

Services for adult carers



Introduction

Are you a carer?

You are - if you provide regular unpaid support to someone who needs extra help to manage. You may not live in the same house, and you do not have to be related to the person you look after. The person you care for may be:

- A frail older person
- Someone with a physical or learning disability or long-term illness or condition
- Someone with mental ill health
- Someone with dementia
- Someone with HIV/AIDS

Most people who look after relations or friends are happy to do so, but sometimes they need help and support to continue providing care.

This booklet aims to give all carers an idea of the range of services available in Cornwall, and who to contact for further information.

However, it is not a complete guide to services. Once you have made contact with any of the organisations or people listed in this booklet, they will give you a more detailed picture of the help available to suit your individual needs.

Section 1 of the booklet gives details of support workers and groups providing support to carers.

Section 2 lists some of the types of services available to carers.

Section 3 explains carer needs assessments and how you can access the full range of services in Cornwall.

Section 4 lists contact details for some organisations in Cornwall which provide services for carers.

If you care for a child who has additional needs, you will find the **Information guides for families of disabled children (0800 587 8191)** helpful. There are two guides, one for children from birth - 11 years, and one for ages 12 - adulthood.

Cornwall Adult Care and Support also produce a number of other publications, listed on page 21 - 22.

Section 1

Support for carers



Cornwall Carers Service

01872 266383

www.cornwallcarers.gov.uk

Cornwall Carers Service offers a wide range of information, support and services to carers, concerned family and friends:

- Helpline open 8am–6pm Monday to Friday (exc bank holidays) providing reliable and up-to-date information and advice.
- Carers support workers, who work with carers on an individual basis. They can provide specific advice and information, emotional support, and help with issues such as applying for welfare benefits or preparing for carers needs assessments. There are also specialist workers for carers of people with mental ill health, autism, learning disabilities, dementia, young adult carers and carers from black and ethnic minority groups.

- Countywide carer forums.
- Newsletter produced three times per year.
- Support for recently bereaved carers or carers no longer in an active caring role.
- Resource library of advice and information for carers.
- Training aimed specifically at carers to help them in their caring role.
- A diary of activities and events that carers can access near to where they live.
- A 'carer buddy' service (carer to carer support scheme).
- Local peer support groups.

For more information about these services, and for telephone support and advice, contact the helpline on **01872 266383**. It is open 8am – 6pm, Monday to Friday (excluding bank holidays). At other times, there is an answerphone which is reviewed regularly.

Support for young carers

Cornwall Carers Service will link young carers to appropriate young carers services, please ring **01872 266383**.

Dementia Carers Support Worker

Adult Care and Support have a Dementia Carers Support Worker who provides support and information to carers of people with dementia in west Cornwall.

To contact the worker, please telephone Adult Care and Support on **0300 1234 131**.

There are Dementia Carers Support Workers available in mid and east Cornwall. Please contact the Cornwall Carers Service helpline for more information on **01872 266383**.

Carers forums

Carers forums are being developed across Cornwall. These forums offer carers the opportunity to have their voices heard. For more information, contact the Cornwall Carers Service helpline on **01872 266383**.

Section 2

Services for carers



This section outlines a number of services which carers may find useful. For information on services to suit your individual needs, contact the Cornwall Carers Service on **01872 266383**.

1. Personal budgets

Following an assessment from Adult Care and Support, the person you care for may be entitled to a personal budget. This is a sum of money given them by Adult Care and Support so they can buy their own support services to meet their assessed needs. Personal budgets give people more choice and flexibility to purchase exactly the services they need, at a time to suit them.

People use their personal budgets in a number of different ways, including employing a personal assistant, organising practical help in the home, or taking part in an activity. Personal budgets must be spent on

meeting an assessed eligible social care need. For more information and an initial assessment, contact Adult Care and Support on **0300 1234 131**, or go to **www.cornwall.gov.uk/personalbudgets**.

Carer's personal budget

Through completion of a carer assessment (see page 17), carers may be able to access a personal budget for themselves. This means they may be able to access some money which will enable them to remain in their caring role for longer. This budget can be paid to carers through a direct payment, and can be paid in one lump sum, or through smaller more regular amounts. The payment of a carer's personal budget is not considered as income for welfare benefit and tax purposes.

The amount of money allocated in a carer's personal budget will depend on the needs and outcomes identified during the carer assessment.

2. Jobcentre Plus

Your local Jobcentre Plus office offers help and advice for carers wishing to enter or return to employment. Advice on benefits for carers, and the person they support, is also available.

There are Jobcentre Plus offices in Helston, Penryn, Penzance, Truro, St Austell, Bodmin, Bude, Launceston, Liskeard, Newquay and Redruth. To contact your local office, ring **0845 604 3719**.

3. Health Services

The NHS provides a wide range of community and hospital-based services for people with health conditions, including people with mental ill health, learning and physical disabilities, and dementia. Contact details for the Community Mental Health Teams, Adult Learning Disability Service, and Memory Assessment Service can be found at the back of this booklet.

There are many other services in Cornwall that carers may find useful, including adult speech and language therapy, the Continence

Promotion Service, Macmillan nurses and the Cornwall Stroke Service. For information about these and other services, contact Carers Direct on **0808 802 0202**, website: **www.nhs.uk/carersdirect**, or the PALS Team (Patient Advice and Liaison Service) on **01872 252793** and they will be able to advise.

4. Meals at home

There are a number of organisations in Cornwall that deliver fresh or frozen meals to people at home. For information about meal providers in your area, you can contact Adult Care and Support on **0300 1234 131**, Age Concern on **01872 266388**, or DIAL Cornwall on **01736 759500**.

5. Day services

If the person you care for has a personal budget, they can use it for day-time activities, for example at a day centre.

For more information, look at advertisements locally, or contact:

- Adult Care and Support
0300 1234 131
- Cornwall Carers Service
01872 266383
- Age Concern **01872 266388**
- DIAL Cornwall **01736 759500**.

6. Short breaks

Short breaks are designed to give carers a break from their caring role. To see if you are able to access a short break, you will need to have a carer needs assessment (see page 17).

7. Employment, training and work experience opportunities

Adult Care and Support can help people with learning disabilities access a wide range of day time activities including voluntary and paid work. Contact Employability Cornwall on **01872 324454**, or go to **www.cornwall.gov.uk/healthandsocialcare**.

8. Equipment to help with daily living

Occupational therapists can advise on equipment to make daily living tasks easier to manage. There are also specialist social workers to advise people who have sight or hearing loss. For further information, contact Adult Care and Support on **0300 1234 131**, or go to **www.cornwall.gov.uk/asksara**, which gives free, impartial on-line advice on aids and equipment.

9. Adaptations to your home

Occupational therapists can advise on home adaptations to enable people to continue living independently. If you are a carer, they can advise on how to lift or transfer the person you care for properly. For further information, please contact Adult Care and Support on **0300 1234 131**, and ask for a free copy of our leaflet 'Home Adaptations', or go to **www.cornwall.gov.uk/healthandsocialcare**.

10. Handy person Schemes

These schemes provide help with household maintenance and repairs for people on a limited income, who lack the mobility or confidence to tackle them. The scheme is supported by Cornwall Council. See page 28 for contact details.

11. Housing advice

Contact Cornwall Council Housing on **0300 1234 161**, or go to **www.cornwall.gov.uk**.

12. Emergency communication systems

Cornwall Council's Lifeline enables the person you look after to communicate with staff manning a central alarm system 24/7. The system is available for a small charge, and in some cases, financial help may be available. For further information, contact **01872 224521**.

Age Concern Cornwall also run an Aid Call Scheme for older people, and can be contacted on **01872 266388**.

13. Carers emergency card scheme

If you worry about what would happen to the person you care for if you were unable to be there in an emergency, this scheme could help. Together with the person you care for, you make a contingency plan, and then register it with Cornwall Lifeline. They will make sure the plan is put into place when it is needed. For further information, please contact **01872 324369**.

14. Safe Places Scheme

The scheme helps people with a learning disability in Cornwall deal with any incident that takes place whilst they are out and about in their local community. Stickers are issued to establishments that sign up to the scheme, and people with a learning disability have a card with emergency contact details on it. Staff at the safe place will assist anyone with a card who goes to them for help. For more information, contact **01872 323641**.

15. Changing Places

Cornwall has 7 Changing Places toilet facilities which are specially designed for people with disabilities, and include an adult sized changing bench, and hoist system. They are located in Bude beach car park; the Camel Trail toilets in Wadebridge; the Eden Project; the Priory Street car park, St Austell; Ships and Castles in Falmouth; the Lescudjack Centre in Penzance; and the Bread Street Gallery in Penzance. Three more will be open in Cornwall by spring 2012. For more information, contact **01872 322192**.

16. Disabled person's parking badge

At a small cost, Adult Care and Support can supply a 'blue badge' to people who are registered blind or have limited mobility. This allows disabled people to park closer to their destinations, whether they are a driver or passenger. For further information, please contact Adult Care and Support on **0300 1234 131**, or go to **www.cornwall.gov.uk/healthandsocialcare**.

17. Care homes and care homes with nursing

If you, or the person you care for, are considering moving into a care home, a social worker can discuss fully all the options open to you. For further information, please contact Adult Care and Support on **0300 1234 131**, or go to **www.cornwall.gov.uk/healthandsocialcare**.

18. Family Information Service (FIS)

Run by Cornwall Council, FIS provides up-to-date information, assistance and advice on services for children and families in Cornwall, including childcare, breakfast and after school clubs, children's centres, toy libraries, parent and toddler groups, and holiday activities.

Contact **0800 5878191**,
email: **fis@cornwall.gov.uk**,
website:

www.cornwallfisdirectory.org.uk.

Section 3

Adult Care and Support carer needs assessment

Carer assessments have two main purposes:

- to consider if a person is able to continue in their caring role
- to consider whether or not the carer works, or wishes to work, and whether the carer is undertaking, or wishes to undertake, education, training or a leisure activity, and how the caring role affects this

A carer assessment is a way of getting a clear picture of the circumstances of the carer in regard to their caring role – what is going well, what are the restrictions, difficulties and pressures? The assessment is a discussion between the carer and the assessor, it is not a test of the person's abilities as a carer. It recognises the carer's knowledge and expertise.

Adult Care and Support does not assume a carer wants to continue to provide care or should be expected to.

The discussion between the carer and assessor focuses on the outcomes that are important to the carer – what the carer identifies as the best possible outcome. This will depend on the impact of the caring role on each individual carer.

How will a carer assessment help carers?

The carer assessment will recognise the important role the carer has in supporting the person they care for, as well as the knowledge and expertise of the carer. The carer assessment helps carers to identify what is needed to help them to stay in their caring role for longer.

The assessment will help carers to:

- **access personalised services such as a carers personal budget**
- **access a short break from their caring role**

- access assistive technology which helps carers to leave the person they support in safety
- access increased support for the person they care for, to help ease the pressure of their caring role
- remain in work, or return to work, if the carer wants to
- access education, training and leisure activities;
- access specialist advice and information eg welfare benefits

Carers say there are many positive outcomes from having a carer assessment; for example, accessing information they did not know about, sharing their experience as a carer, and increased confidence in their caring role and that support is available for them.

It is important that carers understand clearly what the assessment is for and are actively involved.

Carers may find it useful to think through issues in advance, and how they could be helped to continue in their caring role if they wish.

To help carers prepare for their assessment, wherever possible we will send the assessment form in advance for the carer to read through and consider. Carers can also have support from a Carer Support Worker to help them prepare for their assessment, if they wish.

Is there anything else I should know?

Adult Care and Support have to keep records about the people who use their services. These records are securely kept and remain confidential. More detailed information about having access to your records is given in our leaflet **Access to personal records**.

If you are dissatisfied with any aspect of your assessment, or the services provided to you or the person you look after, Adult Care and Support will always help you to sort it out. More detailed information about sorting out complaints or problems is given in our leaflet **How to make a comment, compliment or complaint**, listed below.

Other Adult Care and Support publications

Adult Care and Support also produce the following publications which you may find useful. These publications are free of charge, and are available on computer disk, in large print, and in other formats on request. Please contact Adult Care and Support on **0300 1234 131**, or go to **www.cornwall.gov.uk/ascleaflets**

- Access to personal records
- Care and Support Services - the British Red Cross
- Employability Cornwall - supporting people with learning disabilities into work
- Extra help at home when you leave hospital
- Help outside normal working hours
- Home adaptations
- How to make a comment, compliment or complaint
- Information for young carers
- Learning Disability Support Guide 1

- Learning Disability Support Guide 2
- Moving to a care home
- Rehabilitation services for older people and people with disabilities
- Say No to Abuse
- Self - directing your support
- Services for older people
- Services for people living with HIV/AIDS
- Services for people with a drug or alcohol problem
- Services for people with a mental health problem
- Services for people with a sight or hearing loss
- Services for people with dementia
- STEP Service - an introduction

Cornwall Council Website: [www.cornwall.gov.uk/ adultcareandsupport](http://www.cornwall.gov.uk/adultcareandsupport)

General information about Cornwall Adult Care and Support can be found on the Adult Care and Support pages of the website. You will also find various publications on-line, information about community care services, the blue badge scheme, links to other websites and much more.

Contacting Adult Care and Support

Adult Care and Support offices are open 8.45am to 5.15pm Mondays to Thursdays, and 8.45am to 4.45pm on Fridays. For all new requests for services, however, please contact the Access Team on **0300 1234 131**.

**If an emergency arises outside office hours, please telephone
01208 251300**

West Cornwall

Roscadghill Parc, Heamoor
Penzance TR18 3QX **0300 1234 131**

The White House, 24 Basset Road
Camborne TR14 8SL
0300 1234 131

East Cornwall

Priory House, Priory Road
Bodmin PL31 2AD
0300 1234 131

Westbourne House, West Street
Liskeard PL14 6BY
0300 1234 131

Adult Care and Support headquarters

Old County Hall, Station Road
Truro TR1 3AY
0300 1234 131

Email: **adultcareandsupport@
cornwall.gov.uk**

Cornwall Council One Stop Shops:

Cornwall Council also has 22 One
Stop Shops from which customers

can access a range of services, including Adult Care and Support. These are located in the following locations:

- **Bodmin**, 3-5 Barn Lane
- **Bude**, The Library
- **Callington**, The Town Hall
- **Camborne**, Dolcoath Avenue
- **Camelford**, College Road
- **Falmouth**, 34 Church Street
- **Fowey**, The Library
- **Hayle**, Frank Johns Centre
56 Queens Way
- **Helston**, Isaac House, Tyacke Road
- **Launceston**, Market House
Arcade, Market Street
- **Liskeard**, Luxstowe House
Greenbank Road
- **Looe**, The Library
- **Newquay**, Marcus Hill
- **Penryn**, Saracen House
Higher Market Street
- **Penzance**, St Clare
- **Redruth** - Chi Resrudh, Station
Road
- **St Austell**, 39 Penwinnick Road
- **St Ives**, The Guildhall, Street-an-Pol
- **Saltash**, The Library
- **Torpoint**, The Library
- **Truro**, Carrick House, Pydar Street

- **Wadebridge**, Higher Trenant Road
They can be contacted by telephone on **0300 1234 100**.

Section 4

Other useful contacts

Addaction CADA

Trevint House, Strangways Villas, Truro
01872 263001

email: truro@addaction.org.uk

Information, support and specialist social worker team for people affected by alcohol/drugs misuse.

Age UK in Cornwall and the Isles of Scilly

Boscawen House, Chapel Hill, Truro
TR1 3BN **01872 266388**,

email@ageukcornwall.org.uk

www.ageukcornwall.org.uk

Information and advice service, advocacy, homecare, domestic help, transport services, befriending, day centres for older people.

Alzheimer's Society

National helpline: **0845 300 0336**

Cornwall office: **01872 277963**

email: enquiries@alzheimers.org.uk

www.alzheimers.org.uk

Information and advice on all aspects of dementia, including a national helpline and website.

Ask SARA

www.cornwall.gov.uk/asksara

Free, impartial and personalised on-line advice on daily living aids and equipment that could help you, or the person you care for.

British Red Cross

Lighterage Hill, Newham, Truro

01872 267950

email: cornwall.redcross.org.uk

www.redcross.org.uk

Short-term help at home, following discharge from hospital; support and practical help to people faced with an unexpected crisis (accident or illness); transport service; medical equipment loan.

Care Quality Commission

Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

03000 616161

www.cqc.org.uk

The Commission inspects all care homes in the UK and produces

a report on each home which is available to the public. They also inspect all agencies providing personal and domestic care at home, nursing agencies and independent healthcare facilities.

Community Mental Health Teams (CMHT)

CMHT services are for adults, aged 18–75, suffering from a severe mental illness. The teams provide one-to-one support, on a short or long term basis depending on individual need. Contact Bodmin Hospital switchboard on **01208 251300** for details of your nearest CMHT.

Cornwall Carers Service

01872 266383

www.cornwallcarers.gov.uk

Offers a wide range of information, support and services to carers, and concerned family and friends.

Cornwall Blind Association

The Sight Centre, Newham Road,

Truro **01872 261110**

email: info@cornwallblind.org.uk

The Sight Centre, St Austell
Community Hospital, Porthpean
Road, St Austell **01726 291118**

Penwith Sight Centre, Penwith
Business Centre, Longrock, Penzance
TR20 8HL **01736 352007**

Information/support service for
blind/partially sighted people, phone
installation and rental, low vision and
talking book service.

Cornwall Deaf Association

Units 3 and 4 Quay Mews, Quay
Street, Truro **01872 225868** (voice
and fax) Text phone **01872 263664**
email: cornwalldeaf@btconnect.com

Information and support service for
people who are deaf/hard of hearing.

Disability Cornwall

Units 1G and 1H Guildford Road
Industrial Estate, Guildford Road, Hayle
TR27 4QZ

01736 756655

Information and advice for people with
disabilities of any age and their carers.
Includes the DIAL Cornwall Service, a
helpline which deals with enquiries on
any disability - related issues **01736
759500**.

ECHO Day Centre

Barras Place, Liskeard

01579 341070

email: hwinchurch@cornwall.gov.uk

Purpose-built day care facility offering a wide range of activities to people with disabilities in the Caradon area.

Family Information Service

0800 5878191 email: fis@cornwall.gov.uk www.cornwallfisdirectory.org.uk See page 15 for details.

Handyperson Schemes

West (Penwith/Kerrier)

Central (Carrick/Restormel)

0800 678 1676

East (North Cornwall) **01208 815615**

East (Caradon) **01726 815731**

Provide help with small jobs around the home for people on a limited income, who lack mobility/confidence to tackle them. All schemes are supported by Cornwall Council.

Health Promotion Service

Kernow Building, Wilson Way,
Pool, Redruth

01209 313419

email: info@healthpromcornwall.org

Offers a range of reference and lending materials on all aspects of health.

Home improvement agencies

Schemes vary, but generally offer help to older people and people with disabilities to improve unsatisfactory housing conditions.

West Cornwall Care and Repair
(Penwith and Kerrier)

01736 367535

Carrick Care and Repair

01872 260777

Mears Home Improvement

(North Cornwall) **01208 815615**

Hanover at Home

(Mid and East Cornwall)

01726 815731

Learning Disability Service

West Team: Trengweath, Redruth

01209 219251

East Team: Bodmin Business Centre,
Bodmin **01208 79525**

The Adult Learning Disability Service is a community based service that provides assessment, treatment and support for people with a learning

disability. The services are provided by health professionals including; speech and language therapists, dieticians, doctors, psychologists, occupational therapists, nurses and support workers, art and music therapists. Support, advice and training is also provided to families, care providers and other health services.

Lifeline Services

01872 224 521

Provide a community alarm service for people who are able to live independently but may at times need to call for assistance in an emergency. Personal alarms are also available from Tremorvah Industries (**01872 324 340**) and Age Concern (**01872 266 388**).

Memory Assessment Service

Contact Bodmin Hospital switchboard on **01208 251300** for details of your nearest memory clinic

The service provides an assessment for people with memory problems, and who may have dementia. If you are worried about your memory, you can visit your GP who will help

you decide whether you would benefit from a specialist memory assessment. You can also refer yourself directly to the Memory Assessment Service.

Mencap

District Office, 4 Mount Folly Square,
Bodmin PL31 2DG **01208 77760**
email: help@mencap.org.uk

Advisory/support services for people with a learning disability and their carers.

Mental Health Out of Hours (Home Treatment Team)

Restormel, North Cornwall and Caradon
0845 230 3901
Carrick, Kerrier and Penwith
0845 230 3902

For urgent help outside office hours.
Provided by the Cornwall Partnership
NHS Foundation Trust.

NHS Direct **0845 4647**

A 24-hour confidential helpline
staffed by qualified and experienced
nurses. Calls are charged at local rates.

Office of the Public Guardian

0300 456 0300

email: customerservices@publicguardian.gsi.gov.uk

The PGO provides financial protection services for clients who are not able to manage their financial affairs because of mental incapacity. They provide advice and support to the families and advisers of a person who is incapable, or whose mental capacity is diminishing.

Outlook Southwest

2D Restormel Estate, Lostwithiel
PL22 0HG **01208 871414**.

Information sessions, memory cafes, cognitive stimulation therapy groups and home visits to reach carers in the community.

TAP Volunteer Transport

01872 223388

TAP is run by Age UK Cornwall, and co-ordinates a volunteer driver service for people in Cornwall with no transport. A small charge is payable per mile.

Tremorvah Industries

Cornwall Council, Unit 8,
Threemilestone Industrial Estate,
Truro TR4 9LD

01872 324340

email: enquiries.tremorvah@cornwall.gov.uk
www.tremorvah.co.uk

Assessment service and suppliers of mobility equipment, such as wheelchairs, stairlifts etc, and independent living aids, including beds and hoists. Tremorvah has a Lifestyle Centre displaying a wide range of independent living aids for you to see and try.

If you would like this information in another format please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: **0300 1234 100**

Email: **enquiries@cornwall.gov.uk**

www.cornwall.gov.uk



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