

Information pack for Carers

Information for Carers

An informal carer is someone who supports or looks after a friend, family member or neighbour due to illness, frailty, disability, mental health problem, drug or alcohol misuse or learning disability.

If you provide (or intend to provide) physical, practical or emotional support to someone on a regular basis then you can be considered a carer.

Many people do not see themselves as a carer. They think of themselves as a friend or family member and do not realise that there may be help and support available to them in addition to the person they are caring for.

You do not need to live with the person you care for or be in receipt of carers allowance in order to access support.

If you believe you may be a carer then there is support available.

All of the carers support services listed below will provide information, advice and support on your role as a carer and help you to identify any additional support you may need or be entitled to. They will also signpost or refer you to other places who may also be able to offer you help.

What Help and Support is Available?

Stockton Adult Carers' Support Service

The Adult Carers' Support Service is provided by Stockton-on-Tees Borough Council and located within Adult Services. The Service is provided to support all adult carers (over 18) in Stockton who care for another adult (over 18).

The support service offers assistance to carers to help them identify their own needs and put plans in place to make sure they are preserving their own health and wellbeing. In addition to this we also support with signposting and navigating local services.

Services provided:

- 1:1 support for carers to navigate services and identify their own support needs
- Carers Assessments and person centred support plans
- Carers Personal Budgets
- Peer Support Groups
- Carers Emergency Cards
- Carers Register
- Regular newsletters and updates
- Online Carers' Hub - www.stocktoninformationdirectory.org/carershub
- Drop in sessions

- Carers education sessions
- Support for employers on request
- Welfare calls

Time Out Support Service

The time out service offers informal carers a much-needed break from their caring role. Carers can access up to 8 hours free support per month for the person they care for to enable the carer to get respite from their caring role. The Time Out service is not in place of traditional social care and we do not offer any domiciliary/personal care services.

The service is provided for up to 8 hours per month free of charge. There is no length of time that this support can be provided for. The Time Out Coordinator will allocate hours to clients based on current need and availability of support.

The aim of the service is to enable informal carers to continue in their caring role for as long as possible without the need for intensive formal support. Preventing and delaying the need for social care, residential care or health services.

You can contact the Stockton Carers Support Service on

Tel: 01642 524494

Email: carerssupport@stockton.gov.uk

Carers Support Services

There are lots of other organisations who support carers and the cared for person however, contacting one of these organisations is a starting point. Each service will discuss your situation with you and direct you to the most appropriate service (if it is not them).

Stockton Adult Carers Support Service

Carers over 18 who care for a loved one who is also over 18:

Tel: 01642 524494

www.stocktoninformationdirectory.org/carershub

Email: carerssupport@stockton.gov.uk

You can also find us on Facebook @ Stockton Adult Carers Support Service

Eastern Ravens Trust

Young Carers under 18 years of age

Tel: 01642 678454

www.easternravenstrust.org/

Email: info@easternravenstrust.org

Stockton Parent Carer Forum

Parent carers of a child with additional needs:

Tel: 07935 447375

www.stocktonparentcarerforum.co.uk

Email: Stocktonparentcarerforum@gmail.com

SNAPS

Parent Carers of a child with additional needs:

Tel: 01642 530292

Email: info@snapsteesvalley.co.uk

Bridges

Carers/Grandparent Carers/Young Carers/Sibling Carers who support someone affected by drugs or alcohol:

Tel: 01642 605222

Email: Advice@bridgessupport.org

Stockton Livewell Dementia Hub

Carers of people living with Dementia:

Tel: 01642 527363

Email: livewell.hub@stockton.gov.uk

First Contact Team

Stockton-on-Tees Borough Council:

Tel: 01642 527756

Email: firstcontactadults@stockon.gov.

Carer's Useful Information Sheet

CEA Card

The CEA card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema (please check with individual cinemas to find out if they accept the card).

If you require an adjustment to visit a cinema because of your disability, cinema staff should make them for you whether you have a CEA Card or not.

<https://www.ceacard.co.uk/>

Warm Home Discount Scheme

You could get £140 off your electricity bill under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. **Contact your supplier to find out.**

You may also qualify for a winter fuel payment if you were born on or before 5 November 1953. You may be eligible for between £100 - £300 to help you pay your heating bills. You will usually receive the payment automatically if you are eligible and you are in receipt of the state pension or other benefits. Visit www.gov.uk for more information

Carers' Hub

The Carers' Hub is a one-stop resource hub for carers, bringing key information, advice and carers' services into one, easily accessible place. The Carers' Hub provides carers with 24-hour online access, empowering carers by giving the right information they need and the choice about how they interact with the local authority.

You can sign up for the local carers' register and complete your own online self-assessment.

<http://stocktoninformationdirectory.org/kb5/stockton/directory/carers.page>

Discretionary Housing Payment Scheme

Discretionary Housing Payments are payments to help people with their housing costs when their Housing Benefit or Universal Credit payments still leave them struggling to pay their rent. Payments are in addition to Housing Benefit - you must be getting Housing Benefit or Universal Credit which includes an element for Housing costs towards a rental liability to apply.

<https://www.stockton.gov.uk/stockton-council/housing-benefit/discretionary-housing-payments/>

Contact Revenues & Benefits Service for additional information on: 01642 393829

Priority Services Register

The Priority Services Register (PSR) is a free service provided by suppliers and network operators to customers in need. You can receive the services available if you:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing or visual impairment or additional communication needs
- are in a vulnerable situation.

To be added to the Priority Services Register, you simply need to contact your energy supplier.

You can find their contact details on your energy bill. If you have a different supplier for your gas and electricity, you need to contact them both. If you switch supplier, you'll need to register for the service again with them.

Watersure Scheme

Watersure is a scheme which helps some people with their water bills. To apply for the scheme, you must be on certain means-tested benefits and need to use a lot of water either for medical reasons or because your household has a certain number of school-age children. You also need to be on a water meter or be waiting to have one installed.

Contact Northumbrian Water on 0345 733 5566 for additional information.

TV License Discounts

You can get a free TV license if you're 75 or over and a discount if you're blind or in residential care. You can also get a short-term license if you're 74. It's valid until the end of the month before your 75th birthday.

You can get a 50% discount if you're registered blind or live with someone who is. The license has to be in the blind person's name - if it isn't you can transfer it by calling TV Licensing.

Contact on telephone: 0300 790 6071

Blue Badge Parking Scheme

The blue badge parking scheme provides a permit for people with mobility problems to park close to where they need to go. All applicants, either new or existing badge holders, who wish to be considered for a blue badge parking permit must contact our **Customer Services Centre on 01642 528499**. **You may also be eligible for a Silver Bus Pass**

Public Information Services

Our leaflets are designed to give basic information about our services to the adult population of Stockton-On-Tees. You can find all of our information leaflets on our website: www.stockton.gov.uk/adultsocialcare

If you would like this information in any other language or format for example **large print** or audio please contact 01642 527764.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم'

على هاتف رقم 01642 527764

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفاً با تیم دایورسیتی (گونگونی)

با شماره 01642 527764 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe au n° 01642 527764

FRENCH

ئەگەر چەرت لێ بە ئەم زانیاریە بە دەستت بکەوت بە زمانەکانی تر یان بە شیوەیەکی تر یۆ نمونە چاپی گەورە/یان بە تێبێ تۆمارکراو نکایە بە یۆهندی بکە بە 'تیمی دایفرستی'

لە سەر ژمارەى تەلەفۆن 01642 527764

KURDISH

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 527764 接洽 '多元化隊'

CHINESE

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਥੱਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸ਼ੀ ਡੀ 'ਤੇ

ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ਫ਼ੋਨ ਨੰਬਰ 01642 527764 'ਤੇ ਸੰਬੰਧਤ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈائریکٹ ٹیم

کو اس نمبر پر فون کیجئے 01642 527764

URDU