786968. The service operates from 5pm-9am Monday to Friday and 24 hours a day on weekends and bank holidays.
- **Call Derbyshire** – 01629 533190. The call centre is open between 8am to 8pm, Monday to Friday and 9.30am to 4pm Saturdays to provide you with a speedy and direct response. Outside these hours ring 01629 532600.

Home repairs

- **Derby City Handyperson Service** for older people in Derby who need repairs done Tel: 01332 640134 www.derby.gov.uk/housing/improvements-and-repairs/care-and-repair-scheme/
- **Derbyshire Handy Van Service** practical repairs and support to help older and vulnerable people to live independently. Tel: 0203 535 4999 or search online for Derbyshire Handy Van service or visit www.derbyshire.gov.uk

Safeguarding Adults and Children

If you have a concern about an adult or child you consider to be vulnerable due to old age, learning disability or any other reason that you consider leaves this person open to emotional, mental or physical abuse. Ring:

- Police on **999** or **101** for non-emergencies
- **NSPCC** helpline on 0808 800 5000 (for a child)
- **Derby City Council** on **01332 786968** or **01332 642855** and ask to talk to someone about your concerns.
- **Derbyshire County Council** on **01629 533190** or **01629 532600**

Carers rights



Your rights as a carer

We know that carers play a vital role in supporting people with health problems so they can live in the community. It has also been shown that supporting carers has a direct effect on reducing relapses. As a carer you have a right to:

- Information and advice
- Be consulted in planning services for the person you care for.
- An assessment that looks at your needs in relation to your physical and mental health, your work, leisure and the impact of your caring role on your day-to-day life.

The Care Act 2014 created a number of new responsibilities for local authorities in relation to adult social care and the support provided for carers. The Act recognises the importance of supporting carers, raises awareness of carers new rights and puts them on an equal footing to the person they care for. The eligibility criteria are:

- Do your needs arise because you are providing necessary care and support?
- Are your physical or mental health or some other aspect of your life affected or at risk of deteriorating? Or are you unable to achieve any of the listed outcomes because of your caring responsibilities?
- Is there consequently a significant impact on your wellbeing?

Derby City Council has information for carers on:

www.derby.gov.uk/health-and-social-care/your-life-your-choice/information-for-carers/carers-support

Derbyshire County Council has a '**Carers in Derbyshire**' website on: www.carersinderbyshire.org.uk

Being a young carer

Young carers

Young carers are children and young people who look after someone in their family who has an illness, a disability, or is affected by mental ill-health or substance misuse. They often spend long hours caring for relatives when they should be playing with friends, going to school and just being young.



Support for young carers in the **Derbyshire** county area is available from Derbyshire Carers Association on 01773 833833.

Support for young carers in **Derby City** is available through Derby City Council on 01332 641028

Young Carers Services will generally offer:

- someone you can talk to in confidence when you need it
- activities and social groups
- support groups - talking to and making friends with other young carers
- help with getting a break from caring
- help with talking to professionals who work with you or your family, including school health staff and social workers
- information and advice, including how to get help to make things better for you at home
- help with managing school, college, going to university or getting a job if you want to
- support for your whole family and any brothers and sisters.

Being a Parent Carer

Caring for a child as a Parent Carer



Caring for a child with a disability or additional needs can be very challenging. If you make use of the practical support, information and advice available for families of disabled children, it will help you to look after your own wellbeing.

As an adult caring for a child with disabilities or additional needs, you will usually be supported through Children's social care Services. Support for you as a carer, including any respite services, will be considered as part of your child's assessment. However, you can ask Adult Care services to assess your needs as a carer before your child turns 18. The NHS website has further information about caring for a child with complex needs and support for you as a carer. Try your local Home Start Centre. Also:

- **Fairplay** offers support to children with disabilities and their families across the North. Contact Fairplay on 01246 203963
- **Umbrella** offers information, advice and support groups across Amber Valley, South Derbyshire, Erewash and the South Derbyshire Dales. Contact Umbrella on 01332 785658
- **Parenting Additional Needs (PAN)** is a friendly and welcoming support group for parents and carers of children with additional needs in Derbyshire. Contact PAN on 07973616043
- **Derbyshire Parent Carer Voice.** The forum has been set up to support children and ensure parents have a voice. Tel: 01629 533666
- **Young Minds Parents Helpline** Tel.0808 802 5544

Working out your needs for support

Carer's assessment

A carer's assessment will help to identify the help and support you need and is your opportunity to tell us about the things that could make caring easier for you. It can provide access to support such as:

- information about carer support groups
- information about training available to you
- information on how your GP can support you
- advice about how to get a balance in your caring role
- services to enable you to have a break from your caring role.

All carers with a need for support are entitled to an assessment, regardless of the amount or type of support provided.

This assessment has nothing to do with how you carry out your caring role, and it is not a test of your own ability to care. It is your opportunity to talk about the care you give and how giving this care affects you. If any needs are identified, you will be offered support, information, and advice.

You may want to **talk about the following**:

- when you last had a good night's sleep
- how willing and able you are to provide care now and in the future
- how caring affects your social life or your job
- how good your own health is
- whether caring causes you relationship or financial problems
- what practical or emotional support you need
- what would happen if you became ill

Carers Assessment

- whether you need someone to help you get your own view across during the assessment
- what you want from the assessment.

The information from the assessment will be used to identify if you have needs that can be supported, and to put together a **support plan** for you which may include:

- information about the health problem affecting the person you care for, and how to get more information about this
- information about medication and possible side effects, and any other treatment the person you care for is receiving
- information about what to do in a crisis and how to get help
- what will be provided to meet your own mental and physical health needs
- how to get advice on benefits, housing, education and employment
- arrangements for short-term breaks
- arrangements for social support, including access to carers' support networks
- information about complaints and appeals procedures
- what carers training is available.
- the plan should be reviewed at least every year

How to ask for an assessment

You may ask for an assessment. If you live in:



- Derby:**
- Contact Derbyshire Carers Association **Derby City Council** directly at **01332 200002**. Derbyshire Carers Association will complete a Carers Conversation form with you to help identify information, advice and support to meet your needs as a Carer
 - Derbyshire Carers Association will then liaise with the Council if a Carers Assessment is required, and the

Council will arrange a visit to your local Talking Point or home for this to be undertaken

Derbyshire:

- The Derbyshire Carers website is on: www.carersinderbyshire.org.uk
- You can also complete the Carers Emergency Card directly on: www.derbyshire.gov.uk/carerscard
- For a carers assessment contact Derbyshire Carers Association on **01773 833833**

Derbyshire Carers Association has Carer Assessment Workers who will complete Carers Assessments, access emergency cards, respite, grants, information and help to further support Carers in their role. This now includes a young carers service. Tel: **01773 833833** www.derbyshirecarers.co.uk

For a disabled child with special needs the family assessment should look at the family as a whole unit when considering appropriate services for the child and support for the parents/carers.



If you care for someone in Derby you can also get support from:

- **Creative Carers: Strength in numbers** for people over 18 caring for someone living in Derby City. An organisation run by carers for carers. Tel: 01332 227711



Information and Advice

You can access information about health resources in the **Infolink Resource Directory**. Ask your worker for a booklet, or see it on: www.derbyshirehealthcareft.nhs.uk/infolink We produce the **'Who Cares?'** Carers Newsletter and send it to carers during the year. If you would like a copy, please contact the Core Care Standards and CPA Service on 01246 515974, You can also get advice and information from:



- **Age UK Advice line** 0800 678 1602 www.ageuk.org.uk
- **Al-Anon** for anyone affected by someone else's drinking Tel: 0800 0086 811 www.al-anonuk.org.uk
- **Alzheimer's Society** Dementia helpline 0300 222 1122 www.alzheimers.org.uk/
- **Carers Direct** national helpline - 0300 123 1053 (call back available in 170 languages)
- **Carers Trust** www.carers.org
- **Carers UK** www.carersuk.org Tel: 0808 808 7777
- **CRAFT** (Carers Relatives and Friends Together) for anyone affected by a relatives drug or alcohol use Tel: 01246 206514 or 0845 308 4010 www.alcohol-advice.co.uk/raft-relatives-and-friends-together
- **Derbyshire Autism Services Group (DASG)** for family and friends Tel: 01773 741221 www.derbyshireautismservices.org/
- **Derbyshire Dementia Support Service – Alzheimers Society** 01332 208845 derbyshire@alzheimers.org.uk
- **Derbyshire Law Centre** Tel: 01246 550674 www.derbyshirelawcentre.org.uk/
- **Derby Law Centre** 01332 287850 www.thederbylawcentre.co.uk
- **Family Carer Support** for family carers of a person who has a learning disability 0808 801 0448 www.hft.org.uk
- **Family Lives for parents** helpline No: 0808 800 2222 www.familylives.org.uk

Information and Advice

- **Farming Community Network** helpline 03000 111 999 www.fcn.org.uk/
- **First Steps Derbyshire** support for families of people with eating disorders Tel 01332 367571 www.firststepsed.co.uk/
- **Frank** Free and confidential advice, support, counselling and information for anyone affected by drug misuse Tel: 0300 123 6600 www.talktofrank.com
- **Lauren's Link** supporting people affected by someone else's drug or alcohol use 01332 362 744 www.laurenslink.co.uk
- **Learning Disability online Carers Community** www.ldcarerscommunity.org.uk
- **Local Partnership Boards in Derbyshire and Derby City** each board have representatives with a learning disability and family carers and engage with local people and organisations
- **Making Space** Derby City Derbyshire Dementia Support Service Tel: 01332 497640 www.makingspace.co.uk
- **Mencap** www.mencap.org.uk/familyhub
- **NHS** www.nhs.uk for advice about health
- **No Panic** helping to break the chains of anxiety disorders helpline 0844 967 4848 youth helpline 0330 606 1174 www.nopanic.org.uk
- **Parent Partnership Service now called SENDIASS**
 - **Derbyshire information advice and support service for SEND (DIASS)** Tel: 01629 533668 www.derbyshireiass.co.uk
 - **Derby SEND information advice and support** 01332 641414 www.derbysendiass.org.uk
- **The Relatives and Residents Association** for older people in care Tel: 020 7359 8136 www.relres.org
- **Sure Start Centres (Children's Centres)** - ring Call Derbyshire 01629 533190 or Derby City Care line 01332 786968 to find your local one
- **Umbrella** Derby & Southern Derbyshire - families of disabled children/young people 01332 785658 www.umbrella.uk.net

Sharing information

Families and carers sometimes say that they didn't have the information they need to be able to help, because staff won't share important information. Everyone working for us has a legal duty to keep information confidential and in a secure place under the terms of the Data Protection Act 1998.

We will always ask for permission from the person you support to share information with you. In some cases, they will not give permission to share information about their care and treatment needs. However, we do not treat this decision as being final forever. We will ask for their permission, but continue to try to give you appropriate information to help you carry on caring.

If the person you care for refuses to give their permission for us to share certain information with you, we can overrule this if there is a risk that they might harm you, themselves or others. If you are worried about anything, please speak to the person co-ordinating their care about any concerns you may have.



You have a right to have **copies of letters** about you sent to you. If the person you care for agrees that you can have copies of letters about them, just ask your worker.

For more information about confidentiality and carers and to find the booklet '**Sharing information about families and carers**' which includes an Advance Statement about information sharing, please see the Core Care Standards section of our Trust website: www.derbyshirehealthcareft.nhs.uk

Counselling and Emotional Support for Carers

Providing care for someone can at times be stressful, and can take its toll on your own health and wellbeing. If you feel you need to speak to someone about any stress or anxiety, or if you are feeling low, you can always contact your GP, but there are also organisations that can offer you help and support.

- **Talking Mental Health Derbyshire** A free service providing talking therapy for anyone who feels they may benefit. Telephone: 0300 123 0542 for an appointment or email: dhcft.talking@nhs.net
- **Samaritans** Contact the service any time you like on the freephone 116 123
- **Saneline** Provides practical help, emotional support and specialist information to individuals affected by mental health problems, their family, friends and carers. Telephone 0300 304 7000
- **Mind Infoline** A mental health information service to service users, professionals, carers and the general public. Telephone 0300 123 3393
- **NHS 111** Provides information and advice about health, illness and health services. Telephone: 111
- **FRANK** Free and support, counselling and information for anyone affected by drug misuse. Telephone: 0300 123 6600
- **National Domestic Violence Helpline** Advice and support for anyone suffering from domestic violence 0808 2000 247
- **Sexual Abuse and Incest Line (SAIL Chesterfield)** 0800 028 2678
- **Switchboard LGBT helpline** for anyone considering issues around their gender 0300 330 0630
- **Supportline** emotional support for individuals about any issues 01708 765200
- **Big White Wall** is an online mental health and wellbeing service offering self-help programmes, creative outlets and a community that cares www.bigwhitewall.com

Benefits and services

Are you getting your benefits and services?

There are many types of benefits available, depending on your situation. These include:

- **Carers Credit** to help you build up your pension entitlement www.gov.uk/carers-credit
- **Carers Allowance** to help you look after someone with substantial needs www.gov.uk/carers-allowance
- Other allowances and top-ups may be available.

You can get more information and advice on what you are entitled to from the following organisations:

- **Benefits** information on all benefits www.gov.uk/browse/benefits
- **Turn 2 Us** helping people claim benefits, grants and support www.turn2us.org.uk/
- **Disability Benefits** www.gov.uk/financial-help-disabled/disability-and-sickness-benefits
- **Citizens Advice Bureau** Adviceline 03444 111 444
Consumer helpline 03454 040506 Find your local CAB on www.citizensadvice.org.uk
- **Derbyshire Welfare Rights Service** Tel 01629 531535
e-mail: welfarebenefits@derbyshire.gov.uk
- **Derby Advice** provided by Derby City Council Tel: 01332 643395
- **Citizens Advice and Law Centre** Stuart House
Green Lane, Derby, DE1 1RS Tel: 01332 287850
www.thederbylawcentre.co.uk
- **Derbyshire Law Centre** 1 Rose Hill East, Chesterfield,
Derbyshire S40 1NU Tel: 01246 550674
www.derbyshirelawcentre.org.uk
- **Coram Children's Legal Centre** 020 7520 0300
www.coram.org.uk

Benefits and services

Help with travel costs

If a patient is referred to hospital or other NHS premises for specialist NHS treatment by their GP or other health professional they may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS). There are certain conditions under which you can claim. Call the NHS helpline on 0845 850 1166 or go to www.nhs.uk/healthcosts

If you are a carer visiting a relative or friend you cannot claim travel costs but you may be able to apply for a loan or grant from the Social Fund through your local Jobcentre Plus office or through a local authority Welfare Provision Scheme. Patients may be able to claim if an escort has been agreed in advance on medical grounds or if a child is under 16. Claims are normally made at the place you receive the NHS service.

Carers having a voice

If you want to be involved in helping to improve services, there are groups you can be part of that work for change

- **Derbyshire Parent Carer Voice** to help parents have a forum for change www.derbyshireparentforums.co.uk
- **Mental Health Carers Community: Chesterfield and North Derbyshire** a voluntary self-help support group
- **Derby City and South Derbyshire Mental Health Carers Forum** a voluntary self-help support group
www.derbycityandsouthderbyshirementalhealthcarersforum.wordpress.com
- **Mental Health Together** Training Experts by Experience 01773 880786 www.healthwatchderbyshire.co.uk
- **Learning Disability Partnership Boards** are located around the city and county. To find out more Derbyshire: visit www.derbyshire.gov.uk
Derby City: email pamela.thompson@derby.gov.uk

Advocacy

Someone to speak for you

There may be times when you need help to say what you think, or need someone to speak on your behalf, for example if you're having difficulty accessing benefits or services. An advocate is someone who can speak for you.

If you need an independent specialist advocate to help someone detained under the Mental Health Act 1983 (an **Independent Mental Health Advocate** or IMHA), you can contact a free service:

- In Derbyshire, ring **Derbyshire MIND** on 01332-623732 or email advocacy@derbyshiremind.org.uk
- In Derby City, ring **ONE Advocacy** on 01332-228748 or email support@oneadvocacyderby.org

They can also help if you need to make a complaint about an NHS service, as the **NHS Complaints Advocacy Service**

If someone isn't able to make a decision about important issues such as long term accommodation or serious medical treatment, the local authority or NHS may ask an **Independent Mental Capacity Advocate** (IMCA) to help.

In 2014 the Care Act required local authorities to make sure that people were fully involved in their assessment, support plans and reviews, safeguarding enquiries and reviews. If someone is likely to have substantial difficulty being involved, and don't have someone to support them, they can contact:

- In Derbyshire, ring **Derbyshire Independent Community Advocacy Service** on 01332-623732 or email enquiries@derbyshireindepentcommunityadocacy.org.uk
- In Derby City, ring **ONE Advocacy** on 01332-22848 or email support@oneadvocacyderby.org

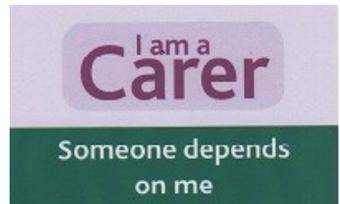
Planning for emergencies

When emergencies happen, our lives are put on hold whilst we deal with the situation. For many carers life cannot simply be put on hold, when the person they are looking after relies on them for vital help and support. When a carer is rushed into hospital, who else will step in?

To speed up responses in an emergency, you can tell someone about the support you provide and what you would like to happen in an emergency. They will then be able to arrange alternative support quickly if required. You can create your carer's emergency plan by applying for a Carer's Emergency Card or registering a Carers Emergency Plan.

As part of this you will be asked for details of the support you provide and to nominate two emergency contacts - this information forms your emergency plan. A copy of this information will then be available to staff in your social care record.

You should make sure you have informed the nominated contacts and any other key family or friends who are involved with the emergency plan.



For more information:

- Derby City – Discuss your needs at a Talking Point, call 01332 640777 for more details or contact Derbyshire Carers Association and arrange to have a carers conversation on 01332 200002
- Derbyshire Carers Emergency Card on: www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/caring-for-someone/emergency-card/carers-emergency-card.aspx
- There is also advice available from Carers UK on planning for emergencies www.carersuk.org/help-and-advice/practical-support/planning-for-emergencies

Taking a break

Taking a break from your caring role

The Care Act 2014 changed the way in which carers needs are assessed and supported. Carers no longer have to show that they provide so many hours of support over so many days. Assessment is now available 'on the appearance of need', and will help to work out what support you need, particularly the need for a break. This may result in a personal budget you can use for the support you need.

It is important for all carers to sometimes have a break from their caring role. There are lots of ways of doing this. Respite may be anything from a few hours each week to overnight stays, depending on your situation or needs. This will allow you to follow your own interests, hobbies or help to 'recharge your batteries'.



Memory and Dementia Services

Making Space Derby City Dementia Support

Service encourages wellbeing and offers the support that means the person you care for can stay independent while adapting to the different stages of memory loss and dementia. The service includes: memory assessment, carers groups, support workers, and activity sessions. Contact 01332 497640

Alzheimers Society Derbyshire Dementia Support Services

The service is available in all areas of the county to provide support, information and guidance for those living with dementia and for their carers. Activities include memory cafes, carers groups and singing for the brain. Contact 01332 208845

Taking a break

Derby City:

- **Carers: Strength in numbers** project is run by the organisation previously known as Creative Carers. They help carers have a voice and work alongside carers peer support networks. Contact 01332 227711
- A **personal budget** or short break may be organised as part of your support plan following your carers' assessment

Derbyshire County:

A carer's personal budget is an amount of money awarded to you, to give you a break from your caring role. It is not means tested and if your application is successful, you have a wide choice about how the money is spent. All new requests for a carer's break award will be considered against the Care Act 2014 carer eligibility criteria, identified through the carer assessment process.

Examples of things the grant has been used for in the past include:

- transport for a break away or visiting family
- funding for a hobby, for example, fishing, golf, cooking
- home improvements, gardening, domestic help
- equipment to help caring, for example, washing machine, dishwasher
- funding to support a return to work.

Derbyshire Carers Association are the main contact to find out if you are eligible for a carer personal budget. You will need to contact Derbyshire Carers Association on 01773 833833 to arrange a carer assessment or re-assessment to consider what your needs are. Derbyshire Carers Association also offer support and help **Young Carers** take a break from their caring role and access activities and social groups. Call DCA on 01773 833833

Support groups and activities for carers are also available throughout Derbyshire. Visit www.carersinderbyshire.org.uk to find out what is available in your area.

Support groups

Local support groups

Joining a carers' group helps relieve isolation, stress, loss of humour and loneliness, as well as helping you to understand different types of illness and disorder. On the following pages, you will find a number of local support groups where you can:

- share your experiences as a carer
- help one another
- take part in planning services and change things for the better
- be heard and listened to
- find out about activities and social events



- **Alvaston Learning Disability Group**
Alvaston Library, London Rd, Alvaston, Derby
Tel: 01332 606793
- **Alzheimers Society – Derbyshire Dementia Support Service.** Providing memory cafes, carers groups and singing for the brain in locations around Derbyshire
Tel: 01332 208845 derbyshire@alzheimers.org.uk
- **Al-Anon Derbyshire and Nottinghamshire**
Bath Street, Nottingham, NG1 1DD
Tel: 0115 9417 100 help@alcoholics-anonymous.org.uk
- **ASD/ADHD Parent Carer Group**
St Thomas Centre, Chatsworth Road, Chesterfield, S40 3AW. Claree73@gmail.com
- **Ashgate Hospice Carer Support Service**
Ashgate Road, Old Brampton, Chesterfield S42 7JD
Tel: 01246 568801
- **Asian Association of Chesterfield and North Derbyshire**
Unit 3, Penmore Business Centre, Saxton Close, Hasland, Chesterfield, S41 0SJ
Tel: 01246 297452 asianassociation@obtmail.com
- **Autism East Midlands**
Mundy Street Day Service, Mundy Street, Heanor, Derbyshire DE75 7EB
Tel: 01909 506678 advice@autismeastmidlands.org.uk
- **Autism Pyramid Group**
St Oswalds Church Hall, School Lane, Ashbourne, DE6 1AN
Tel: 07715 304842
- **Beckside Care Farm**
Marsh Hollow, Hollington, Derbyshire, DE6 3GD
Tel: 07775 676651 info@becksidefarm.co.uk

- **Belper Self Help Group – Depression and Anxiety**
 16 Chapel Street, Belper, Derbyshire, DE56 1AR
 Tel: 01773 880364 office@belpercommunitycottage.co.uk
- **Bolsover Support Group – Mental Health Carers**
 Community Burnbridge House, Chapel Road, Carr Vale,
 Bolsover, S44 6PX Tel: 07730526220
nderbyshiremhcf@gmail.com
- **Brokerage Service – help to find care services and local support**
 County Hall, Smedley St, Matlock, Derbyshire, DE4 3AG
 Tel: 01629 537763
- **Buxton Support Group – Mental Health Carers Community**
 Methodist Church Hall, Market Place, Buxton, Derbyshire,
 SK17 6HX Tel: 07730526221
- **Carers Art Group – Drawing on your experience**
 Chesterfield Labour Club, 113 Saltergate, Chesterfield S40
 1NF Tel: 07494943084
- **Carers Count Carers Group**
 St Oswalds Church Hall, School Lane, Ashbourne,
 Derbyshire, DE6 1AN Tel: 01335 664159
- **Carers Group in Derby**
 Radbourne Unit, Derby Royal Hospital, Derby, DE22 3NE
 Tel: 01332 623700 x 3387
- **Carers Sitting Service**
 189 Birkinstyle Lane, Stonebroom, Alfreton, Derbyshire,
 DE55 6LD
 Tel: 01773 873581 info@carerssittingservice.co.uk

- **Chesterfield African Caribbean Community Association**
 87 New Square, Chesterfield, S40 1AH
 Tel: 01246 208052 accavelma@yahoo.co.uk
- **Chesterfield Carers Resource Hub**
 South Lodge, Boythorpe Avenue, Chesterfield, S40 2BF
 Tel: 01246 559524 chesterfield@derbyshirecarers.co.uk
- **Chesterfield Muslim Association**
 29 Newbold Rd, Chesterfield, S41 7PG
 Tel: 01246 277284
- **Chinese Welfare Association**
 110/112 Abbey Street, Derby, DE22 3SQ
 Tel: 01332 342436 dcwa2000s@yahoo.com
- **Clay Cross Crafters**
 Tesco Community Room, Bridge Street, Clay Cross, S45 9NU
 Tel: 07890634642
- **Clay Cross Mental Health Carers Support Group**
 Clay Cross Social Centre, Market Street, Clay Cross, Chesterfield, S45 9JE
 Tel: 01246 864661
- **Clay Cross Oasis Group**
 North East Derbyshire Christian Fellowship Church, 85-87 Market St, Clay Cross, S45 9LS
Chris.swain3@btopenworld.com
- **Creative Support**
 11 St Judiths Court, 34 South St, Derby, DE1 1DB
 Tel: 01332 291083 derby@creativesupport.org.uk
- **Croft Mental Health Carers Support Group – Ripley**
 The Croft, Slack Lane, Ripley, Derbyshire, DE5 3HF
 Tel: 01629 822337 terry.earl49@yahoo.co.uk

- **Dementia Friendly Matinee Film Screenings**
Various locations in the county of Derbyshire
Tel: 07449 732 322 admin@matineederbyshire.org.uk
- **Derby City and South Derbyshire Mental Health Carers Forum**
Oddfellows Hall, 32 Charnwood Street, Derby, DE1 2GU
Tel: 07779 107087 07932
- **Derby City Carers Hub**
66-68 St Peters Street, Derby, DE1 1SN
Tel: 01332 200002 derby@derbyshirecarers.co.uk
- **Derbyshire Carers Association** offer a wide range of support groups which support people with mental health, learning disabilities, substance misuse, dementia and autism
3 Park Road, Ripley, DE5 3EF
Tel: 01773 833833 info@derbyshirecarers.co.uk
- **Derby Depression Club**
46 Sancroft Road, Spondon, Derby, DE21 7EU
Tel: 07914 300074 info@derbydepressionclub.org.uk
- **Frantic Families Support Group**
Langley Mill Miners Welfare, 112 Station Road, Langley Mill, Nottingham, NG16 4BP
Tel: 07903 500 233 leigh.morton@talktalk.net
- **Golden Rainbows Chesterfield**
Assembly Rooms, Chesterfield Market Hall, Chesterfield, S40 1AR Tel: 01332 207704 info@derbyshirelgbt.org.uk
- **Grapevine Wellbeing Centre**
15 Scarsdale Place, Buxton, Derbyshire, SK17 6EF
Tel: 01298 72965 office@grapevinebuxton.org.uk
- **High Peak Office – Derbyshire Carers Association**
Jubilee Day Centre, New Mills, High Peak, SK22 4PA
Tel: 01663 745500 highpeak@derbyshirecarers.co.uk

- **Long Eaton Mental Health Carers Support Group**
Oasis Christian Centre, 129-131 Derby Road, Long Eaton,
Derbyshire, NG10 4LL Tel: 07931722977
- **Making Space Derby City Dementia Support Service**
Groups and activities available throughout Derby City
Tel: 01332 497640 [derbycity.dementia-
service@makingspace.co.uk](mailto:derbycity.dementia-service@makingspace.co.uk)
- **Mental Health Carers Community: Chesterfield and North Derbyshire**
St Thomas Centre, Chatsworth Road, Chesterfield,
Derbyshire, S40 3AW
Tel: 07730526219
- **Parent and Carer Information Group – Alfreton**
Parkwood Centre, Alfreton Park, Alfreton Road,
Derbyshire, DE55 7AL
Tel: 01629 531838
- **Parenting Additional Needs Support Group – Chesterfield**
Birdholme Childrens Centre, Church Street South,
Chesterfield, Derbyshire, S40 2TF
Tel: 07734 083208 parentingadditionalneeds@yahoo.co.uk
- **Relate – Counselling Service for Carers of people with Autism, Mental Health Issues and Alcohol Misuse**
3 Wentworth House, Vernon Gate, Derby, DE1 1UR
Tel: 0808 1789363 info@relatederby.org.uk
- **Somercotes PPG Carers Group**
Somercotes Medical Centre Community Café, 22
Nottingham Road, Somercotes, Alfreton, DE55 4JJ
www.somercotesmedicalcentre.co.uk
- **Staveley Action Group (STAG)**
The Staveley Centre, Calver Crescent, Middlecroft,
Derbyshire, S43 3LY Tel: 01246 826432

- **Still Waters Dementia Memory Café**
Trinity Church, Hardwick Mount, Buxton, SK17 6PR
Tel: 07572075980
- **Umbrella**
The Ronnie Mackeith Centre, Derby City Hospital, Derby,
DE22 3NE
Tel: 013322 785658 admin@umbrella.uk.net
- **Young Carers in Schools**
45 Queen Street, Chesterfield, Derbyshire, S40 4SF
Tel: 01246 277422 yc.derbyshire@actionforchildren.org.uk
- **Wirksworth in Support of Health (WISH)**
Wirksworth Town Hall, Coldwell St, Wirksworth, DE4 4FB
Tel: 01629 822434 wishinwirksworth@gmail.com



The person you care for

What happens when the person you support has been referred to our services?

When someone is referred to us, they will be **assessed** to see what their needs are, and to work out if our services can help them. If we can, we will agree a **care plan** with them which sets out what we've all agreed to. The care will be **co-ordinated** by a named member of staff, who will make sure that the plan is **reviewed** regularly. You might need support under the **Care Programme Approach**, and have a **CPA Care Coordinator**.

Our **Core Care Standards**, which apply to everyone using our services, are:

- We will find out with you what your needs are
- You will have a clear care plan
- We will check that things are working for you
- Your care will be co-ordinated
- We will make sure your transfer or discharge works well
- We will work with families and carers
- You will be involved as much as you want and are able to be
- We will help you and others be as safe as you can be

Your right to be involved in the care and treatment of the person you care for

You will be able to see the care plan and have it explained to you, with the permission of the person you support. If they cannot give their permission, or where there is a significant risk to their health or safety, we may be able pass this information on to you. To care effectively you will need information and to be as fully informed as possible. However, we have a duty to keep information confidential about service users who use our service. See the section on sharing information for more help.

Making decisions

What if the person I care for lacks the capacity to make decisions?

This may or may not apply to your relative or friend. The Mental Capacity Act 2005 provides a legal framework for acting and making decisions on behalf of a person aged 16 or over who does not have the mental capacity to do an act or make a decision for him or herself, for example, people with dementia, learning disabilities, mental health problems, stroke or head injuries, who are incapable of making certain decisions. It makes it clear who can take decisions in which situations, and how they should go about this. It enables people to plan ahead for a time when they may lack capacity.

The Act covers major decisions about someone's property and affairs, healthcare treatment and where the person lives, as well as everyday decisions about personal care (such as what someone eats).

- **Assessing lack of capacity:** No one can be labelled 'incapable' simply as a result of a particular medical condition or diagnosis. A lack of capacity cannot be established merely by reference to a person's age, appearance, or any condition or aspect of a person's behaviour which might lead others to make unjustified assumptions about capacity. The Act sets out a single clear test for assessing whether a person lacks capacity to take a particular decision at a particular time. It is a "decision specific" and time specific test.
- **Best Interests:** An act done or decision made for or on behalf of a person who lacks capacity must be in that person's best interests. There is a non-exhaustive checklist of factors that decision-makers must work through in deciding what is in a person's best interests. A person can put his/her wishes and feelings into a written advance statement if they so wish, which the person making the

Making decisions

determination must consider. Also, people involved in caring for the person lacking capacity have a right to be consulted concerning a person's best interests.

The Act deals with two situations where a designated decision-maker can act on behalf of someone who lacks capacity:

- **Lasting Powers of Attorney (LPAs)** – The Act allows a person to appoint an attorney to act on their behalf if they should lose capacity in the future.
- **Court appointed deputies** – The Act provides for a system of court appointed deputies to take decisions on welfare, healthcare and financial matters as authorised by the Court of Protection, but will not be able to refuse consent to life-sustaining treatment.

Deprivation of Liberty Safeguards (DoLS)

Where someone is deprived of their liberty because of their need for treatment and care, where they don't have the capacity to make decisions, this needs to be scrutinised and formally authorised if it is to be considered lawful. For advice and support contact: 01629 532080 (Derbyshire County) or 01332 642961 (Derby City)

Advance decisions

The Mental Capacity Act also includes provisions for people to make Advance Decisions to refuse treatment if they should lack capacity in the future. Where an advance decision concerns treatment that is necessary to sustain life, the decision must be in writing, signed and witnessed. You can get advice and support about how to do this.



Medication

Will the person I care for need to take medication?

Not everyone needs medication, although many people will.

Before receiving prescribed tablets, medicines or injections, the doctor and other staff will have discussed the advantages, disadvantages and alternatives of this with the person you care for. They will also discuss possible side effects, and what to do about them if they happen.



You should ask for advice if you are concerned at all because the person you support may be:

- suffering side effects
- having difficulty taking or managing their medication

Advice:

You can find out more about medication, how it works, and information about side effects on our Choice and Medication website on: www.choiceandmedication.org/derbyschft/

You can also talk to our expert pharmacists by phoning:

- the **Kingsway Site** Derby on 01332 623700
or
- the **Hartington Unit**, Chesterfield on 01246 521153

Dealing with financial and legal affairs

You may have to think about what to do if the person you care for cannot look after their financial or other affairs. You may need to do one or more of the following.



- **Become an appointee** so you can claim social security benefits that the person you care for may be entitled to. This gives authority to you if you are over 18 to receive benefits paid to the person you support, on their behalf.
- Consider **Power of Attorney** or **Enduring Power of Attorney** in which one person gives another person the legal right to manage their affairs. This request should be made through a solicitor.
- **Apply for guardianship** (formerly Court of Protection). The court has to judge a person to be incapable (because of mental illness), of managing their own property and affairs. Guardianship gives exclusive powers to deal with all of a patient's property, finances and affairs, except for caring for themselves (washing, dressing and so on). A solicitor can apply for guardianship or you can apply directly to the Office of the Public Guardian at: PO Box 16185 Birmingham, B2 2WH. Phone: 0300 4560300
- For free advice and consultations about **legal matters**, contact the citizens advice bureau in your area www.adviceguide.org.uk Rethink National Advice is staffed by experienced advisors. The service is open between 10am-3pm Monday to Friday and can be reached on 020 8974 6814. E-mail the Advice Team at advice@rethink.org

Your experience

We want to know your experience of services

"Without having friends and family to provide support and enable me to leave hospital within a week I may still be there now, rather than where I am - working, looking after my family and with hope for the future." Service User

You have a right to expect a good-quality service. We want you to tell us if this does or does not happen. We are really pleased if things are going well, but will take swift action to improve the quality of our services and standards if this is necessary.

You can make a complaint on behalf of the person you support as long as you have their signed permission to do so. We will also need their permission to release clinical information about them.

If the person you support is not able to give permission you can, in these circumstances, raise the issue on their behalf. If you need more advice and help on this matter, please contact the Complaints Manager on the phone number listed below.

If there is any matter that concerns you about their treatment or care, please raise this with any member of staff locally. If you or the person you support are not satisfied, you can make a formal complaint by either writing or phoning:

Complaints Manager
Derbyshire Healthcare NHS Foundation Trust
Kingsway Hospital
Derby DE22 3LZ
Complaints Manager - Tel: 01332 623751 or 0800 027 2128

You can find 'Comments, Compliments, Complaints' leaflets on: wards, day services and community services, and more information on the website:

www.derbyshirehealthcareft.nhs.uk/getting-help/patient-experience/

Our Core Care Standards: We will work with families and carers

We understand that looking after someone who is unwell, or has problems, can have an impact on the lives of families, friends and carers, and we want to help identify any needs you have, and to support your wellbeing wherever we can. Our Core Care Standards set out how we will work with families, friends and carers to support them and the person they care for.



This will include:

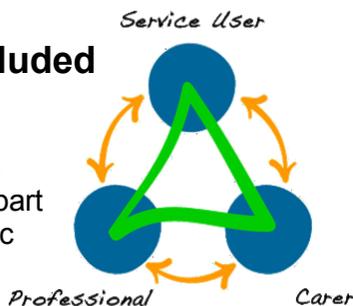
- Identifying **key people who provide support** to the person you care for in areas such as day to day living, medication, parenting, or emotional support
- Making sure that you have the **right information**, including key people to contact and what to do if you need urgent help
- Thinking about **information sharing**, and working out with the person what information should and should not be shared, and what has to be kept confidential
- **Identifying children and young people** who act as young carers for adults, and need support
- Signposting carers to services that can provide them with **their own assessment and support plan**
- Taking into account the **role of family, friends and carers** in planning the care and services needed
- **Involving carers/family members** in treatment where this is appropriate and has been consented to, and identifying whether the individual has the capacity to agree to this.

See the Core Care Standards section of our Trust website at www.derbyshirehealthcareft.nhs.uk or ask a member of staff for more information.

Our standards

The Triangle of Care: Carers included

We have signed up to the Triangle of Care national membership scheme, which means that we want to help and support carers be part of the 'Triangle of Care'. This is a therapeutic alliance between service user, staff member and carer that **promotes safety, supports recovery and sustains wellbeing.**



The standards are:

- 1. Carers and the essential role they play are identified at first contact or as soon as possible thereafter.** We try to find carers at an early stage and make sure you can get some help.
- 2. Staff are 'carer aware' and trained in carer engagement strategies.** We are working to make sure that staff know the best way to work with carers, and have started training.
- 3. Policy and practice protocols re: confidentiality and sharing information are in place.** We want to make sure that we share the right information at the right time with the right people.
- 4. Defined post(s) responsible for carers are in place.** We have a network of Carers Champions/Leads to advise staff and carers. To find out who your local one is, please ask, or see the list at www.corecarestandards.co.uk
- 5. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.** We have information packs for carers, and a welcome letter.

A range of carer support services is available. We work with carers organisations to make sure you have information about services you can use. We have this information in our Infolink booklet, and send out a newsletter to carers called 'Who Cares?' Ring 01246-515974 for a copy.

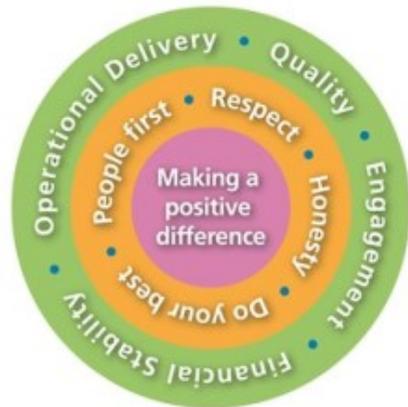
Derbyshire Healthcare NHS Foundation Trust

Trust Headquarters Telephone 01332 623700

Derbyshire Healthcare NHS Foundation Trust provides a range of mental health, children's, learning disabilities and substance misuse services to people across Derby City and Derbyshire County. We pride ourselves on putting patients at the centre of everything we do. We do not just focus on treating illness but also concentrate on recovery, and take a person centred approach to care. We see all our service users as individuals and tailor their care accordingly.

Our service users can expect safe, effective care which aids wellbeing, care that promotes hope and dignity, compassion at the heart of your care, and treatment as an individual without judgement.

Your involvement will help us to improve the way we provide health services. The views of our service users, their carers, our local communities and our staff are very important to us so please sign up today free of charge to show your support for your local NHS.



Our values (in orange) enable us to achieve our central vision - of making a positive difference in people's lives by improving health and wellbeing.

For further information, please read our becoming a member of Derbyshire Healthcare leaflet. Contact Derbyshire Healthcare NHS Foundation Trust. Membership Office. The Centre for Research & Development. Derbyshire Healthcare NHS Foundation Trust. Kingsway Site. Derby. DE22 3LZ Tel: 01332 623700
www.derbyshirehealthcareft.nhs.uk

Derbyshire Healthcare has signed up to the **Triangle of Care membership scheme**, which sets standards that:

1. Carers, and the essential role they play, are identified at first contact or as soon as possible thereafter.
2. Staff are 'carer aware' and trained in carer engagement strategies.
3. A range of carer support services is available.
4. Defined post(s) responsible for carers are in place.
5. Policy and practice protocols regarding confidentiality and sharing information are in place.
6. A carer introduction to the service and staff is available, with a relevant range of information across the care pathway.



This information is available in other languages, formats and large font. Please ask for a translation.

Dostupno u drugim jezicima i formatima. Molimo, zatražite prevod.

可翻譯為其他語言或用其他格式顯示。請要求獲得翻譯本。

Disponible dans d'autres langues et dans d'autres formats. Veuillez demander une traduction.

अन्य भाषाओं और अन्य प्रारूपों में उपलब्ध, कृपया अनुवाद के लिए पूछें।

可翻译为其他语言或用其他格式显示。请要求获得翻译本。

Informacje dostępne w innych językach i formatach. Prosimy zapytać o tłumaczenie.

ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਦੂਜੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਅਨੁਵਾਦ ਲਈ ਕਹੋ।

Dostupno na drugim jezicima i u drugim formatima. Molimo pitajte za prevod.

دیگر زبانوں اور صورتوں میں دستیاب ہے۔ براہ کرم ترجمے کے لیے کہیں۔

The Lodge, Walton Hospital, Whitecotes Lane
Chesterfield, S40 3HW

T: 01246 515974

E: dhcft.corecarestandards@nhs.net

With thanks to East Midlands
Academic Health Science Network's
Patient Safety Collaborative for their
support with this booklet and the
SBARD initiative.