



North Tyneside  
Carers' Centre



North Tyneside  
Clinical Commissioning Group



North Tyneside Council

# North Tyneside Carers' Guide to Health and Wellbeing



December 2013

**This document received minor updates following the introduction of Part One of the Care Act 2014 - March 2015**

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We would like to thank the carers of North Tyneside who have helped us develop this guide.

# Looking after your health and wellbeing

Becoming a Carer can happen at any time in someone's life. Carers look after family; friends, partners or neighbours in need of help. They come from all walks of life and have relationships, families and hobbies, just like the rest of us. The only difference is that, they also provide care for someone.

Some people may not even recognise themselves as a carer, or know there is support available to them. This is vitally important because carers very often need support themselves. Not only to help with their workload, but to deal with the many issues which come with the role of carer.

This guide has been written for adult carers who look after other adults. If you are a young carer or a parent carer you can get help and support from Children's Services or from North Tyneside Carers' Centre.

A carer is an adult who provides or intends to provide 'necessary' care for another adult who has care and support needs.

'Necessary' care means activities that the person requiring support should be able to carry out as part of normal daily life but is unable to do so because of their care and support needs.

This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. Carers often do not choose to become a carer, it just happens and they have to get on with it. Three in five people will become a carer at some point during their lifetime.' – North Tyneside Carers' Strategy 2012-2014.

In each section there are some things to think about and some ideas about where to go for help.

It contains a self assessment, which is designed to help you think about your own health and consider areas where you may need help and support.

## Useful Contacts

Adult Social Care Gateway Team – 0191 643 2777

Children's Services – 0191 643 7979

North Tyneside Carers' Centre – 0191 643 2298

# 1. Carers Rights

As a carer you have specific rights and entitlements. Knowing your rights can help you get the support you need.

## **Information**

As a carer you have a right to information to help you in your caring role. There are a range of people you can speak to about the condition affecting the person you care for such as your Doctor, Health Professional or a worker from Adult Social Care. However these people will not be able to share personal information with you, if the person you care for has asked for it to be kept confidential.

## **Assessment**

New rights entitle carers and the people they care for, to a clear right to an assessment of their needs regardless of their income and finances or the level of care they provide.

A carer's wellbeing assessment is an opportunity to discuss what support or services a carer needs.

The assessment will look at how caring affects the carer's wellbeing, including for example, physical, mental and emotional needs and whether the carer is able and willing to carry on the caring role.

Not all carers will be eligible for care and support; however they may still benefit from the opportunity to talk about their situation and how the caring role is impacting on their wellbeing.

You can refuse a Carers' Assessment, but even if you do, the law requires that your ability to manage your caring role must be taken into account when planning support for the person you care for.

## **Carers' Assessment**

A carer's wellbeing assessment is based on a conversation between you and a worker from Adult Social Care or Health Services about your

needs as a carer. An assessment gives you the opportunity to talk about your caring role and identify what support you might need.

Any carer, who is or may be providing 'necessary' care, should be offered an assessment. This includes carers who provide care to an adult who does not have eligible care and support needs.

If the carer and the person they provide care to agree, a combined assessment of both of their needs can be undertaken at the same time.

You can have a friend or advocate present during the assessment if you wish. You also have the choice to have your assessment away from the person you care for. Discuss the arrangements with Adult Social Care and let them know what you would prefer.

A carer's personal budget is an amount of money that is made available to a carer to support them in their caring role.

It is used to pay for support or services that the carer receives, **not services to the person that they care for, such as respite.**

To be eligible for a carer's personal budget a carer must have needs that meet the Council's Eligibility Policy.

### **Direct Payments for Carers**

If you have been assessed by Adult Social Care as needing support to help you in your caring role, you may want to choose a Direct Payment as a way of arranging and paying for this support.

Direct Payments are a payment that is paid to you so that you can organise and buy-in the help you need yourself, rather than accepting a service directly from Adult Social Care.

To find out more about Direct Payments call the Direct Payment Team: 0191 643 7886 or email the team at – [Direct.Payments@northtyneside.gov.uk](mailto:Direct.Payments@northtyneside.gov.uk)

### **Managing Work and Care**

As a carer you have the right to request flexible working and your employer has a duty to consider your request seriously. If you are thinking about changing to a flexible working pattern you should speak to

your employer as early as possible in order to explore what opportunities might be available. If you are in a union you may also find it helpful to speak to your union representative for advice.

Think very carefully before deciding to give up work to care because your work can provide you with financial security and a break from caring. Carers often feel that having a job increases self-esteem and provides a valuable sense of identity separate to that of caring.

### **Returning to Work**

Many carers wish to return to work when caring responsibilities have changed or ended and help to do this is available. Your local Jobcentre can provide you with help and advice and there are also local voluntary organisations and community groups who can offer help and support.

### **Learning Something New**

Some carers want to learn something new or gain new skills. Learning can also provide you with some time for yourself or help you to move on to new things, like volunteering or paid employment, when your caring responsibilities have changed or ended.

**Always seek benefits advice if your circumstances change, for example if you start a course involving 21 hours of study per week your Carers Allowance would be affected.**

### **Useful Contacts**

North Tyneside Carers Centre' – 0191 643 2298

North Tyneside Gateway Team – 0191 643 2777

Adult Learning Alliance - (0191) 643 2288

Tyne Met – 0191 229 5000

Job Centre Plus - 0800 055 6688

North Tyneside Citizens Advice Bureau – 08444 991198

## 2. Financial Support and Benefits

As a carer you may have a right to certain benefits. It is important to find out if you are entitled to receive anything and seek help to make claims when necessary. The benefits system can be complicated and benefits change over time. Advice, information and support is available from the Department for Work and Pensions, North Tyneside Council and from some local voluntary and community organisations.

### **Carer's Allowance**

Carer's Allowance is the main benefit paid to carers. You do not have to be related to, or live with, the person that you care for to be eligible for Carers' Allowance.

To get Carer's Allowance you must be over 16 and provide care for at least 35 hours per week for someone who receives Attendance Allowance, or is receiving the middle or higher rate care component of Disability Living Allowance (or some rates of Constant Attendance Allowance).

You do not qualify for Carer's Allowance if you are in full-time education with 21 hours or more a week of supervised study or earn more than £95 a week after certain deductions have been made (such as Income Tax).

### **Welfare Reform**

The Welfare Reform Act 2012 has brought about changes to the benefits system. It is mainly aimed at reforming the benefits system for people of working age, but some of the changes will affect older people too.

**Universal Credit** will be introduced from October 2013. It will replace certain benefits for people of working age, including Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Working Tax Credit and Child Tax Credit, and Housing Benefit.

**New benefits cap** - there will be a limit on the total amount of benefits people of working age can claim. This will be linked to the average earnings of a working household and will be around £350 a week for single adults and £500 a week for couples and lone parents. The cap will



not apply to you if you receive Disability Living Allowance, Working Tax Credit, ESA support component or war widow's pension. The cap started to be introduced from April 2013 through reductions in Housing Benefit.

### **Council Tax Benefit**

Council Tax Benefit will be abolished and replaced with local support in 2013-14.

### **Employment and Support Allowance will change**

You can claim Employment and Support Allowance (ESA) if you're unable to work because of illness or disability. Contributory ESA used to be payable indefinitely, but now it is only paid indefinitely to people with severe medical conditions (in the 'support group'). Everyone else can only claim it for a year.

**Personal Independence Payment (PIP)** has been introduced for new claims from April 2013, and Disability Living Allowance (DLA) for adults will be phased out at renewal claim or following a change of circumstances. It will replace DLA for people of working age who are disabled. PIP will have two components called mobility and daily living component. Each of these components will have two rates of payment, depending on the level of disability of the claimant.

PIP will start to apply to some new claimants from April 2013, and to all from June 2013. If you currently get DLA you will be required to apply for PIP when the DWP advise you.

### **Useful Contacts**

Carers Allowance Unit - 0845 608 4321

Benefit Enquiry Line - 0800 882 200

Jobcentre Plus - 0800 055 6688

Pension Service - 0845 606 0265

North Tyneside Citizens Advice Bureau – 08444 991198

## 3. Legal Matters

Many carers feel it is helpful to prepare for the future and may need advice about managing someone else's affairs or making a will. The person you care for can for example, arrange a Lasting Power of Attorney. This means they can appoint someone to take over the management of their affairs when they choose to, or should they later lose capacity. The person who wishes to make any legal arrangements should book an early consultation with a solicitor, as arranging affairs when a person no longer has capacity can be costly and time consuming.

### **Mental Capacity Act**

The Mental Capacity Act provides the framework for protecting people who lack capacity to make decisions. It sets out who can make decisions in which situations, and how they should go about this.

For more information you can download useful information booklets, including "A guide for family, friends and other unpaid carers", at:

**[www.dca.gov.uk/legal-policy/mentalcapacity/publications.htm](http://www.dca.gov.uk/legal-policy/mentalcapacity/publications.htm)**

Or email the Department of Health on: **[IMCA@dh.gsi.gov.uk](mailto:IMCA@dh.gsi.gov.uk)**

### **Appointee**

You can apply for the right to deal with the benefits of someone who cannot manage their own affairs because they are mentally incapable or severely disabled.

As an appointee you are responsible for making and maintaining any benefit claims. You must:

- sign the benefit claim form
- tell the benefit office about any changes which affect how much the claimant gets
- spend the benefit (which is paid directly to you) in the claimant's best interests
- tell the benefit office if you stop being the appointee e.g., the claimant can now manage their own affairs.

## **Lasting Power of Attorney**

A Lasting Power of Attorney (LPA) is a legal document. It allows a person to appoint someone that they trust as an 'attorney' to make decisions on their behalf. Attorneys can make decisions for the person they represent when they no longer wish to or when they lack the mental capacity to do so.

An LPA cannot be used until it is registered with the Office of the Public Guardian.

There are two different types of LPA:

- Health and Welfare LPA - allows an individual to choose one or more people to make decisions for them in relation to issues such as medical treatment.
- Property and Financial Affairs LPA - allows an individual to choose one or more people to make decisions on their behalf about property and financial affairs. This could include decisions about paying bills or selling their home.

People do not normally need professional advice to make an LPA as the forms are designed to be easy to complete. However, depending on your situation, it may be a good idea to get advice from a solicitor before making a Lasting Power of Attorney. This can be useful if you have complicated personal, property or financial affairs.

## **Useful Contacts**

North Tyneside Citizens Advice Bureau – 0844 499 1198

Community Legal Advice – 0845 345 4 345

Job Centre Plus – 0800 055 6688

Benefit Enquiry Line - 0800 882 200

## 4. Planning for an emergency

### **Out of Hours**

North Tyneside Council provides an emergency, 'Out of Hours Service' that can respond quickly to crisis situations. You can call for assistance on 0191 200 6800.

### **Carers Direct**

This service provides free, confidential information and advice for carers including help with emergency planning. Call on 0808 802 0202 - Lines are open 9am to 8pm Monday to Friday (except bank holidays), 11am to 4pm at weekends. Calls are free from UK landlines and mobiles or you can request a free call back.

### **Carers Emergency Break Service**

North Tyneside Council provides a Carers' Emergency Break Service. This service will provide you with peace of mind by ensuring that plans are in place should an emergency occur. Once you have registered with the service they will work with you to draw up your emergency plans. Plans will be held by the service which will provide a 24 hour response.

You will be issued with a card with the service telephone number and a unique PIN, to avoid any personal details appearing on the card. If an emergency arises, you or someone with you calls the service. Using the unique PIN number an operator looks up the emergency plan and makes arrangements for replacement care. This could be by contacting friends or family, or arranging professional help. Plans will have been shared so the individual requirements of the person requiring care, such as medication, will be known by the person providing the replacement care.

### **Care Call**

There are now three new levels of support available through Care Call, which are tailored to suit individual needs. All Care Call customers receive a community alarm, which will normally be in the form of a pendant or wrist alarm that can be kept on the cared for person at all times.

**Level 1 - £3.83 per week**

This includes a community alarm and smoke alarm and is a monitoring service designed for individuals who have family or friends nearby who can help. When the alarm is activated Care Call staff will arrange for any necessary help that is required, for example call 999 or contact the nominated person who can provide assistance. It does not routinely include a visit from a mobile warden.

**Level 2 - £6 per week**

This includes a community alarm, smoke alarm and one other piece of Telecare equipment that the cared for person needs. We can also offer m-care, which is a service linked to a mobile phone so the individual can summon assistance when out and about in the community.

When the alarm is activated, as in Level 1, Care Call staff will arrange for any necessary assistance. This might include a visit from a mobile warden if needed. It also includes a monthly face-to-face 'well being' check to make sure the cared for person is safe and well.

**Level 3 - £9 per week**

This includes everything in Level 2 as well as a number of additional pieces of Telecare equipment that is needed. It also includes fortnightly 'well being' checks.

**Holiday package - £6.00 per week.**

This is available to individuals who usually manage with assistance from an informal carer. This is a time limited service and can include an emergency alarm and Telecare equipment to use whilst the carer is on holiday. This might also include phone calls to make sure the person is safe and well.

**Further information**

For further information about Care Call you can contact Adult Social Care Gateway Team: 0191 643 2777. You can contact them from 8.30am to 5.00pm, Monday to Thursday, and 8.30am to 4.30pm on Friday.

Alternatively, you can purchase Care Call and Telecare equipment direct from Care Call by contacting them on: 0191 2006800.

## 5. Having your voice heard

As a carer you will learn a lot about the person you care for and how to best meet their needs. The knowledge and experience you will gain is invaluable.

Sometimes important decisions have to be made about the person you care for. You are the expert and should expect to have a say when decisions are made and also expect to be given the information you need to help you to contribute to decision making.

As someone who uses services in North Tyneside, you have valuable experience of how they work. You may have questions, queries, suggestions or concerns based on your experience. Adult Social Care welcomes your comments. If you would like to get involved in developing services for carers in the borough, please contact: Adult Social Care Gateway Team: 0191 643 2777, Quadrant West, Cobalt Business Park, North Tyneside, NE27 0BY.

You may feel unsure or unable to speak for yourself, whether it is to complain or to make suggestions as to how services could be improved. In such cases an advocate may be able to represent you, which can be provided by North Tyneside Carers' Centre. You may also be interested in sharing your views and experiences and supporting other carers. North Tyneside Carers' Centre supports a number of forums and support networks. Contact:

North Tyneside Carers' Centre: 0191 643 2298, YMCA, Church Way, North Shields, NE29 0AB

### **Advocacy**

There may be times when you need help to get things done, for example if you are having difficulty accessing benefits or services.

An advocate represents your interests and helps you obtain the services you need. An advocate is someone who argues your case for you and makes sure the correct procedures are followed.

Independent Advocacy (North Tyneside) works with people with learning disabilities, mental health problems and older people. It offers a free confidential service, independent of the council.

To get in touch, contact: 0191 259 6662, email [info@iant.org.uk](mailto:info@iant.org.uk), or visit 62 Howard Street, North Shields, NE30 1AF.

Action for Advocacy (A4A) is a leading authority on advocacy services.



Healthwatch North Tyneside is the consumer voice for patients, clients and the public, it will:

- provide information, advice and signposting to the public about accessing health and social care services and choice in relation to aspects of those services
- provide intelligence - including evidence from people's views and experiences - to influence the policy, planning, commissioning and delivery of health and social care services, including those services provided to children and young people

You can find out more about Healthwatch North Tyneside at: [www.healthwatchnorthtyneside.co.uk](http://www.healthwatchnorthtyneside.co.uk) or by telephone: 0191 2635321 or Free phone 0808 801 0380

### **SIGN - North Tyneside**

SIGN - NT is a network of providers of free, independent and confidential information. If you need practical or emotional help and guidance you will be put in touch with those local organisations best able to provide it.

Whatever you are concerned about you can talk to SIGN – NT first who will help you find local information. The service is free, informal and confidential.

You can find out more about SIGN - NT at <http://www.northtyneside.gov.uk/sign>

## Complaints

If you want to make a general enquiry or comment on any council services, please ring 0345 2000 101, email [contact.us@northtyneside.gov.uk](mailto:contact.us@northtyneside.gov.uk)

However, things can sometimes go wrong. North Tyneside Council has a corporate complaints process, which can be accessed in the following ways.

You can write to the customer liaison officer - Floor 3, Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY. If you prefer, you can phone 0191 643 2880 or fax 0191 643 2415 or email [customerliaisonofficer@northtyneside.gov.uk](mailto:customerliaisonofficer@northtyneside.gov.uk)

## Safeguarding

Recognising risks of harm or harmful behaviours is important in the protection of vulnerable people. Communities and carers have important roles in protecting people who may be unable to protect themselves.

Carers can help us to understand what is going on and about the risks faced by the person they care for and know well. A carer's knowledge about the person they care for can be helpful in scoping and managing risks in a proportionate, enabling and sustainable way.

Sometimes the behaviour of the person being cared for, intentionally or not, can fall into the category of abuse. Carer denial, guilt, or a sense of shame in asking for help, are often barriers to carers speaking up about these difficult situations.

We recognise that abuse or neglect is not always deliberate, malicious or planned. Sometimes events and actions may be prompted by stress and isolation brought on by caring. Often, carers will be trying their best and sometimes they may not have the support or information they need.

If you or someone you know is being treated in a way that makes you or them unhappy, you can tell us about this by calling the number below. The mistreatment of vulnerable people can be classed as abuse.

You can telephone **0191 643 2777** to discuss any concerns you may have.



## 6. Looking after yourself

When you care for someone else, it is easy to forget about your own health. However, it is important to look after yourself so that your health does not suffer and you can continue caring for as long as you want to.

The following pages contain a 'wellbeing check'. This is a self-assessment that will help you to think about the impact that caring is having on your health and wellbeing, how your caring role affects your life and things you can change to make caring easier.

The purpose of the 'wellbeing check' is to help you access health interventions early and to continue caring safely in a way that suits you, without your own health suffering. You can complete this self assessment in your own time and can ask someone to help you if you need to.

Some of the changes you identify you will be able to manage yourself and some you will need help with, either from a professional or from friends and family.

## 7. Carers Wellbeing Check

This is not an assessment.

### Your health

	<i>Tick</i>	<i>Yes</i>	<i>No</i>
Is there anything about your physical health that worries you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you had any health related advice that you have put off following up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you been offered any type of health check or screening in the last 12 months but not taken up the offer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you had a fall or any problems with your balance in the last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If your caring role involves you moving or handling the person you care for or equipment e.g. hoist or wheelchair, is there any pain associated with this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you experienced any of the following?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Increased thirst			
<input type="checkbox"/> Increased or frequent passing of urine			
<input type="checkbox"/> Changes in your bowel habits or blood in stools			
<input type="checkbox"/> Changes in your breast (men too)			
<input type="checkbox"/> Chest pain			
<input type="checkbox"/> Breathlessness			
<input type="checkbox"/> More tired than usual			
During the last few months have you often felt down, depressed or hopeless?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you worry about your memory getting worse?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you have answered 'yes' to any of the above you should call your GP surgery to make an appointment, if you have not already done so. Prevention and early intervention is always the best option and in most instances GP consultation will give you peace of mind and one less thing to worry about.**

## Healthy lifestyle

With so much of your time and energy focused on caring for someone, eating healthily or getting any form of exercise may be the last thing on your mind, but a healthy lifestyle will help reduce stress levels and improve sleep.

Exercise doesn't have to be vigorous to be worthwhile and you may be able to do it alongside caring.

	<i>Tick</i>	<i>Yes</i>	<i>No</i>	<i>Sometimes</i>
Are you taking regular medication? If yes – when did you last discuss your medication, either prescribed or bought over the counter, with your doctor or pharmacist?		<input type="checkbox"/>	<input type="checkbox"/>	
Date.....				
Do you need any help or advice with:				
• Your eyesight?		<input type="checkbox"/>	<input type="checkbox"/>	
• Your hearing?		<input type="checkbox"/>	<input type="checkbox"/>	
• Your foot care?		<input type="checkbox"/>	<input type="checkbox"/>	
• Your oral health or getting a dentist?		<input type="checkbox"/>	<input type="checkbox"/>	
Do you have any problems preparing meals or skip meals due to being too busy?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you smoking more, drinking more alcohol or using drugs to help you cope?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you find it hard to get to sleep or sleep continuously through the night?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you manage to get any form of exercise over the week, aside from the physical strain of caring for someone?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Emotional Needs

Caring can place huge demands on your time and energy. For many carers stress is simply a fact of life, but many carers also feel overwhelmed leading to anxiety and depression. It is not unusual for carers at times to have feelings of guilt, anger, feeling trapped or grief and loss. However, carers can also feel very positive about caring.

	<i>Tick</i>	<i>Yes</i>	<i>No</i>
Do you sometimes feel overwhelmed?		<input type="checkbox"/>	<input type="checkbox"/>
Do you find the behaviour of the person you care for upsetting at times?		<input type="checkbox"/>	<input type="checkbox"/>
Do you worry about what would happen if you took ill or in the event of an emergency?		<input type="checkbox"/>	<input type="checkbox"/>
Do you worry about what might happen to the person you care for in the future?		<input type="checkbox"/>	<input type="checkbox"/>
Do you have the opportunity to have time away from caring, to do the things you enjoy?		<input type="checkbox"/>	<input type="checkbox"/>
Would you like information or help about meeting other carers for mutual support?		<input type="checkbox"/>	<input type="checkbox"/>

## Keeping Safe

It is not unusual for carers to be harmed by the person that they care for, due to the symptoms of their illness, for example when caring for a person with dementia. Caring for someone can be extremely stressful and can put you under immense pressure. It is important that you are able to share these feelings or experiences with someone so that you can get the support you need before things become too much. Our aim is to be able to help you in a way that suits you and the person you care for and not to take control from you, unless the situation is putting you or the person you care for at risk.

	<i>Tick</i>	<i>No</i>	<i>Sometimes</i>
Do you ever feel unsafe in your caring role? (E.g. by the behaviour of the person you care for; loan sharks; anti-social neighbours etc.)		<input type="checkbox"/>	<input type="checkbox"/>
Do you worry about losing your patience with the person you care for?		<input type="checkbox"/>	<input type="checkbox"/>
Are there people in your neighbourhood who make you feel anxious by their behaviour towards you or the person you care for?		<input type="checkbox"/>	<input type="checkbox"/>

**If you have answered *sometimes* to the 'keeping safe' questions it may be helpful for you to talk to someone about what to do or how to get more support.**

**If you or the person you support are being victimised by others, due to your situation, this may be what we call "hate crime". If this is happening to you, or if you are worried that someone may be mistreating the person you care for, do not keep it to yourself - tell someone!**

## Your caring role

Thinking about the demands caring places upon your life will help you identify the type of support that would help you most to continue caring, or to talk about ways to reduce your caring responsibilities. Many older carers feel it reduces their stress if they can help to plan for the future when they may not be available to care.

	<i>Tick</i>	<i>Yes</i>	<i>No</i>	<i>Sometimes</i>
Are there any caring tasks that you would prefer not to do or that cause you difficulty?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you find your role as carer has changed and is more challenging as you get older?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there any caring tasks that you would like help to develop more skills/confidence in? (E.g. First aid; giving medication; moving and handling etc.)			<input type="checkbox"/>	<input type="checkbox"/>
Is there anything about the illness or condition of the person you care for that you don't fully understand? (e.g. symptoms, treatment, medication)			<input type="checkbox"/>	<input type="checkbox"/>
Do you know what to do in an emergency involving the person you care for?			<input type="checkbox"/>	<input type="checkbox"/>
Do you have any financial concerns, perhaps about welfare benefits or debts?			<input type="checkbox"/>	<input type="checkbox"/>
Would you like more information or support in:				
• Managing day to day tasks for care at home			<input type="checkbox"/>	<input type="checkbox"/>
• Managing home repairs, safety and security			<input type="checkbox"/>	<input type="checkbox"/>
• Getting a short break from your caring responsibilities			<input type="checkbox"/>	<input type="checkbox"/>
• Benefits entitlement check			<input type="checkbox"/>	<input type="checkbox"/>
• Planning for the future			<input type="checkbox"/>	<input type="checkbox"/>

## Juggling work and care

It may feel you are juggling two jobs when you are holding down a paid job and also caring for someone, but work can be important for your wellbeing, income and for maintaining social contacts.

Think carefully before giving up work to care, your work will provide you with financial security, time away and a sense of identity separate from caring.

	<i>Tick</i>	<b>Yes</b>	<b>No</b>
Do you feel you are struggling to balance your work and caring responsibilities?		<input type="checkbox"/>	<input type="checkbox"/>
Is your job at risk because of the level of caring you are providing?		<input type="checkbox"/>	<input type="checkbox"/>
Do you need information about your employment rights as a carer?		<input type="checkbox"/>	<input type="checkbox"/>
Have you checked with your HR department or Union whether your employer has carer friendly policies?		<input type="checkbox"/>	<input type="checkbox"/>

# Action Plan

Tick all that apply:

- Talk to my family/appropriate friends / community about the help they can provide so I can take a break**
  
- Contact North Tyneside Carers' Centre and ask about:**
  - Carers Emergency Break Scheme
  - Meeting others – carer support groups
  - Training for carers
  - Access to short breaks
  - Information e.g. benefits; employment rights etc.
  - Information about condition specific voluntary agencies supporting carers
  
- Contact GP practice** to make relevant appointments or for health advice
  
- Visit my pharmacy** for relevant advice/information
  
- Contact Adult Social Care** (or my Care Manager) about:
  - Additional assessment or help
  - Equipment to help me care safely
  - Any concerns about keeping safe
  - A longer break from caring
  - Help for the person I am supporting

**Notes .....**

## Useful Contacts

<b>Adult Social Care</b> (North Tyneside Council)	0191 6432777 <a href="http://www.northtyneside.gov.uk/mycare">www.northtyneside.gov.uk/mycare</a>
<b>Emergency Duty Team</b> (Out of Hours)	0191 2006800
<b>Age UK North Tyneside</b>	0191 2808484 <a href="http://www.ageuk.org.uk/northtyneside">www.ageuk.org.uk/northtyneside</a>
<b>Alzheimer's Society</b>	0191 2742727 <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
<b>Carers Direct</b> National information and advice line (7 days a week)	0808 8020202 <a href="http://www.nhs.uk/carersdirect">www.nhs.uk/carersdirect</a>
<b>Children's Services</b> (North Tyneside Council)	0191 643 7979
<b>LD North East</b>	0191 200 1100 <a href="http://www.ldne.org.uk">www.ldne.org.uk</a>
<b>NHS Direct</b>	0845 46 47 <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
<b>North Tyneside Carers' Centre</b> Local information for carers (weekdays)	0191 643 2298 <a href="http://www.northtynesidecarers.org.uk">www.northtynesidecarers.org.uk</a>
<b>North Tyneside Disability Forum</b>	0191 200 8570 <a href="http://www.ntdf.co.uk">www.ntdf.co.uk</a>
<b>PROPS North East</b> Substance Misuse (9am -9pm 7 days per week)	0191 270 4248 <a href="http://www.propsnortheast.org.uk">www.propsnortheast.org.uk</a>
<b>My GP</b>	.....
<b>My Care Manager</b>	.....