

Staff Counselling & Welfare Service
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Guide for Carers

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Staff Counselling & Welfare Service

Looking after someone can be rewarding but also exhausting, making a huge impact on your life. Without the right support, caring for someone can all too easily take its toll on your health and wellbeing, lead to money worries and make it difficult to stay in work. It can be difficult to pick up the pieces when caring comes to an end. In line with the University of Leicester Staff welfare Policy which aims to enhance the well-being of all staff members, the Staff Counselling and Welfare Service aims to make sure that carers have information about their rights and where to get help. We can suggest where and how to access practical support so that working and caring can be managed as efficiently as possible.

The Welfare Service aims to support staff in a practical way to achieve an effective balance between work and personal issues we hold a range of information, all advice can be accessed on a confidential basis via phone, email or face to face meetings.

The Counselling Service aims to help you to resolve problems, make decisions, cope with crises, develop personal insight, work through difficult feelings or improve relationships with others.

See the details in this pack for other services offered by the Staff Counselling & Welfare Service.

In addition to the counselling and welfare support offered by the Staff Counselling & Welfare Service we offer a further range of services including a **Mediation Service**, available to all staff as an informal means of resolving interpersonal conflicts to the satisfaction of all parties by either mediating directly for colleagues in dispute or offering advice and guidance to those in a mediation role.

Consultation Service – The staff Counselling & Welfare Service can be used informally by Heads of departments, Heads of Services and any member of staff who has managerial or supervisory responsibility, for advice and guidance about a range of difficult work related problems.

Group Support - The Staff Counselling & Welfare Service runs support groups for staff on matters of personal development, such as assertiveness and confidence building.

Complementary Therapies – The staff Counselling & Welfare Service coordinates a range of complementary therapies at a reduced cost, especially for University staff. Therapies offered include, reflexology, neck and shoulder massage, hatha yoga and relaxation therapy.

Workshops and Training – The Staff Counselling & Welfare Service provide in-house training on personal stress management skills for all members of staff and stress management and risk assessment skills for managers and supervisors.

***All advice, figures and telephone numbers quoted in this booklet are correct at the time of printing, but are subject to change.**

Other information leaflets produced by

The Staff Counselling & Welfare Service:

**Be Assertive! Bereavement, Complementary Therapies,
Coping with Panic Attacks, Depression, Dignity at Work,
Effective Communication, Hatha Yoga, Relaxation Therapy
Groups, Talking to your G.P. about Mental Health Concerns.**

Contact Details

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Leicester LE2 6BF
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**E-mail: staffcounsel&welfare@le.ac.uk
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If you would like to see a counsellor or welfare officer, please contact the service beforehand to make an appointment. The Service is available on Mondays, Tuesdays, Wednesdays and Fridays between 9am and 5pm and on Thursdays between 12 noon and 7pm.

This leaflet can be made available in large print, Braille or audio - cassette. Let us know if you require a different format. Please call 0116 223 x1702 to discuss your requirements.

Introduction

Key legislation affecting Carers in the UK

The UK has a carer population of six million, half of whom combine caring with a paid job. It is predicted that by 2037 the number of carers will increase by 50% to 9 million (Clasp News May to September 2007).

The Work and Families Act 2006

The Work and Families Act 2006 gives around 2.6 million carers the right to request flexible working from their employers. A carer is defined by the Department of Trade and Industry as:

“A carer will be defined as an employee who is, or expects to be, caring for an adult who is married to, or the partner or civil partner of the employee or is a near relative of the employee (a near relative includes parents, parent-in-law, adult child, siblings, uncles, aunts or grandparents and step-relatives); or falls into none of these categories, but lives at the same address as the employee”.

The All Party Parliamentary Group on Carers is charged with ensuring that all government departments take into account the likely expansion in the carer population when planning future policy. One in five carers has to give up work because of their caring commitments and the resulting gaps in their pension record leaves many carers vulnerable to poverty in retirement. The Pensions Bill 2006 published in November 2006 introduces a carer's credit for those caring for 20 hours or more per week for someone who is severely disabled; this should go some way to ensuring that more carers qualify for a full state pension upon retirement.

The Bill also introduces a reduction to 30 years in the qualifying years that need to be worked to be eligible for a full state pension. This is obviously of benefit to carers as is the removal of the qualifying national insurance contributions conditions which means that someone who has never worked may still qualify for a full basic state pension.

The Mental Capacity Act 2005

The Mental Capacity Act 2005 is due to come into force this year, (2007) the Act is designed to empower and protect vulnerable people who may not be able to make their own decisions. The Act makes clear who can make decisions on behalf of another person, in which situations and how this can happen. The Act applies to adults over the age of 16 who are habitually resident/present in England or Wales.

There are five key principles which underpin the Act, one of them being that anything done for or on behalf of people without capacity must be in their best interests. Under this principle the Act recognises the right of carers and family members to be consulted when decisions are made about a person who lacks capacity.

In recent months the government has announced several new initiatives for carers which include the New Deal giving £25 million pounds to local authorities for emergency support for carers. A further £3 million pounds has been allocated for a national helpline for carers, £5 million for an expert carer's training programme and a review of the 1999 National Carers Strategy is promised. Further information can be obtained from www.carersuk.org.

As you can see new legislation recognising the role of carers in society is coming through thick and fast. This pack aims to steer those who care for someone through the complicated business of applying for benefits or financial assistance from local authorities, to inform carers of local and national services available to both them and the person they care for and to answer those frequently asked questions about caring and work.

The Staff Counselling & Welfare Service would be pleased to hear from carers who have suggestions for including any further material or details of organisations that have been helpful in the past or alternatively anything that has proved to be unhelpful! We are also interested in setting up a carers support group and would be available to put carers in contact with each other and facilitate meetings if required. If you have any suggestions please contact Mary Hill Staff Welfare Officer on 0116 2231702 via e-mail at staffcounsel&welfare@le.ac.uk or by post to House K, Freeman's Common, Leicester LE2 6BF.

Working and Caring

Juggling work and family life with caring responsibilities can be very difficult, The Work and families Act 2006 and the Employment Rights Act 1996 give working carer's rights to help them manage work and caring including the right to request flexible work and leave entitlement. You have the right to request flexible working if you are an employee with 26 weeks continuous employment at the date you make the application and you are

- A parent with a child(ren) under 6 or a disabled child under 18 or
- A carer- as defined in the introduction to this document

The law gives you the right to make one application per year for flexible working. The University of Leicester has a scheme to request flexible working, details of which can be found on the Personnel Services webpage. You are not obliged to tell your employer about your caring responsibilities but if you decide to do so your employer may be able to offer additional support, from access to a phone to check on the person you care for or to make necessary appointments to things like time off at short notice.

Flexible working – flexible working patterns can make it easier for employees to manage both work and caring responsibilities and could include the following;

- Flexible starting and finishing hours
- Compressed working hours e.g. work a 35 hour week over 4 days instead of 5
- Annualised working hours e.g. hours calculated over a year and you work some fixed times but have flexibility over some hours to allow you to work more or less hours to accommodate your caring roles and the business needs of your employer.
- Term time working
- Job sharing and part time working
- Home working or telephone working

You should not be required to prove your caring relationship but it may help your request to give as much information as possible. Caring includes emotional support, keeping someone company, helping with financial matters or paperwork or accompanying someone to an appointment.

The right to time off in emergencies- also known as time off for dependants, this gives all employees the right to take a 'reasonable' amount of time off work to deal with an emergency involving a dependent. Whether the time off is paid or not is at the discretion of the employer. To use this right to time off, employees must inform their employer as soon as possible after the emergency has occurred. This right can also give some protection against discrimination, victimisation or dismissal.

An emergency could be:

- A disruption or breakdown in care arrangements
- The death of a dependent
- If a dependent falls ill or has been assaulted
- To make longer term arrangements for a dependent who is ill or injured

Parental Leave – The University of Leicester has a Parental Leave Scheme details of which can be accessed on the Personnel Services website. An employee's statutory right to parental leave begins after at least one year's continuous service with your employer and being responsible for a child aged under 5 or under 18 if the child is disabled, you are entitled to:

- 13 weeks (unpaid) leave per child to look after a child, or
- 18 weeks (unpaid leave) per child to look after a disabled child

The leave must be taken by the child's fifth birthday or for disabled children by their eighteenth birthday. For adoptive parents the leave must be taken during the 5 years from the date of placement or before the child's eighteenth birthday, whichever is the sooner. Leave can be taken in blocks of a week or days in the case of a disabled child. You should give at least 21 days notice to your employer to take parental leave. Requests can be turned down if particular operational disruption would be caused they can also be postponed but not if they have been made for the time immediately after the birth of a child or the start of an adoption placement.

Maternity Leave - the University of Leicester has a Maternity Leave Scheme details of which can be accessed on the Personnel Services website. Women working while they are pregnant are entitled to 52 weeks Statutory Maternity Leave. The notice periods are strict and include letting your employer know you are pregnant and telling them by the end of the 15th week before your baby is due, when you want to take your Maternity Leave. If you have been

employed by the same employer continuously for at least 26 weeks into the 15th or qualifying week before the week the baby is due and you are still in your job in that week and your average earnings are £87.00 per week providing you give the right notice you will be entitled to statutory maternity pay. Different rates of maternity pay are paid throughout the 39 week period. Every pregnant employee is entitled to time off with pay to keep antenatal appointments made on the advice of a doctor, midwife or health visitor.

Paternity Leave – the University of Leicester has a Paternity Leave Scheme details of which can be accessed on the Personnel Services website. Statutory Paternity Leave is one or two weeks leave from work to be taken within 56 days of the birth or due date to support the mother or care for the baby (this includes same sex partners), the same conditions as for maternity leave apply to notice periods and continuous employment. If you are entitled to Paternity Leave you may also qualify for Statutory Paternity Pay which is paid by your employer for one or two weeks at £112.75 per week or 90% of your average earnings whichever is less.

Adoption Leave – the University of Leicester has an Adoption Leave Scheme the details of which can be accessed on the Personnel Services website. You have a statutory right to 52 weeks paid Adoption Leave at the rate of £112.75 or 90% of your average salary for 39 weeks whichever is the less if you have worked for the same employer for at least 26 weeks by the week in which you are notified of being matched with a child for adoption. You must have average earnings of at least £87.00 per week. A couple adopting jointly can choose who takes Adoption Leave and who takes Paternity Leave adoptive parents are also entitled to Parental Leave.

Stop Press Latest on requests for flexible working

Sharon Coleman, a working mother who claims she was harassed into leaving her job because she has a disabled son has won the first stage in a landmark case which was heard by the Advocate General of the European Court of Justice on February 1st 2008. Mrs. Coleman made a request for flexible working which was refused by her employers and claimed that she had suffered discrimination by association. A panel of European Judges will take the Advocate general's opinion into account when they consider the final ruling later in the year. If the panel agrees this could give a huge boost to carers in Britain, Mrs. Coleman commented "no one should have to choose between caring for disabled relatives and their job. All I was ever asking for was a level playing field".

Financial Support for Carers

There are a range of welfare benefits that are available for carers as follows:

Carers Allowance – is a benefit for people who regularly spend at least 35 hours a week caring for a severely disabled person. The rules are complex and if you work are subject to a weekly upper income limit. The person for whom you care must be receiving either Disability Living Allowance middle/higher rate care or Attendance Allowance. A claim form and further details can be accessed on www.direct.gov.uk/caringforsomeone, as can any of the welfare benefits highlighted in this section.

Direct Payments for carers – if you have been assessed by your local social services department as needing support services to help you in your caring role, you may choose direct payments. This will be discussed further in the advice re Social Services section of the leaflet.

Housing Costs – if you leave your main home temporarily you remain liable for the housing costs, including the rent or mortgage. If the absence is for 13 weeks or less you may be entitled to housing benefit for help with rent, or income support, job seekers allowance or pension credit for assistance with mortgage interest.

If you leave your home empty to normally live elsewhere in order to care for someone, your former home may be exempt from council tax. The person you provide care for must need that care because they are elderly, ill, disabled, have a mental disorder or have a drug or alcohol problem. The empty property must have ceased to be your sole or main residence for the exemption to apply. If the disabled person's home becomes your sole or main residence, you may be counted as living there for council tax purposes. However, under the council tax discount scheme your presence there may be discounted. Contact your local borough council or housing department for details of the discount scheme.

Housing and Council Tax benefit are administered by your local housing authority. There are three ways in which your council tax can be reduced, none of which are mutually exclusive. The amount of **Council Tax Benefit** you can get depends upon your family circumstances and is means tested. **The Council Tax Reduction Scheme** depends upon whether or not your home has been adapted to meet the needs of a disabled person. **The Council Tax Discount Scheme** depends upon the number of people that are counted as living in the property.

Disabled Facilities Grant – A mandatory disabled facilities grant is designed to help meet the cost of adapting a property for the needs of a disabled person. Disabled facilities grants are administered by the local housing authority in your area, from where you can obtain a form. The application involves a financial test of resources and currently the maximum that can be awarded is £25,000.

Warm Front Grants- A scheme funded by central government which can help pay for heating and insulation improvements to your home if you are getting a disability or means tested benefit. For further information contact EAGA partnership Warm Front on 0800 316 6011 or online at www.eaga.co.uk.

Winter Fuel Payments- A one off payment of £200.00 for each household with someone aged 60 or over, with an additional £100.00 for households with someone over 80. Paid automatically in November/December each year, for further information call 08459 15 15 15.

Health Costs – If you are aged 60 or over you can get free prescriptions and eye tests regardless of your income. Those under 60 on low incomes may also qualify for free NHS benefits. For more information about health benefits call Patient Services on 0845 850 1166 or the Health Literature Line on 0800 555 777.

Other Welfare Benefits – Carers Allowance overlaps with certain other welfare benefits. If this happens you will be paid the higher of the two, or one will be topped up by the other. Even if you cannot be paid carers allowance there are still advantages to claiming as you may be entitled to a premium on other benefits including housing and council tax benefit.

Income Support – If you are eligible for Income Support as a carer, you are allowed to work without limit on your weekly hours, though you can only keep £20.00 (currently) of your net earnings.

Tax Credits – There are two tax credits. Child Tax Credit and Working Tax Credit are both paid to top up the income of families or workers with a low income. There are extra premiums available to those who are disabled or who have disabled children.

Disability Living Allowance- If you or the person you care for are below 65 years of age and have a long term illness or disability you may be entitled to Disability Living Allowance. This benefit is split

into two components: care component and mobility component. You can claim for either or both of these parts by calling the Benefits Enquiry Line 0800 88 22 00 or claim online at www.direct.gov.uk/disability. You are able to claim both Carers Allowance and Disability Living Allowance for yourself if you fulfill the criteria for both benefits. Disability Living Allowance is not taxable or means tested as many other benefits are: it is paid in recognition of the fact that the expenses of disabled people are likely to be higher than those without disabilities.

Attendance Allowance- This is a benefit available to people aged 65 or over to help them with the extra cost associated with a long term illness or disability and is paid at two rates: the amount you get depends upon the amount of help you need. Attendance Allowance is not means tested or taxable. You can claim by calling the Benefits Enquiry Line or online as above. As with Disability Living Allowance you can claim both Carers Allowance and Attendance Allowance if you fulfill the criteria for both benefits.

National Insurance Credits – For each week that you receive Carers Allowance your Class 1 National Insurance contribution will be credited: each tax year in which you have 52 Class 1 credits is a qualifying year for state pension. If you do not receive Carers Allowance you may be eligible for Home Responsibilities Protection. This helps protect your right to a state pension. In some cases it is recorded automatically, in others you need to apply annually to the National Insurance Contributions Office (0191 213 5000).

As a carer your own benefit entitlement may depend on the benefits of the person you look after. If you cared for your spouse or civil partner and he or she dies, you may be entitled to bereavement benefits such as Bereavement Payment, Bereavement Allowance and Widowed Parents Allowance. Further details of how to claim can be found at www.direct.gov.uk.

Financial Security – If you move to someone else's home to provide them with care, you need to think about what you may do if the need for the care ceases. What will happen if the relationship between yourself and the other person deteriorates, they die or go into residential care? You should seek legal advice about the implications of leaving your own home and moving in with the person whose care you provide, as will the cared for person. It is not advisable to seek advice from the same source as your interests may not always be the same.

It is always a good idea to seek independent financial advice when considering the income and savings of yourself and the person for whom you care. There are many reasons for doing this, not least of which is that a financial assessment will be made of the disabled person's ability to pay for residential care, should this be necessary.

If the adult person for whom you care is unable to make their own decisions you may find yourself in the position of their appointee or trustee or have power of attorney over their affairs.

Appointees- If a person is or might be entitled to welfare benefit and cannot act for themselves, the Department for Work and Pensions can appoint someone aged 18 or over "an appointee" to act on their behalf. An appointee is usually a relative or a friend, but can also be a body of people such as a firm of solicitors or a housing association. An appointee may be appropriate if, for example, the claimant is a child or is unable to act for themselves because of a severe learning disability, mental illness or senility. The office dealing with the benefit will make the appropriate arrangements to interview potential appointees. If you are the appointee, then it is your responsibility to deal with any claim for benefits and to notify any changes of circumstance. It is also your responsibility to claim on time and your own circumstances will be taken into account when considering any backdating request for a delayed claim.

If you have claimed Disability Living Allowance (DLA) for your child you will have been appointed by the Secretary of State on your child's behalf but only in relation to DLA. If your child is unable to act for themselves when they reach 16 and you continue to claim and receive DLA for them, you will have a full appointment covering most benefits.

If you are appointed to act for the claimant in relation to one benefit, that appointment covers all non means-tested benefits as well as Income Support, tax credits and payments from the regulated social fund. Separate appointments must be made for housing and council tax benefits as these are administered by your local authority.

Trustees – A trustee is someone who is named in a Trust document. With a living trust, a person actually transfers ownership of his assets to the trust and then selects a trustee to administer it. The trustee may be a family member or friend, a solicitor, an establishment such as a bank or the original property owner. In the latter scenario, the owner names someone to succeed him as the trustee upon his death.

Only items that are in your name will be subject to probate. To ensure that a living trust is properly "funded" you must make sure that all property has actually been transferred out of your name and into the trust. If not, the living trust is void.

As is the case with so many issues involving money, there are some unscrupulous individuals and companies that attempt to sell living trusts or do-it-yourself trust kits, so proceed with caution.

Power of Attorney- A lasting power of attorney enables a person who has capacity and is over 18 (Donor) to choose another person or people (Attorneys) to make decisions on their behalf. There are two types of LPAs. A property and affairs LPA is for decisions about finances, such as selling a house or managing a bank account and a personal welfare LPA is for decisions about both health and personal welfare, such as where to live, day-to-day care or having medical treatment. An attorney is appointed as if they were the Donor themselves and he must act in the best interests of the Donor, the LPA must be registered with the Office of the Public Guardian before it can be used. The Donor can register the LPA while they have capacity, the attorney can register the LPA at anytime. An enduring power of attorney once registered with the Public Guardianship Office is used when a person is no longer able to manage their own affairs. The Public Guardianship Office are the administrative arm of the Court of Protection and are charged with "helping to look after the financial affairs of people who are not mentally capable of doing so themselves". (*A guide to making an enduring power of attorney Dec 05*). Part of the Department for Constitutional Affairs, the Public Guardianship Office can be accessed via the web on www.guardianship.gov.uk.

If the person you have been caring for dies you may be the person left responsible for the many practical issues to be dealt with. You can receive assistance from a funeral director, GP, solicitor, religious groups, social services or citizens advice bureau. If the death occurs at home a health visitor or district nurse may assist; if in hospital the ward sister or hospital chaplain may be of assistance. If you need support and comfort, organisations such as Cruse Bereavement Care (0870 167 1677) and Winston's Wish, which offers a service to bereaved families and young people (0845 20 30 405), can help.

There are other local organisations that may be able to offer assistance. www.Leicestershirecareonline.gov is an excellent source of information. Leicestershire CareOnLine is a partnership project led by the County Council, involving the District Councils, Health and a range of voluntary organisations. The site brings together all the strands of information that you may need to access as a carer.

Practical Help

Where to get help – practical help with caring is available from a number of sources:

- Relatives, friends and neighbours
- Private organisations or individuals
- Voluntary organisations
- Local authorities
- The NHS

Community Care Services – Community Care is defined as “providing the right level of intervention and support to enable people to achieve maximum independence and control over their own lives “. (1993 Community Care Reforms as contained in the 1990 NHS and Community Care Act).

The first step towards obtaining community care services is an assessment of your needs. Social Services currently take the lead role in this but have a duty to invite the NHS and housing departments to assist in the assessment where there is a health or housing need. There is no dividing line between health and social care; however, it is important to know whether the cared for person's needs fall within the NHS as most healthcare is free at the point of delivery whereas people are charged for most social care.

You must first contact the local area office of the social services department in your area and request a community care assessment. The assessment will be carried out by a social worker.

Both the cared for person and the carer are entitled to have their needs assessed. When this is complete a care plan will be drawn up and you should be given a copy of it. If the needs are urgent, care services can be provided before an assessment which should then be carried out as soon as possible. If you do not agree with the plan, you can use the local authority complaints procedure (or seek legal advice if the matter is very urgent).

The services must “help the carer care for the person cared for, and may take the form of physical help or other forms of support”. (Carers and Disabled Children Act 2000). Although provided to the carer it may take the form of a service delivered to the cared-for person if both agree and it does not include anything of an intimate nature. The services provided differ between authorities who can set (within limits) their own eligibility criteria. Information about the

procedures and criteria will be found on each local authority website or be available via town or county halls.

Carers Assessments- These are for people who provide regular and substantial care for a partner, relative or friend. There is no definition of substantial in the legislation so if you feel you devote a lot of time to caring for someone and do it on a regular basis you can have a carer's assessment. You are entitled to a carer's assessment whether or not the person you care for has had an assessment or needs one.

Your carer's assessment should look at how you feel about your caring role, whether you are coping with the level of care you are providing now, how this might change in the future and what help you need to be able to carry on providing care. Your health – is it suffering because you are a carer? Work, training and leisure interests – are you working and caring? Would you like to work or give up work? Are there hobbies or interests you would like more time to pursue?

What kind of help can Social Services provide? Services for the person you care for could include things like:

- Home care – someone to come and look after the person you care for at certain times of the day.
- Practical help such as cleaning, laundry or gardening.
- Respite breaks away from home.
- Aids and equipment.
- Adaptations to the home.
- Mobile meals.
- Personal care.

Services for carers could include things like;

- Vouchers to enable carers to take a break from caring.
- Help with taxi fares.
- Mobile phone for the carer (if this would give them peace of mind when they are away from the person they care for).
- Counselling or alternative therapies to deal with emotional issues and stress.
- Information about local support groups for carers.
- Practical help at home.

Remember local authorities can determine what services they provide: services are subject to change and may not all be available from your particular local authority.

Direct Payments – Once you have received your assessment and agreed which services you and the cared for person need, you can choose either to access that help from social services or to receive Direct Payments instead. If you choose Direct Payments, you or the person you care for will receive money from social services in order that you can buy in the help that you need.

There are advantages to receiving direct payments as they offer you more flexibility and control to arrange the support you need when you need it. The disadvantages are that there is a good deal of paperwork involved and depending upon the arrangements made you may become an employer. However there are organisations that will assist with this. For example, you may pay an agency who will provide you with carers employed by them or there may be a scheme provided by social services to administer the payments on your behalf. Funding for care can also be accessed via the Independent Living Funds, application of which can be made in partnership with social services. The rules are complex and the criteria very strict but your social worker should be able to provide you with the information required to apply.

Charges – Social Services can charge you or the person you look after for the services they provide. Charging policies vary across the country, but your social worker should explain the local policy when you have your assessment.

Voluntary Organisations – There are many voluntary organisations that offer practical assistance to carers and those needing care. Voluntary Action Leicester is a local charity that brings volunteers and organisations together. Carers UK is one of the largest registered charities run by carers to provide information, training and support to carers and professionals throughout England and can be contacted via the excellent website at www.carersuk.org or by telephone at 020 7490 8818, fax 020 7490 8824 or in writing to Carers UK, 20/25 Glasshouse Yard, London, EC14 4JT.

If you have not yet accessed support, a good local source of information and practical assistance is CLASP – an organisation led by carers offering advice, advocacy, support and training. Clasp is also known as The Carers Centre and offers a wide range of information in several languages, and a chance to meet other carers and carers groups. CLASP (Carers of Leicestershire Advocacy and Support Project) was set up in 1994 as a registered charity to support the people of the three counties and is open to carers of any age, home visits are available. They can be contacted Monday to Friday at 0116 251 0999, fax 0116 251 3514, by email

enquiries@claspthecarerscentre.org.uk or via the website at www.claspthecarerscentre.org.uk. In writing to Clasp – The Carers Centre, Unit 19 Matrix House, 7 Constitution Hill, Leicester LE1 1PL.

There are many national organisations that are represented in the Leicestershire area such as Age Concern and Help the Aged. The local telephone directory is a good source of contact information: look under Charitable Organisations, Counselling and Advice, Home Help and Carers. These organisations offer services such as cleaning, gardening, sitting, day centres and transport. There is usually a cost incurred.

There are disability specific groups locally and nationally that provide support such as the Alzheimer's Society and Scope. These groups are a good source of information and friendship, some charge for some services, others do not. For example, Age Concern not only runs charity shops, but provides transport, meeting places and a handyman/cleaning service.

Professional Services – Health Services can be accessed via your doctor's surgery, local hospital or community visitors. Many Health Centres now offer a range of services directly or by referral on to counsellors, dieticians, complementary therapists and the like.

There are employment agencies that specialise in providing people to care for others in their own home. These agencies are like any other business and need to make a profit. Their services can be prohibitively expensive but it is worth noting the option.

Transport and Travel – the Blue Badge parking scheme provides a range of parking benefits for disabled people. As a carer for a disabled person who does not drive, you can be nominated so that you can use the blue badge when driving them around.

The Motability Scheme helps disabled people buy or lease a car. If you care for a disabled person (or child) who does not drive they can still apply to buy or lease a car through the scheme with you as the driver.

Some disabled people do not have to pay vehicle excise duty (car tax) for a tax disk. If you care for a disabled person who does not drive, they can nominate you to drive the car for them. Details of the scheme can be found on www.direct.gov.uk/disabledpeople.

If you are the carer of a disabled adult who has a **Disabled Persons Railcard**, you can receive the same discount when you travel together. If you care for a child with a Disabled Persons

Railcard, they will travel at standard child fare, but you will receive a one third discount off the standard adult fare when you travel with them.

In your area there may be community transport services available to people who have difficulty using public transport. Local councils must also offer free off-peak travel on local buses to disabled people living in their area. Seek advice from your local council's transport officer. Your local council may operate taxi schemes, possibly using vouchers or tokens. If you qualify to use such a scheme, you will be given a card or a number of tokens. These can be exchanged with certain taxi firms instead of cash. The local council then pays the taxi firm. Dial-a-rides are like taxis in that they can be booked to take you from door to door, they are wheelchair accessible and are generally for anyone who has difficulty with public transport. Services have to be pre-booked. Fares, eligibility and the kind of journeys you can make vary from place to place.

Shopmobility Schemes operate around the country in town and shopping centres. They hire out or lend manual or powered wheelchairs and scooters to disabled people who need them to get around town centres and large shopping centres. All schemes operate independently but you can find out whether there is a scheme near you by contacting the National Federation of Shopmobility. Telephone: 0845 644 2446

Many places of interest, such as museums, sports venues, National Trust Properties and English Heritage sites offer discounted or free admission to someone accompanying a disabled person. There are free tickets to the cinema available from the National Exhibitors' Association to a person accompanying a disabled person to the cinema.

Family, friends and relatives – It may be that you are lucky enough to be able to call upon family, friends or relatives to help with your caring responsibilities. Whilst this is possible for some, for others time and distance constraints make this impossible. It is important to set some boundaries for everyone involved to avoid any confusion or misunderstandings occurring which may have an adverse effect on the relationship in the future. Caring can be unpredictable and often cannot be planned. Try to make sure that you are all aware of this from the beginning of any agreement. It is also important to be clear about the level of support required. It is easy to offend people by offering too little or too much support and, by the same token, offence can be taken when support is offered and not accepted.

Caring for the elderly

The Commission for Social Care Inspection is responsible for inspecting the standard of social care delivered in care homes, adult placement schemes, nursing agencies and domiciliary care (home care services). The Commission proposes to introduce a star rating system for adult services, including care home services. Currently the commission publishes its reports in a directory: when you search for a care home or services you will find details of the services offered and for how many people plus the Commission reports about that home or service. The report tells you what the home or service does well and lists any improvements they need to make. When making a choice about who, where and how services are to be provided it is important that you make an informed choice. You can access the directory on www.csci.org.uk or by phone on 0845 015 0120 or 0191 233 3323 or by email to enquiries@csci.gov.uk.

Care Homes - As a society most of us can look forward to a longer life expectancy: this is great if you are well. However, more and more of us are becoming carers for our elderly parents and relatives in our fifties and sixties, the very age when we should be considering time for ourselves. We have already discussed ways in which to access care at home but the time may come when you no longer wish or can manage to continue caring at home, in which case considering accommodation in a care home environment is the next step. Care homes are run by a range of providers. Health bodies as well as local authorities can arrange care in homes that provide nursing. The East Midlands Care Association has an excellent website, www.emcare.org.uk which includes advice about choosing a home and the financial and emotional implications of entering residential care as well as links to the inspectors, a directory and links to local homes, local voluntary services, and health authorities.

The term care home is used for types of homes that need to be registered as “fit for purpose” for the care they intend to provide. Homes must produce a statement of intent, a service users’ guide giving details about the home, and a copy of the most recent inspection report. Residents should also be issued with a statement of terms and conditions (your written contract) describing the services covered by the fee, services not included in the fee and terms and conditions of occupancy. Homes in England and Wales must itemise separately the costs of accommodation, personal care and nursing and extra services.

Homes providing personal care – these can be run by private or voluntary organisations, private individuals or local authorities. Personal care is not defined but for the home to be registered it means assistance with bodily functions such as feeding, bathing, toileting, etc. If healthcare is needed it should be provided by the local community health services in the same way as for a person in their own home. Homes that provide non-physical care such as advice, encouragement and prompting are not required to register, thus social housing schemes do not need to register. There is no requirement for homes to provide board but most of them do.

Homes providing nursing care – these can be run by NHS bodies or independent organisations. They provide nursing as well as personal care and as part of the registration criteria must have a suitably qualified registered nurse working at the home at all times. Homes can be dual registered which means they can advertise as having x number of residential and x number of nursing care places.

Paying fees – most people who need help to pay for their care will get it from their local authority, who have a duty to provide residential care for all those who “by reason of age, illness, disability, or any other circumstances are in need of care and attention which is not otherwise available to them”. (National Assistance Act, Part 111, S.21 (1) (a)). Help from the local authority is means tested and currently the capital limit at which you can receive assistance is £21,500. This does not include the value of the property you live in but does include capital such as savings, cash, stocks and shares etc. The way in which your property is treated depends upon a number of things not least of which is whether you occupied it alone. Advice from an independent source should be sought so that you are aware of the financial implications.

Some people qualify for fully funded NHS care and are treated as hospital inpatients for benefit purposes. You should contact your local Primary Care Trust if you think the overriding reason for accommodation arises from health needs. Even though you may not qualify for fully funded NHS continuing care, the NHS is responsible in England and Wales for funding the cost of nursing provided by a registered nurse. This is determined by an assessment of need as is the assistance provided by the local authority. There are three rates of nursing care payable depending on your needs, though Primary Care Trusts do have the flexibility to decide any appropriate amount between the lower and middle bands and can pay more than the highest band if your nursing needs are complex.

Some people can self fund their stay in a care home in which case the need for independent financial advice is very important. It is still preferable to have an assessment of your needs carried out by the local authority even if you intend to self fund; this is because if your funds reach the £21,500 capital limit the local authority should be approached to carry on funding your stay.

Decisions about how and what to pay for care are as important as the choice of home as worrying about the money running out or having to find a cheaper home at sometime in the future will be detrimental to your own and the cared-for person's wellbeing.

Emotional costs - as well as thinking about where, what level and how much the care will cost there are emotional aspects to consider. Whilst many people may be involved in making the decision that residential care is needed, invariably the final decision rests with the carer. You will have many questions to be answered and see lots of homes before settling on which is the right one for your elderly charge. Many will feel guilty about no longer being able to care for the person at home; many will feel relieved that a decision has finally been made. Many are weighed down with the responsibility of settling affairs, moving out, selling property and furniture that have belonged to the family for years and hold a lifetime of memories.

The family dynamic will change: often sibling rivalry is intensified, you may feel as if you can do nothing right or that you just want someone else to take over the responsibility for you. All of these reactions are quite usual. In a way you will be grieving for the old life and family security that you feel has been lost.

In addition to your feelings, the elderly person may be confused and resentful about going into a home: Few people like change, particularly if they feel it has been forced upon them in some way. It will take time for you and the elderly person to adjust to the new arrangements. Try not to be too hard on yourself or others and take time to recharge your own batteries and pamper yourself if possible.

A simple guide to the process of funding care in a residential or nursing home can be found below, though the most important thing you can do is to seek **professional independent financial advice**.

Do you have capital or savings in excess of £21,500?

NO

The local authority should assist with your care costs.

Arrange an assessment of your care needs with social services.

You should be able to choose which care home you prefer subject to it meeting your assessed needs and being within the price that social services are willing to pay.

If you wish to live in more expensive accommodation you must find a third party to top up the funding. You are not allowed to do this yourself from capital below £21,500.

YES

Obtain an assessment of your care needs from social services.

The local authority can help with the first 12 weeks of care costs if apart from your property, your other savings are below £21,500. Any help beyond this period will be a loan.

Depending on your other capital and income, you may also be able to claim income support or pension credit.

If your property is not on the market it could be treated as capital and adversely effect your entitlement to means tested benefit.

Claim Attendance Allowance

If you are moving into a nursing home claim the **NHS Nursing Care Contribution** – paid directly to the home at three rates as discussed earlier.

Make sure you can afford your chosen care over the long term. Seek specialist financial advice.

Caring for younger adults

As already discussed all establishments providing care services for adults are inspected by the Commission for Social Care. From April 2007 all children's services are inspected by Ofsted.

Caring for adults that are not elderly brings its own particular problems. There are fewer resources directed at those people under 60. It follows, therefore that caring choices may be more limited, e.g. there are fewer care homes to choose from for this age group. Whilst we may accept that at some time we may need to care for our elderly relatives it is more difficult to come to terms with the role of carer for your spouse or someone of your own age or younger than yourself. You may be holding the caring role for many years, in which case it is important to seek help not just from the authorities and voluntary agencies already mentioned but to take care of yourself as an individual. It is easy to lose your identity and become a carer first and foremost.

Your local G.P. will be an invaluable source of assistance. Talk through your issues and anxieties and get information and support from him/her. Often your G.P. will be the cared-for person's G.P. and he/she will have an understanding of the types of difficulties you are facing. Ask for a double appointment so that you have time to discuss your concerns and needs fully in the context of your caring role. If you have difficulty in getting to the surgery because it is hard to leave the person you care for alone, ask for a home visit. You may also be able to arrange prescription deliveries between the surgery and local pharmacy.

Social Services provide services designed to give you a break such as day-sitting services, night-sitting services, short-term respite stays or the opportunity for the cared-for person to go out with others, giving you the chance to be at home alone. The government website www.direct.gov.uk/caring has a link to local authorities that offer short-term breaks for carers. Your local authority Social Care Services website will then detail all of the services provided to carers and how to access them. Voluntary organisations and charities often specialise in short breaks and, as mentioned previously, many are involved with specific conditions or disabilities, which means they are experts in providing the necessary type of care and environment.

In Leicester, CLASP-the Carers Centre is the place to contact other carers: this is important for you and the cared for person. CLASP run training programmes, hold social events, offer information, advice and support, advocacy and counselling. Contact 0116 251

0999 or e-mail enquiries@claspthecarerscentre.org.uk, or visit the web page at www.claspthecarerscentre.org.uk.

A local carer's support group may enable you to have contact with other carers whilst taking care of the person you usually look after. Some areas have carers' workers whose job it is to co-ordinate groups and get support for individuals from a variety of sources. It is as vital for you to retain a measure of selfishness as it is for the person you care for to retain a measure of independence from you. No one can look after another person 24 hours a day 7 days a week indefinitely and however indispensable you may think you are, you will find out eventually that you are not!

Learning and caring - If you have given up work to care for someone then it may be possible through the local authorities Carer's Grant Scheme to return to education. The National Extension College provide home study courses which may be available to carers at a reduced rate. Go to the NEC website at www.nec.ac.uk for information about courses and financial assistance available to you. If you are in contact with the Princess Royal Trust for Carers you may be eligible for a bursary to help with the cost of your studies. The Trust is involved with partners to provide comprehensive learning opportunities as well as advice, advocacy, information and support. There are 129 local centres which can be accessed via the website www.carers.org.

Learning for Living is a combination on-line learning programme for carers. There are two parts: the City and Guilds qualification known as the 'Certificate in Personal Development & Learning for Unpaid Carers' and the learning resource known as 'Learning for Living'. This is the first qualification and learning resource designed specifically for carers by carers. Learners who do not want to take the qualification can opt out and simply use the learning resource. Further details can be found at www.learningforliving.co.uk.

Many local colleges give reductions to carers and some may provide help with costs like transport or fees. Some commercial companies offer financial assistance for particular courses and your local carers group may have details of any schemes in your area.

Alternative care- You may need to make alternative arrangements whilst you study or have a break from your caring role. If you have a carers assessment carried out by the local authority as discussed earlier then these arrangements should form part of that assessment. Alternatively you may be able to call upon family or friends or local voluntary organisations. Your local council may have schemes designed to give you a break while you study.

There are schemes and organisations that provide respite care whilst you study. www.crossroads-care.co.uk is one such organisation, funded by local social services and health authorities: the headquarters is in Rugby, Warwickshire.

If you are under 18 and care for someone it is particularly important to get help and support. You should not have the caring responsibilities that an adult could take on, nor would the state expect you to do this. The local authority social services duty team in your area are the people to contact for assistance and advice: the contact details for the local offices can be found on the Social Care pages of your local authority website.

Barnardo's CareFree Project- This is local to the area and was established in 1996 to offer a wide range of practical and emotional support services to young carers in Leicester and Leicestershire. A young carer is a child or young person under 18 whose life is significantly affected by caring for a family member who has a physical illness or disability, mental health difficulties, sensory or learning disability or has a problematic use of drugs or alcohol.

If you are or know of a young carer under 18 years of age who lives in Leicester or Leicestershire, then the CareFree project may be able to help. Informal enquiries are welcome from young carers, families, statutory and voluntary agencies and other interested parties. Referrals can be made directly to them with the permission of the young carer and his or her family.

A member of staff from CareFree will visit the young carer and their family in order to identify what help and support is needed. Initial visits can be made in conjunction with other professionals already known to the family if appropriate. CareFree endeavours to meet the needs of young carers wherever possible or link them into more appropriate projects if necessary. Contact by phone on 0116 2867182, by e-mail carefree@barnardos.org.uk, or via the web at www.barnados.org.uk/carefree.

Caring for children

Three new departments were set up by the Prime Minister on 28 June 2007. They replace the Department for Education and Skills (DfES) and the Department of Trade and Industry (DTI). The Department for Children, Schools and Families (DCSF) is responsible for improving the focus on all aspects of policy affecting children and young people, as part of the Government's aim to deliver educational excellence. The contact details for the new department are: phone 0870 000 2288, fax 01928 794248, via e-mail info@dfes.gsi.gov.uk or web at www.dfes.gov.uk.

Each unitary local authority will have an education department which is responsible for the services offered for children and young people in their area. In Leicester and Leicestershire there are excellent Childrens Information Services which can be accessed via the local authority websites at www.leic.gov.uk and www.leicester.gov.uk.

The Childrens Information Service – This can provide information and guidance about registered childminders, crèches, nurseries, after school clubs, breakfast clubs, holiday play schemes and playgroups. Information on parent and toddler groups, toy libraries, leisure and sporting activities and nanny agencies as well as details of job vacancies in the sector and other services such as grants and health services. They also have links with other professionals such as community childcare development workers and the childminding development team.

Guides to starting school in Leicester are available from the Staff Counselling & Welfare Service along with the National standards for under 8s day care and childminding. The local education department in your area has a directory of contact details for schools and services which should be available upon request covering details of nurseries, nursery schools, special schools, primary schools, secondary schools, upper/high schools and community colleges.

The Department for Work and Pensions publishes guides to benefits and tax credits for those expecting a baby or caring for children. Benefits paid specifically in respect of children are as follows:

Child Benefit – You can get child benefit if you are responsible for a dependent child or young person and are present and ordinarily resident in the United Kingdom. Child Benefit is tax free and is not means tested payable at £18.10 per week for the eldest or only child and at £12.10 for each qualifying child thereafter. You can

apply on line at www.hmrfc.gov.uk or by ringing the Child Benefit Helpline on 0845 302 1444.

Guardian's allowance – This is a tax free benefit for anyone looking after children who are effectively orphans. You can get Guardian's Allowance if you are responsible for a child who is not your natural or adopted child and both parents of the child are dead, or one is dead and the other is missing, in prison or detained in hospital under certain sections of the Mental Health Act 1983. Guardian's Allowance is not means tested and payable at £12.95 per week. Claim on form BG1 or online as above.

Child Trust Fund – This is a long term savings and investment scheme which aims to make sure that every child has savings at the age of 18. Every child born on or after 1/9/02 is eligible provided you receive child benefit for them and they live in the UK and are not subject to immigration controls. When your child is born you should be sent a voucher worth £250.00 to start the account. Some families receiving child tax credit will receive a further £250.00. A further payment will be made when the child reaches 7 years of age. Most major high street banks and building societies offer Child Trust Fund accounts and you can contribute a maximum of £1,200 per year. Money can not be withdrawn until the child is 18 and then only by the child, the fund and any income or gain is tax free.

Child Tax Credit – This is a means tested or income related benefit for people, whether working or not, who are responsible for a child. Claims for Working and Child Tax Credit are made on the same form TC600: ring Tax Credit Helpline on 0845 300 3900 or apply online. The amount you are paid depends upon your circumstances. The payments of any childcare costs to which you may be entitled are usually made directly to the carer by HM Revenue and Customs who administer the benefit. The rules for letting the revenue know about changes in your circumstances are strict and there has been a good deal of bad publicity around this complex benefit as overpayments have been rife and are expected to be repaid with very few exceptions.

Disability Living Allowance – As discussed earlier DLA can be paid to a qualifying person who claims before the age of 65 years. You can be paid the care component of DLA for a child from the age of 13 weeks. From 3 years a disabled child can be paid the higher rate mobility component which gives access to the **Motability and Road Tax Exemption Schemes**; from 5 years old the lower rate of mobility component.

When your child reaches 2 years old you can be paid or claim the following vaccine damage payment, blue badge for disabled parking; request a special educational needs assessment from your local authority.

From 8 years if your child has to travel more than 3 miles to school, travel is free. You may be entitled to free school meals and milk if you are in receipt of some means tested benefits (seek advice from your local Dept of Work and Pensions office about this). Children under 18 years qualify for free prescription and NHS dental treatment and NHS sight tests and glasses.

If you are the parent of a disabled child you may get help from the Early Support programme. The Early Support family pack gives information explaining health and social services, childcare, financial help and information about education. A downloadable version is available at www.direct.gov.uk/caring.

Financial support is available for older children and young adults in the form of educational grants and bursaries. Your local educational authority will have details of those available both nationally and in your area.

We have already discussed the different kinds of leave and payments that can be made to parents. In addition there are schemes available to assist with the cost of childcare known as salary sacrifice schemes, the University of Leicester have a scheme run by **Busy Bees**. The scheme works by changing what you are paid in a particular period. If you choose to receive childcare vouchers in any period then you sacrifice the same amount of your pay in that period. The vouchers can be used to pay for all or part of your childcare costs. All carers must have approved status or be registered with OFSTED. The amount of national insurance contributions and tax you save depends upon your current salary and can be as much as £1196.00 per year at the time of writing. Both working parents can benefit if their employers participate in a scheme. The wellbeing pages of the University website contain a useful parent pack and application forms, www.le.ac.uk/staffwellbeing or contact Busy Bees on Free phone number 0800 430 860 for further details.

There have been calls for the government to extend the childcare scheme to other kinds of care including elder care. Carers UK have been lobbying for this for some time, so far without success but there are signs that the Government is thinking seriously about the possibility in the near future.

Caring for someone with mental health problems

Caring for someone with mental health problems can be difficult and no one should be expected to do it alone. People with mental health problems often feel overwhelmed with strong feelings; perhaps of sadness, fear, self-loathing or hatred of someone else. As a carer you will be giving emotional support by listening and you may be offering reassurance and encouragement. Listening well does not always mean keeping quiet, it involves thinking about how you can help the person to open up and talk if they want to. If the person is not ready to talk you can still let them know that you are happy to listen when they are ready.

We all like to be appreciated and benefit from being praised particularly if we are low in confidence. A person who has mental health problems often has difficulty giving themselves credit for their own achievements so it is important that someone else recognises and reinforces their successes. Feeling appreciated will help the person feel good and they will then be ready to make more progress.

You may find as a carer that you are taking over all the practical day to day tasks like shopping, cooking, cleaning and paying bills and for some of us helping with a practical task is the best way that we can show that we care. It is important not to take over more than is necessary. If you do, it can leave the person feeling even more inadequate than they already do. Often the best solution is to do things together. Sometimes it is best to do something which can help the person forget about their problems for a while by doing something which you know they really enjoy. Being light-hearted is not the same as trying to force the person to be “normal” or telling them to “pull themselves together”.

When people are having mental health problems they often find difficulty filling in forms or dealing with authority. Advocating on their behalf is an important part of caring effectively, being as supportive as possible without taking over things that people can do for themselves. Generally there is a shortage of good mental health services and often people are offered the treatment that is most readily available, which is not always the best. If you think different treatment should be offered it is worth asking the local voluntary organisations in your area that deal with mental health issues such as Mind or the Citizens Advice Bureau or advice.

People who are having problems with their mental health usually feel they have no power over their own lives. It is important that as

a carer you are able to empower the person you care for to make decisions for themselves. Empowerment means helping someone to regain a sense of control of their own lives. You can do this by helping them to think about what they want rather than by telling them what to do.

Sometimes, if you have a close relationship with the person you care for, that relationship is altered or affected in some way by the illness and it is important for you to acknowledge the change and to tackle any problems that this may cause in your relationship. You could contact Relate at www.relateleicestershire.org.uk, who offer relationship counselling, relationship and educational training, young people counselling and family mediation.

There are a number of potentially difficult situations that you may be faced with when caring for someone with mental health problems such as suicide threats or even attempted suicide. Sometimes people who are suicidal are angry with someone else or society and cannot express their anger so they turn it on themselves. Encouraging the person to talk about their anger is a good start. Make sure that they have the Samaritans helpline number (0845 790 9090) to hand in case they are overwhelmed with thoughts of suicide when they are alone. Caring for someone who is suicidal is very stressful and you may benefit from talking to the Samaritans yourself as they also give advice and support to carers.

If you feel that the person you care for has the potential to become violent it is a good idea to try to plan what you would do in such circumstances. Generally the best thing to do is to remove yourself from the potentially violent situation; it may be possible to arrange with neighbours that you could go to them if the occasion arose. Always try to keep a mobile phone with you so that you can call for assistance if you need to.

There are laws that you can use to protect yourself. If you want to stop someone who has been violent in the past from entering your home you can apply for an injunction which denies them access: your local Citizens Advice Bureau or Law Centre can assist with this. The Mental Health Act 1983 provides that someone can be compulsorily detained in hospital for their own health or safety, or the protection of others; applications are usually made by Social Workers approved under the Act. The Act defines the “nearest relative” as the person that can request an assessment of the person to see whether compulsory admission is necessary. If the person you care for goes missing and you think they may be at risk contact everyone you can think of for help, including the police and contact the local hospital accident and emergency department.

Useful Contact Numbers

There is an emergency and crisis helpline numbers and contact details leaflet available upon request from the Staff Counselling & Welfare Service.

Carers UK (formerly Carers National Association)

Contact details for Carers UK (formerly Carers National Association), an organisation which provides carers, those supporting them and others with national and local information about benefits they are entitled to

Contact point	
Carers UK (formerly Carers National Association)	
Address	
20–25 Glasshouse Yard London EC1A 4JT	
Phone number	
Carers line 0808 808 7777	
Fax	
020 7490 8824	
Email address	
info@carersuk.org www.carersuk.org	

Contact a Family

Contact details for Contact a Family, a UK-wide charity providing support, advice and information for families with disabled children

Contact point	
Contact a Family	
Address	
209–211 City Road London EC1V 1JN	
Phone number	
Helpline 0808 808 3555	

0808 808 3556

Text phone

info@cafamily.org.uk

Email address

<http://www.cafamily.org.uk>

Crossroads - Caring for Carers

Contact details for Crossroads - Caring for Carers, an organisation which provides 'in the home care' for Carers

Contact point	
Crossroads - Caring for Carers	
Address	
10 Regent Place Rugby CV21 2PN	
Phone number	
0845 450 0350	
Fax	
01788 565 498	
Email address	
communications@crossroads.org.uk	
http://www.crossroads	

MacIntyre Care

Contact details for MacIntyre Care, an organisation which provides a wide range of services including registered care homes, supported living schemes, accredited training schemes and day services, as well as two residential schools

Contact point	
MacIntyre Care	
Address	
602 South Seventh Street Milton Keynes Bucks MK9 2JA	
Phone number	
01908 230 100	
Fax	
01908 230 100	
Email address	
mail@macintyrecharity.org	

The Princess Royal Trust for Carers

The Princess Royal Trust for Carers provides information, advice and support services to carers of all ages in the UK. This is delivered through a network of independently managed Carers Centres, young carers services and interactive websites

Contact point	
The Princess Royal Trust for Carers	
Address	
London Office 142 Minories London EC3N 1LB	
Phone number	
020 7480 7788	
Fax	
020 7481 4729	
Email address	
info@carers.org	
http://www.carers.org	
Opening hours	
Monday to Friday 9.00 am to 5.00 pm	

Rethink

Contact details for Rethink, an organisation dedicated to improving the lives of everyone affected by severe mental illness

Contact point	
Rethink	
Address	
28 Castle Street Kingston-Upon-Thames Surrey KT1 1SS	
Phone number	
Helpline 0845 456 0455	
Email address	
info@rethink.org	
http://www.rethink.org	

Vitalise (formerly Winged Fellowship Trust)

Contact details for Vitalise (formerly Winged Fellowship Trust), an organisation which provides essential breaks for disabled and visually impaired people and their carers

Vitalise (formerly Winged Fellowship Trust)	Contact point
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12 City Forum 250 City Road London EC1V 8AF	Address
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0845 345 1972	Phone number
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0845 345 1978	Fax
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info@vitalise.org.uk	Email address
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<http://www.vitalise.org.uk>

Young Carers Net (part of the Princess Royal Trust for Carers)

Contact details for Young Carers Net (part of the Princess Royal Trust for Carers), an organisation which Provides information and support for carers

Young Carers Net (part of the Princess Royal Trust for Carers)	Contact point
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London Office 142 Minories London EC3N 1LB	Address
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020 7480 7788	Phone number
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020 7481 4729	Fax
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youngcarers@carers.org	Email address
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<http://www.youngcarers.net>