

# Adult Carers' Support Service at Stockton-on-Tees Borough Council

Do you provide support to a loved one? We are here to support all informal carers and cared-for people in our Borough



Whether you have been caring for someone for a while or have recently taken on this role, we can provide:

- Information, advice and support
- Carers' Personal Budgets
- A 'Time Out' service to offer you a break
- A Carers' Emergency Card
- Carers' Connect friendship service

- Peer support groups
- Welfare calls
- Regular updates and newsletters
- An online Carers' Hub: [www.stocktoninformationdirectory/carershub](http://www.stocktoninformationdirectory/carershub)
- Carers' education sessions
- Support for employers

## 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 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-on-Tees 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-on-Tees 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.

## Feel like you need some Time Out?

Could you use a break from your caring role? We offer a 'Time Out' Sitting Service for informal carers who need time away from their duties.

This is aimed at those who could use a break from their role, or need to attend an appointment or do some tasks away from the cared-for person.

- Giving you a break from your caring role
- Allowing you time to look after yourself
- Respite for up to 8 hours a month
- Support from a trained, friendly and supportive member of staff



[www.stocktoninformationdirectory.org/carershub](http://www.stocktoninformationdirectory.org/carershub)

01642 524494



## Does someone rely on you for support? A Carers' Emergency Card could help

We offer a free Carers' Emergency Card. The card is carried by the carer and contains details of an emergency contact, who can be called in the event that the carer becomes ill. This means the cared-for person will always be looked after in the event of an emergency.

The Carers' Emergency card enables the informal carer to:

- Plan ahead in case of emergencies and unforeseen circumstances
- Know they will be supported in an emergency
- Have peace of mind for themselves and the person they care for



[www.stocktoninformationdirectory.org/carershub](http://www.stocktoninformationdirectory.org/carershub)

01642 524494

# Connect with other Carers

Do you care for a loved one? Need to speak to someone who understands?

Join our free Carers' Connect friendship service.

- Meet like-minded people
- A friendly ear from people who understand
- Offer each other support and share experiences



Carers' Connect puts informal carers in touch with one another, providing much-needed telephone support.

[www.stocktoninformationdirectory.org/carershub](http://www.stocktoninformationdirectory.org/carershub)

**01642 524494**



# Useful Information

## 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](http://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 Licence Discounts

You can get a free TV licence 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 Licencing. 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.



# Support Services for Carers

There are lots of other organisations who support carers and the cared-for person. Each service will discuss your situation with you and direct you to the most appropriate service (if it is not them):

## Stockton-on-Tees 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](http://www.stocktoninformationdirectory.org/carershub)

Email: [carerssupport@stockton.gov.uk](mailto:carerssupport@stockton.gov.uk)

You can also find us on Facebook [@StocktonOnTeesAdultCarers](https://www.facebook.com/StocktonOnTeesAdultCarers)

## Eastern Ravens Trust

Young Carers under 18 years of age

Tel: 01642 678454

[www.easternravenstrust.org/](http://www.easternravenstrust.org/)

Email: [info@easternravenstrust.org](mailto:info@easternravenstrust.org)

## Stockton Parent Carer Forum

Parent carers of a child with additional needs:

Tel: 07935 447375

[www.stocktonparentcarerforum.co.uk](http://www.stocktonparentcarerforum.co.uk)

Email: [stocktonparentcarerforum@gmail.com](mailto:stocktonparentcarerforum@gmail.com)

## SNAPS

Parent Carers of a child with additional needs:

Tel: 01642 530292

Email: [info@snapsteesvalley.co.uk](mailto: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](mailto:advice@bridgessupport.org)

## Stockton Livewell Dementia Hub

Carers of people living with Dementia:

Tel: 01642 527363

Email: [livewell.hub@stockton.gov.uk](mailto:livewell.hub@stockton.gov.uk)

## First Contact Team

Stockton-on-Tees Borough Council:

Tel: 01642 527756

Email: [firstcontactadults@stockton.gov](mailto:firstcontactadults@stockton.gov)

# 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](http://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**.

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| 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 لطفا 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  |
| هه گهر جهرت لوان به نهه زانباريه به دهه سنت بکهونت به زمانه گانی تر بان به شنه به کی تر یو نمونه جایی گهوره/بان به تنهیی نومارکراو نکابه به یوه ندی بکه به 'نیمی دایفرستی' له سهه زماره ی نه له فون 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 |
| ਸੇ ਤੁਮੀ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਢੰਗਤਰ ਜਾਂ ਖੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੈਪ/ਐਚੀ ਡੀ 'ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਫ਼ੋਨ ਨੰਬਰ 01642 527764 'ਤੇ ਸੰਚਾਰ ਕਰੋ  | PUNJABI |
| اگر آپ ان معلومات کو کسی بھی اور زبان یا اندازہ مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈائیورسٹی ٹیم کو اس نمبر پر فون کیجئے 01642 527764   | URDU    |