

Looking after someone you care about?

How can services
in Leicestershire
help young carers
and their families?





Helping young carers and their families in Leicestershire?

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Do you look after someone at home?

Who is a young carer?

Are you a carer under 19 and a

son
daughter
grandchild

brother
sister

Do you regularly provide on-going care and emotional support to a family member who has:

- a physical or learning disability?
- a long term medical condition?
- a mental health problem (such as depression or schizophrenia)?
- or has difficulties with drugs or alcohol?

This means you are a 'Young Carer'

Being a 'Young Carer' does not mean the everyday and occasional help around the home that may often be expected of or given by children and young people. Being a 'young carer' means that the caring responsibilities continue over time and as a result, young carers can become vulnerable.

When the level of care and the responsibility becomes too much or inappropriate, there is a risk of this stress impacting on your emotional or physical wellbeing, how well you do at school and in life in general.

Young carers are ordinary children and young people, who help the person they care for in different ways. All families are different and your caring might involve providing emotional support and/or practical help such as:

- Preparing meals
- Administering medication
- Doing the cleaning, shopping or laundry
- Dealing with bills and finances
- Translating or interpreting
- Looking after siblings
- Helping them get dressed or go to the toilet
- Collecting prescriptions
- Accompanying them to the GP or hospital
- Being there when they are sad or depressed

You are not alone...

The 2011 Census tells us that there are 166,000 young carers in England alone, a rise of nearly 30,000 from a decade earlier. This number is still likely to be an under-representation.

This leaflet gives information for young carers and their families on how to seek support and advice and what to expect when you contact relevant agency.

How can I get help, so that I don't rely on my children for care?

If your children are caring for you, you may feel guilty, stressed, helpless or angry. You may be worried about your child's school attendance and the future. Relying on your child to care for you may seem like the only option, but this is not the case. Your children should not be expected to carry out inappropriate levels of caring and you should not have to rely on them.

Who can help me?

If you need help to look after you or need support to look after your children you should contact:

Adults Customer Service Centre on 0116 305 0004 or email adultsandcommunities@leics.gov.uk

They can offer advice, information, deal with support emergencies, offer short term support to maintain or improve a person's independence and where needed, provide on-going support. Please make them aware that you are currently being cared for by a child/young person under the age of 18.

Mental Health

If you are being seen by your local Community Mental Health Team, you can ask your Worker to refer you to the Customer Service Centre.

What if I am worried about contacting Leicestershire County Council?

It is understandable in families where there young carers that there are worries and concerns that making contact will lead to unwelcome intrusions into family life and the possibility of the breakup of the family.

The most important thing is that by supporting you, young carers are also supported and don't miss out on things their friends take for granted, like time to go out to play or socialise, time to do homework, going to school or college or simply time to be themselves and have fun. Please make contact so we can support your family.



What will happen when I contact the Adults Customer Service Centre?

When you first get in touch with the Customer Service Centre you will be asked for the following information that will be recorded.

- Name, date of birth, ethnic origin and preferred language
- Address, telephone number, type of accommodation
- Others living in the household, next of kin and other family carers

- GP's name, address and telephone number and whether the GP is aware a referral is being made
- The type and nature of the problems you are experiencing

Even if you contact the Adults Customer Service Centre, you can still ask about support for your child, speak to the operator about their young caring.

Young Carers: How can you get support at school?

"Finally admitting to my teacher what was going on at home was the bravest thing I'd ever done ... after that, things finally changed for me." (young carer)

"When I found out about her family situation I suddenly understood why she was often late and seldom did her homework. I was amazed at just how well she had done, but frustrated that we, as staff, had not known." (teacher)

Talking to someone in School about your caring role can be difficult or embarrassing, you may be worried about what will happen after you have told someone or think that nothing will change. However, if no one at School knows, they can't help you.

Choose someone in School that you trust or find out who is responsible for helping young carers. Arrange to talk to them, or give them a letter from home explaining the situation. Your school may have a 'Young Carer Champion' – see www.leics.gov.uk/young_carer for a list of schools who do.

They may be able to help you by:

- Giving access to your phone in case anything is wrong at home
- Being understanding and flexible if you are struggling to keep up with homework
- Being there to talk to and listening to how you are feeling

Talk to your School Nurse

School nurses offer a visible, accessible and confidential service. They promote and support positive physical and emotional health and wellbeing of children and young people. School Nurses work in partnership with other agencies and can help you identify services that are there to support you in your role as a young carer. Your School Nurse may also be able to answer any questions you have about the illness or condition of the person you care for – just ask.

School nurses can be contacted through:

- Texting service (limited at the moment but is being expanded)
- Referral form – can be obtained through your head of years
- Drop in clinics
- Ask your School Nurse about the School Nurse App

You can go and see them yourself or be referred by school, parent or anyone



Young Carers: How can you get support from local organisations?

Barnardo's CareFree Services

Barnardo's CareFree Young Carers' Service has been working with young carers and their families in Leicestershire since 1996. In that time we have worked with about 2000 young carers and their parents, so we know young carers often do not talk about the effects caring has upon their lives, because of family loyalty or worries about what might happen. They may think that there is no-one who understands their situation or believes them. This means young carers themselves can get very low. These are all reasons why CareFree is just for young carers and their families because we do understand and we do care!

To find out more: Call or text CareFree on 0116 2867182 from 9-5 Monday to Friday or leave an answer phone message at other times. Check out our website at: www.barnardos.org.uk/carefree or email carefree@barnardos.org.uk

So this is what we do:

- Meet with young carers and those they care for to talk about our services and listen to what help and support is needed
- Put together a support plan to meet those needs BUT we won't do anything young carers don't agree with! They are in charge!
- Contact agencies to ensure the parent or cared for person gets all the help they can so they don't rely as much on their children
- Support young carers with problems at school or college
- Offer one to one support for young carers who are struggling with their feelings, managing their anger or feeling low
- Help young carers understand the health condition of the person they care for and what to do in an emergency
- Apply for grants for, clothes, activities, furniture and holidays
- Speak up for young carers – or support them to do this for themselves

CareFree
Believe in children
Barnardo's



Voluntary Action South Leicestershire's Young Carers Activity Group

VASL's Young Carers Activity Group exists to support young carers aged 12-17 living in Harborough district (LE16, LE17 and parts of LE7 and LE8). We run fortnightly sessions in Market Harborough, day trips and individual support as and when needed.

Our philosophy is that young carers need regular respite from their caring roles; someone to talk to if they need it, and to know that they are surrounded by young people in the same situation who can empathise with the issues they face. Our group is supportive, relaxed and fun, and our members have set up their own Facebook page to keep in touch

Transport can sometimes be arranged for young carers who have difficulty getting to Market Harborough.

For more details or to make a referral contact
Voluntary Action South
Leicestershire on 0845 689 9510
or e-mail youngcarers@vasl.org.uk

VASL
INCLUDE • INVOLVE • ENRICH

Leicestershire Youth Service offers support, activities and groups for young people aged 11-19. Ring **0116 305 7960** or email youthservice@leics.gov.uk for more details. Everything that is available in your area can be found at www.thejitty.com



Young Carers: How can you get support from health services?

Young Carer ID Card

Young carers often say that they don't feel included when the person they care for, visits hospital, the GP or attends a clinic. The Young Carer ID Card aims to help with this. The Card is not a traditional ID card or proof of age card, it is only for young carers to use when they are visiting health services, with the person they care for.

The ID cards are produced in partnership between Leicestershire County Council, Leicester City Council, Rutland County Council, Leicestershire Partnership NHS Trust and Barnardo's. They are available for free, for young carers and their families.

The card will:

- Allow young people to be recognised as a 'young carer' by the healthcare professional who is looking after their cared-for person
- Give permission for healthcare professionals to share information with a young carer about the person they care for in certain areas
- Act as an alert. If the young carer themselves is involved in an accident, it will let people know there is someone at home who is relying on them



The four main areas where parents can give permission for health staff to share with a young carer are:

- Medication – e.g. the effects that medication can have
- Diagnosis – e.g. information about the condition of the person you are looking after
- Prognosis – this means what might happen in the future
- Discharge care planning – this means including you in discussions about when the person you care for is going to leave hospital

How do I apply for an ID Card?

Young Carers and their family will need to fill in an application form and provide a photograph of the young carer. Please call or text CareFree to find out more. They are on 0116 2867182 from 9-5 Monday to Friday or leave an answer phone message at other times for more information.

Email carefree@barnardos.org.uk

An application form can be downloaded from
www.leics.gov.uk/young_carer

Your GP and Primary Care Team

Your GP and primary care team which includes practice nurses and health visitors can provide help and support both for you and the person you care for. For example, regular health checks for you, information on the illness/condition of the person you are looking after and advice on using specialist equipment.

Encourage the person you are caring for to go to their GP to discuss their circumstances. If they are not able to get to their GP they can ask for a home visit.

The contact details for local GP surgeries can be found on the NHS Choices website www.nhs.uk

In some GP surgeries there are Carers Workers, who can give you information, please ask if your GP surgery has one.

Leicestershire Partnership NHS Trust

They provide health services such as mental health, learning disability and community health services across Leicestershire. The Families, Young People and Children Division of Leicestershire Partnership Trust work in neighbourhoods in both the city and county. As part of this, you may be able to contact a Care Navigators for your area, who are a point of contact for children, young people and their families.

Care Navigators are able to support you with information about appointments, services for families and young people and signposting to other local services. For details of your local Care Navigator please contact the Customer Service team.

You can ring, text, email or write to us:

Tel: 0116 295 0830 or 0116 295 0831
Mobile / text: 07917 202 647
Email: customerservices@leicspart.nhs.uk

The Customer Services Team are available
Monday – Friday 9am – 5pm

FREEPOST RSUL-LSXC-AGJU
Customer Services Leicestershire
Partnership NHS Trust
Lakeside House
4 Smith Way
Grove Park, Enderby
Leicestershire, LE19 1SS



Mental health Services – what can you expect?

If the person you care for becomes very unwell and needs to be admitted onto an Acute Mental Health Ward, it can be very scary.

This is what might happen ... they will probably be assessed at home by the Crisis team who will decide if they can be treated at home (which would be by the Crisis team) or if not they will admit them onto a ward at Hospital. This means that they will stay on the ward for a while and not come home until they are better.

On the ward

On the ward they will have a named nurse and you and the person you care for can speak to them at any time about concerns or worries you may have. There will also be regular meetings with the Doctors to discuss treatment and plans for when they go home. If you, or the person you care for, would like help talking to the Doctors or putting your point across please contact an organisation called **LAMP** on **0116 255 6286** or **lamp@lampdirect.org.uk** or **Carefree** (see p10).

Coming home

If the person you care for needs some additional support when they come home, they may be assessed by the Community Mental Health Team and offered support by one of the teams (Psychiatrists, Community Psychiatric Nurses, Occupational Therapists and Social Workers). Through all this your views should be heard if you are the main carer, and you need to say how you are feeling. For more information visit **www.leicspart.nhs.uk** and always remember to use your ID card (see p12).

When the person you care for is in hospital?

When the person you care for is in hospital it can be a worrying time. Don't forget to show the staff your Young Carer Id Card. This will let them know you are a Young Carer and make it easier for them to share information with you. Once they know this, the staff on the ward may also be able to arrange more flexible visiting times for you.

If you are unsure about anything, you may be able to speak to the Carers Advice/Support and Liaison Worker. Ask if they are available on the ward the person you care for is staying on. They will be able to give you reassurance and information that may help you and your family.

Contacting the hospital

Call the hospital switchboard on **0300 303 1573**. By ringing this number you can speak to anyone at Leicester's three hospitals (Leicester General, Glenfield and Royal Infirmary hospitals).

If you have any questions about booking, cancelling or re-arranging an appointment or if you have any questions about visiting times on any of our wards, ring the number above or visit www.leicestershospitals.nhs.uk

Talk to your family about what will happen if the person you care for is going in to hospital. Have a plan in place - where will you stay?

Always ask for help.

If you are unsure about anything, you may be able to speak to the Carers Advice/Support and Liaison Worker

Children and Young People at Immediate Risk of Harm: contacting Children and Family Services at Leicestershire County Council

If you are worried about a child and think they may be a victim of neglect, abuse, cruelty or at risk of immediate or significant harm please ring

First Response on 0116 305 0005
Fax 0116 305 0011
or email childrensduty@leics.gov.uk

You do not need to know everything about the child and what is happening to be worried, or feel that everything is not right.

Other options include:

Contact the Police on 101 (in an emergency always call 999)

Talk to a teacher, health visitor or Doctor who will be ready and willing to give you support, advice and information.

To make a referral for a young carer, please see
www.leics.gov.uk/young_carer and p10/11 of this booklet.



Useful Contacts

Carers Trust

National young carers website
www.youngcarers.net

Leicestershire County Council

Young Carer Information
www.leics.gov.uk/young_carer

SIBS

For brothers and sisters of disabled children and adults
www.sibs.org.uk

The Carers Centre / Support for Carers

Support for Carers in Leics/Rutland
www.claspthecarerscentre.org.uk
www.supportforcarers.org

Healthwatch

Consumer champion for health and social care services
www.healthwatchleicestershire.co.uk

Family Information Service

www.leics.gov.uk/family



Leicestershire Partnership **NHS**
NHS Trust

University Hospitals of Leicester **NHS**
NHS Trust

Caring at its best