

LOOKING AFTER SOMEONE?

Information, Advice and Support Guide
for Carers

Breaks

Young Carers

COMMUNICATION Support

Respite

Health & Wellbeing

Equalities INFORMATION AND ADVICE

Work/Life Balance

ACCESS TO SERVICES

Carer Positive Financial

UNPAID CARERS

Advocacy



Being Heard - Advocacy for Carers

Carers often find it difficult to talk about their caring situation. Carers can contact the Dumfries and Galloway Advocacy Service who will work towards ensuring that they are treated with respect and dignity and that their choices, privacy and safety are respected at all times.

Call: 01387 247 237 www.dgadvocacy.co.uk

Carer Breaks

Carers may need a break to give them time away from their caring duties and the positive benefits may include:

- A break from day-to-day routines
- A chance to enjoy new experiences and meet new people
- Time to rest and recharge batteries
- Opportunities to maintain friendship
- Time to pursue personal interests, leisure or cultural activities
- Improved health and wellbeing
- Greater independence and self confidence
- Strengthened relationships

Call: 01387 248 600 www.dgalcarers.co.uk

Carer Rights

The most important right Carers have is to be listened to and have their views taken into account.

- Carers providing substantial and regular care are entitled to an Adult Carers Support Plan
- Carers should be involved in planning the services that could be provided for the person they care for
- Receive financial support through Carer's Allowance if eligible
- Request flexible working from their employer

Carer Referral Form and the Adult Carers Support Plan

Completing a Carer Referral Form enables Carers to access appropriate information, advice and support relating to their caring role. Carers can choose to complete the form or get help from family, friends, a Carers Support Worker or any organisation of their choosing.

Carers will also be given the chance to access an Adult Carer Support Plan which enables their caring situation to be looked at in more depth.

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Carers Health and Wellbeing

Caring can have a significant impact on both the physical and emotional health of Carers. It's easy for Carers to overlook their own health needs, but it's important to stay as healthy as possible.

Keeping fit, pursuing a hobby, taking a short break, seeing friends or learning new skills all contribute to a Carer's wellbeing. Looking after their own physical and emotional wellbeing will also help Carers support the person they care for.

Contact the local Health and Wellbeing/Improvement Team on:

Annandale and Eskdale 01461 207728

Nithsdale 01387 244401

Stewartry 01556 505724

Wigtownshire 01776 707737

www.nhsdg.scot.nhs.uk

Young Carers

An Information, Advice and Support Guide is also available for Young Carers under the age of 18 years

Call: 01387 248 600 www.dgalcarers.co.uk

Hospital Carers Support Service

If a Carer, or the person they are caring for are in hospital, the Carers Support Co-ordinators are available at the Dumfries & Galloway Royal Infirmary and can offer:

- Information, advice & support throughout the length of the hospital stay and beyond
- Financial assistance for benefits and grant applications
- One-to-one support and advocacy if required
- Support to access an Adult Carers Support Plan
- When the hospital stay ends, a referral to the Carers Support Worker for the area in which they live is made

Call: 01387 241 384 www.dgalcarers.co.uk

Benefit Maximisation

If a person is caring over 35 hours per week there is a specific benefit called Carers Allowance which they may be entitled to. The **Financial Inclusion and Assessment Team (FIAT)** can review any benefits and check that they have all the financial support available.

Call: 030 33 33 3008 www.dumgal.gov.uk

Counselling Support for Carers

Counselling can help make sense of the new or ongoing role as a Carer. It offers a safe, confidential place in which to talk about life issues and problems that may be confusing, painful or uncomfortable. It helps deal with specific areas such as bereavement, loss, and changes in family relationships. It can assist in acknowledging any general feelings of guilt, resentment and anxiety which may be experienced in the caring role.

Call: 01387 251 245

www.relationships-scotlanddg.org.uk

When Caring Ends

Whatever the reason for the Carer's role ending, they may experience mixed emotions. They may feel guilty about being relieved that they can have their life back, but may also experience grief, emptiness and loneliness. As well as the loss of the person they cared for, they may have lost touch with family and friends; getting back in contact with them or meeting new people may be the last thing they feel like doing.

Call: 0845 600 2227 www.crusescotland.org.uk

Leisure & Sport Discount for Carers

Carers should ask at any Dumfries and Galloway Council Leisure and Sport facility as they may be entitled to a 50% discount on some activities.

LGBT Carers

Being lesbian, gay, bisexual or trans gender and a Carer can bring additional issues and challenges.

Carers may feel out of place in traditional support groups or uncomfortable about 'coming out' to people who can help.

Carers may be anxious about accessing services and have concerns that they may not be LGBT friendly or be able to meet their needs.

Call: 0800 020 9653 www.lgbtplus.org.uk

Work and Caring

If people are working, as well as caring for someone, they may need flexible working arrangements.

Being a Carer doesn't necessarily mean a person has to give up their job – they may just need to work in a way that fits in with their caring responsibilities.

Common types of flexible working include part-time, flexitime, compressed hours (working agreed hours over fewer days), job-sharing or working from home.

Carers should speak to their employer and look out for the Carer Positive logo in their workplace.



CARER POSITIVE
Employer in Scotland

Carers Emergency Card

This free card identifies Carers in the event of an emergency. It is designed to give Carers peace of mind when they are away from the person they care for. If they have an accident or suddenly fall ill, anyone finding the card, for example, the Police, Ambulance or Fire and Rescue Service will know the person is a Carer and be able to contact the named responders on the card.

Call: 01387 248 600 www.dgalcarers.co.uk

Emergency Planning

Emergency Plan for Carers

This plan is designed to cover the first few hours following an emergency and gives details of the arrangements the Carer wishes to be put in place in the event of an emergency, should the Carer not be able to look after the cared for person.

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Dumfries &

Galloway

Together is
Better



DUMFRIES AND GALLOWAY
Health and Social Care