

WALSALL CARERS CENTRE

INFORMATION GUIDE FOR CARERS

ARE YOU A CARER ?

A carer is someone who, without payment, provides help and support to a relative, friend or neighbour who could not manage otherwise because of frailty, illness or disability.



Working Together to Support Carers

Facts about caring:

Carers save the UK economy
£119 billion every year



Over **50%** of carers say they are not receiving enough support

1 in 8 ADULTS ARE CARERS



6.5 million carers in the UK today will rise to



9 million by 2037

Every day another

6000 people



take on a caring responsibility
That's over 2 million people a year

NATION'S TOP THREE CARING WORRIES

What would the public worry about if they had to become a carer?

1. Money worries

Being unable to cope financially



2. Emotional strain

Finding it too stressful or upsetting



3. Not knowing how

Not having the experience or skills to be a carer



1.4 million unpaid carers care for 50 hrs or more a week



The same as the number of full-time staff in the NHS

Less than 3 in 10 people think they will become a carer



But **6 in 10** of us will be carers



AIMS & OUTCOMES OF WALSALL CARERS CENTRE

- 1) Carers are to be recognised and supported as expert care partners*
- 2) Carers must enjoy a life outside of their caring role*
- 3) Carers must not be financially disadvantaged*
- 4) Carers need to be physically and mentally well and treated with dignity*
- 5) Children thriving, protected from inappropriate caring roles*

Registered Charity/Limited Company:-

Established since 1996, progressing to Limited Company and Registered Charity. Governed by Trustees who are/have been carers or a carer connection, regulated by The Charity Commission and Company Law, providing an established quality service, properly governed and up to date with guidance from Enoch Evans solicitors, a long standing and reputable local business.

Part time staff & volunteers:-

As a measure of good financial management, Walsall Carers Centre is manned by part time staff and volunteers only. This keeps costs down to a minimum level that few other organisations could afford and still provide a quality service.

PQASSO:-

Achieved Level 1 Quality Mark recognised national standard from the Charity Evaluation Service. This is an external quality mark which again enhances our reputation and high standard of performance.



Drop In Centre:-

We have a Drop In Centre that is open 9am – 4.30pm Monday to Friday, in a Town Centre location where carers can call in at their own convenience, without appointment, to get information, use our services or need someone to listen to them and provide emotional support.

Town Centre location:-

Our Town Centre location is very important as this makes us accessible to carers from all over the borough with only one bus ride. In addition, as they may well shop in Walsall, they need not make a specific journey to us but include it in an already planned shop. A town centre location comes at a premium and the fact that we are in a converted church shopping mall, makes us a very pleasant location to visit.



Link with Local Authority:-

We provide a valuable link between the carers and the local authority. Many people find it difficult to approach the council and so are reluctant to contact them not being aware of the help this is available. By not being part of the council, that difficulty is removed and a trust is installed to provide a link between carer and local authority that may not have happened without us. We provide a face to face service which is not always possible with the local authority and we provide immediate contact which again may be difficult with the local authority due to overall volume of workload.

Carer Database:-

We hold a carer database of over 2000 for the Walsall borough which has been built up over the years, with almost 5000 carers having passed through our service which is also continually updated to ensure the data held is accurate and as up to date as possible. This provides Walsall Council with a valuable link to the community.

Newsletters:-

We produce a Newsletter 3 times a year which is circulated to all our 2000plus carers, it is posted on our web site, and also distributed to special needs schools across the borough for distribution to parents who may or may not know about us. The Newsletter gives information on our events that have taken place, events that are coming up, information as regards local authority services and information on national issues around caring.

Walsall Carers Web Site:-

In line with modern technology, we have a web site in order that we may be available to carers with up to date information and important matters.

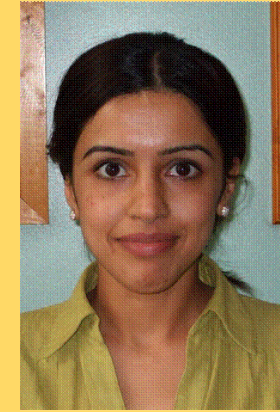
Telephone Helpline:-

We have a designated emergency helpline which is kept free from day to day calls or non emergency calls so it is available at all times for urgent contact.



Outreach Service:-

Providing a valuable service to carers who feel unable to leave their loved one and so informing them of services and up to date changes that they may not have been aware of due to being in an isolated situation. We have 2 ladies who visit carers at home, one of which can speak Asian languages to cater for the diverse cultures across the borough.



GP contacts:-

It is most important that Doctors recognise the value of Carers in the caring role and we wish to highlight this by regular quarterly contact with all the GP surgeries in Walsall borough. We provide leaflets and posters for carers visiting the Doctors Surgery to advise them we are here and remind the GP's also of our services. Following this, many GP surgeries now have a carers corner in reception highlighting support services for carers.

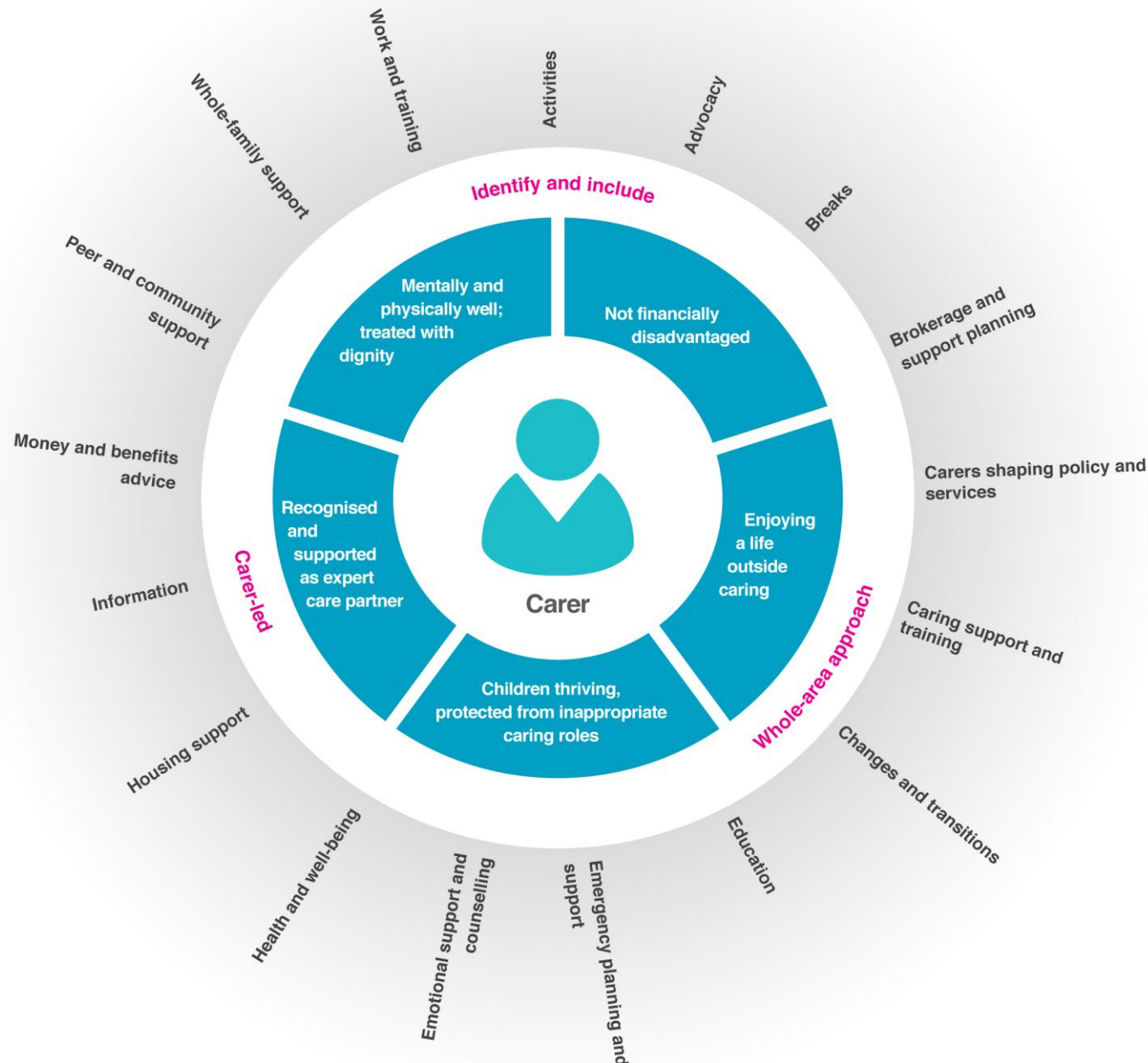
CARERS HUB

Carer is supported to achieve the 5 outcomes.

There is then a 3 pronged approach reflecting the values to make a strong foundation:

1. Carer-led (listen to and feedback)
2. Identify and Include (hidden and isolated carers)
3. Whole Area Approach (identify differing needs across the borough – 6 area partnerships)

Next stage is to identify the shortfalls in each area across the borough looking at the 17 interventions that meet carers requirements.



Borough Wide Cover

Whilst our Outreach Workers usually visit carers in their own home, they also visit GP surgeries, Libraries, and other Support Groups to give talks and information about Walsall Carers Centre and publicise our services in an effort to contact hard to reach groups or individuals.

The National Carers Strategy gives us directions as to what is needed to provide an effective Carers Hub –

- Whole Area approach**
- Carer-led**
- Identify & Include**



THE CARE ACT 2014

Whether you receive support at home or in a care home, or care for a friend or relative, **the changes are designed to put you in control.**

You may find that the support you need could be met by something going on in your local community, for example services provided by local charities or other support networks.

You can have a Carers Assessment even if the person you care for does not get any help from the council, and they will not need to be assessed.

This will look at the different ways that caring affects your life and how you can carry on doing the things that are important to you and your family.

Carers may be eligible for support, such as a direct payment to spend on things that make caring easier, or practical support, like arranging for someone to step in when you need a short break.

The new Care Act is around the person centred needs of the carer and empowerment, making sure their voice is heard either by themselves or through others like The Carers Centre.

The consultation meetings we hold like the Parent/Carer Forum for parents of special needs children, and the Carer Workshop, which are held on a regular basis encourages carers to speak up for themselves.

We also link with other organisations like The Dementia Café's, Stan Ball Centre, Area Partnerships, Link Line, Admiral Nurses, plus the Community Directory to help inform carers what is out there in the community for them.

Carers Support Groups:-

A chance for carers with similar circumstances to get together and either have some free time away from their caring role or conversely, use the experience of others in a similar situation to talk and resolve problems and difficulties. Usually meet once a month for 2 hours.



Representing Carers Views:-

We take an active part in attending external meetings where the view of carers is sought. This may be in the way of trustees attending meeting, centre staff and volunteers attending meetings, and even the carers and young carers themselves taking the time to represent their respective care groups.

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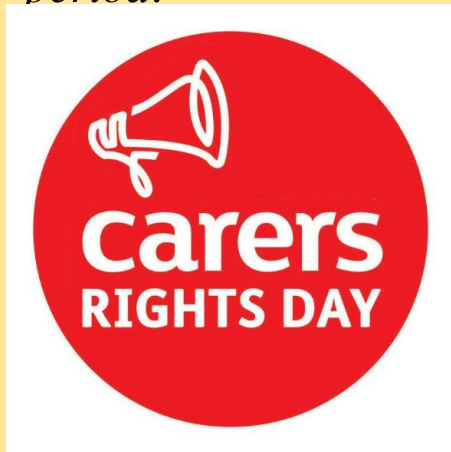
Council Workshops:-



We aim to bring a section of Social Care & Inclusion and a group of carers together at least twice a year to facilitate a positive discussion between the parties where the carers can air their views on the council performance and the council can get valuable feedback and ideas of how their services are performing and how and where improvements could be made.

Welfare Rights Clinic:-

We provide a Welfare Rights clinic twice a month when Carers can come and discuss their financial situation. It is important that they maximise their benefits not only to improve their standard of living but to make use of national rather than local funds, a major help to the local authority. It has proven to obtain carers in Walsall £1 million in benefits over a 12 month period.



Carers Rights Day:-

An annual event in early December recognised nationally to highlight the value of unpaid family carers, usually theme related to current carer related topics.



Carers Week:-

An annual national event when the value of carers in the UK is highlighted with a series of events and activities aimed at giving the carers a break from their caring role. There are normally 2 events during the week to which all carers are invited and usually 100 attend each.

Ground Unit 7:-

In addition to our office location, we also have another room which is utilised for meetings, support groups, coffee mornings, and Young Carers After School Club.

It is an open space that is also used for Tai Chi meetings and Welfare Rights clinics with carers.

Parent / Carer Forums:-

Specific meetings 3 times a year bringing together carers of children with disabilities with the Childrens Services of the borough with the aim of increasing parents awareness of what help is available and conversely advise Childrens Services of gaps or failing in the service.

Young Carers After School Club:-

This is available twice a month, for 3 hours after school, at our town centre location, providing the young carers with games, activities and snacks and a break from their caring role and mixing with children having similar responsibilities.

Tai Chi class:-



To support carers health and well being, we provide a Tai Chi class twice a month for carers who would like to take part in some very gentle exercise. This gives an opportunity for exercise to carers who may not have any other means of physical activity. It also provides a break from caring and contact with peers.

Carers Key Fob/ICE:-

This is provided as part of the Welcome Pack and should the carer be involved in an accident, this alerts others that there are people dependant upon the carer and may need help. ICE (In Case of Emergency) is a contact number put into mobile phones and recognised by the emergency services as a person to contact in such emergencies.



Carer Assessment referrals:-

If a carer would like to be referred for an assessment but does not feel confident to do this or does not have the time to hang on the phone then we hold sufficient details to be able to make the referral.

One-Off Direct Payments:-

Carers can get financial assistance from the council by way of the one off direct payment, a payment for something that will benefit the carer in their caring role that is specific to their circumstances. We inform carers of this service and make referrals to the authority when requested on behalf of the carer.

Holiday Grants for Carers:-

The Government has provided funds to assist carers in taking a break from their caring role in the form of a Holiday Grant. This is administered by Walsall Carers Centre on behalf of Walsall council taking away the monitoring, checking, recording and issuing responsibility and workload from the local authority freeing their time for other matters. Also providing the carers with a quicker response when looking to obtain this welcome support in their caring role. Around 100 carers each year benefit from this support.

Walsall Carers Centre

The Crossing at St.Paul's
Darwall Street

Walsall

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Telephone: 01922 610810

Email: info@walsallcarers.org

Website: www.walsallcarers.org

