



Information for Carers

We can provide this information in another format like large print, audio or Braille. Or in a language other than English. Telephone 0117 922 2700.

A carer is someone who regularly provides a lot of help for, or looks after, a partner, relative or friend to assist them to stay living at home.

Many carers do not know they may be able to get help.

This booklet explains what help may be available for carers from the city council's Health and Social Care and other organisations.

There is a Useful Contacts list of telephone numbers, web sites and leaflets at the end of this booklet.

Health and Social Care and carers

Health and Social Care may be able to assist carers at home or help them in other ways. We also pay for other organisations to provide services for carers and we can tell you about these.

All our work is based on assessments of people's needs to find out if we can help. There are Fair Access to Care Services rules about who we can help.

We have a duty to assess the needs of carers. Carers have a right to ask us for an assessment.

They can ask for an assessment even if the person they care for is not being helped by us or does not want to be assessed. Depending on a carer's needs and situation they may be able to receive help in their own right.

An assessment usually involves us meeting with a carer to talk about:

- their situation
- if we are able to help
- how any help we can provide is arranged

We are also running a self-assessment scheme for carers.

This scheme helps carers to work out their needs and find out if they can get help. Carers can do a self-assessment on the web.

To find out go to www.bristol.gov.uk/carers or if you would like to talk to someone about self assessment and get some advice contact the Princess Royal Trust Carers Centre tel. 0117 965 2200

After an assessment we give the carer a written statement of need. The statement shows a carer's needs and any services we have agreed to provide.

Community services that may be available include:

- Home Care - providing help with personal care and day-to-day living of the person you care for.
- Equipment to help you care or aids and adaptations to help people to get around their home and use its facilities.

Respite care - taking a break from the caring

Respite care is when someone else takes on the caring for a short time. It can be provided in a crisis or as part of a regular, planned support.

Health and Social Care works with a range of organisations to provide different types of respite care.

Respite care can be organised in different ways. It is about finding out with us:

- if respite care can be made available
- the type of respite needed by the carer and the person being cared for
- organisations that might help and any costs involved

Money matters

- If you are an unpaid carer, you may be entitled to various benefits or the person you care for might be able to make a claim.
- You may be able to claim Carer's Allowance. People aged over 65 may also be able to get extra money for being a carer.
- You can get more information about carers benefits at www.direct.gov.uk or by telephoning your local Job Centre Plus.
- Details of Housing and Council Tax Benefits are available from the council's Customer Information Point nearest, by telephoning 0117 922 2300 or visiting the Benefits section of the city council's website at www.bristol.gov.uk/benefits
- Benefits and other money matters can be complicated. To get more advice contact one of the carers or advice organisations listed in this booklet's Useful Contacts section.

Direct payments and arranging things for yourself

If Health and Social Care can help

- A direct payment is where, instead of providing you with services we give you the money it would have spent, so that you can arrange and pay for the help yourself.
- If it has been agreed that we can provide help you may be able to apply for a direct payment.
- To find out more about direct payments speak to your assessor, telephone 0117 922 2700 or go to www.bristol.gov.uk/directpayments

If we can't help

If we cannot provide help, we will give you advice and you may be able to arrange help yourself.

There is a wide range of organisations in Bristol providing help and services. Some are voluntary or non-profit making organisations. There are also commercial firms that may provide the sort of help you need.

The CarersLine 0117 965 2200 can also provide advice about carers services.

Help from the health service

Speak to your doctor or contact NHS Direct 0845 46 47 about what is available.

This may include contact with a health visitor, district nurse or physiotherapist - the way to get wheelchairs or walking aids - or specialists in other areas like footcare or continence.

Carers views

- It is important that carers make their views known.
- Carers' Voice is made up of carers. It is the main way the council listens to carer's views and suggestions about services and policies.
- Telephone 0117 965 2200 for more details.

If things go wrong - how to complain

Carers have a right to complain if they feel the services they receive do not meet the standards set or expected.

- If you are dissatisfied with the help you receive from Health and Social Care speak to the person you are in touch with or their manager.
- If this does not sort things out, we have a complaints procedure.
- Contact our Complaints Manager telephone 0117 987 4222 or email accomplaints@bristol.gov.uk
- The Complaints Manager can explain the procedure, the options you have and send you a complaints form.
- If you are receiving services from another organisation check what will happen if things go wrong and how you can complain.

Useful Contacts

Health and Social Care – Care Direct

Advice, information and help for carers.

Telephone: 0117 922 2700

Fax: 0117 903 6688

email: adult.care@bristol.gov.uk

Web site: www.bristol.gov.uk/carers

Carers organisations

Princess Royal Trust Carers Centre

The Centre helps, supports and advises carers across the city.

Telephone: CarersLine 0117 965 2200

(operates Monday to Saturday 10am to 1pm)

Fax: 0117 965 5847

Email: admin@carers-sg.org.uk

Web site: www.prtcarserscentre.org.uk

Black Carers Project

The Project provides training, support, information and advice for adults and young carers from Black and minority ethnic communities. It also provides a Sitting Service for African/African Caribbean communities.

Telephone: 0117 914 4492

(operates Monday to Friday 9: 30am to 4: 30pm)

Fax: 0117 914 4491

Email: admin@blackcarersproject.co.uk

Web site: www.blackcarersproject.co.uk

Bristol Young Carers

A project helping to meet the needs of young people who are caring for an adult.

Telephone: 0117 939 2562

Advice centres - including advice on money matters and benefits

Citizen's Advice Bureau

Telephone: 0844 499 4718

East Bristol Advice Centre

Telephone: 0117 941 5892

Email: ebaic@lineone.net

North Bristol Advice Centre

Telephone: 0117 951 5751

Email: team@nbac.freeserve.co.uk

St Paul's Advice Centre

Telephone: 0117 955 2981

South Bristol Advice Services

Telephone: 0117 985 1122

Email: advice@southbristoladvice.org.uk

Other organisations**Age Concern (Bristol) telephone: 0117 922 5353**

Advice, information and services for older people and carers

Blue Badges telephone: 0117 922 2997

Parking concessions for disabled people

**Bristol and Avon Chinese Women's Group:
telephone: 0117 935 1462**

Help, advice and services for Chinese women including carers

Bristol City Council telephone: 0117 922 2000

Main switchboard number

Bristol Care and Repair telephone: 0117 954 2222

A home repair agency for older and disabled people.

Bristol Dial-a-Ride telephone: 0117 939 5525

Door-to-door transport for anyone with a mobility impairment. Covers most parts of the city.

Bristol and South Gloucestershire People First telephone: 0117 942 5842

Advice and support for people with Learning Difficulties

Crossroads:**North Bristol telephone: 0117 983 9955****South Bristol telephone: 0117 353 3135**

Respite, sitting and befriending services

Dementia Care Trust telephone: 0117 952 5325

Respite and other services for those with dementia and carers

Dhek Bhal telephone: 0117 914 6671

Information and respite care for Asian older people

NHS Direct telephone: 0845 46 47

Health advice and information from qualified nurses 24 hours a day

Shopmobility telephone: 0117 922 6342

Help with getting around and shopping in Broadmead

Useful Web sites

www.bristol.gov.uk/carers
www.carers.gov.uk
www.carers.org
www.carersonline.org.uk
www.direct.gov.uk

Health and Social Care Leaflets

HSC5: Help for disabled people
HSC10: Direct payments
HSC11: Help for people with learning difficulties
HSC41: Guide to assessments
HSC47: Complaints
HSC54: Mental health services in the community
HSC64: How we work out if we can help you

Produced by Health and Social Care. HSC45. Revised January 2010



INVESTOR IN PEOPLE



2005-2006
Promoting Racial Equality
2006-2007
*Transforming the Delivery of
Services Through Partnerships*
2007-2008
*Healthy Schools
Preventing and Tackling
Anti-social Behaviour*