

# Support available for carers

This leaflet highlights the support  
and services that are available locally  
if you are an unpaid adult carer



care and  
support  
& you

## Who is a carer

If you look after someone who needs support because of an illness or disability and cannot manage without help, you could be considered a carer.



## Where can I get support locally?

The council is committed to supporting you in your caring role and has dedicated adult social care teams that can help you get the advice, guidance and support you need.

If the person you care for is a Richmond resident we can help you find the right support and you can ask us to carry out a carer's assessment to understand your needs. You can have an assessment whether or not the person you care for has had an assessment themselves, or if they are not eligible for support themselves. If the person you care for lives in a different area then you will need to contact the council in the area where they live for support. However, you may still be able to get support from the Carers Hub Service.

For more information call 020 8867 2380 or visit [www.richmondcarers.org](http://www.richmondcarers.org)

## Independent Advocacy

If you have substantial difficulty in getting involved in the assessment and there is no appropriate person to help you we will arrange for an independent advocate to assist you.

## What is a carer's assessment?

A carer's assessment is simply a conversation that can help you understand the impact caring is having on your life and how best to support you.

You may be able to get help and advice with financial concerns, your own health, practical help in the home, and any worries about future needs. Even if you are not eligible there are a range of services in the borough you can access free of charge.

## Why should I have an assessment?

The assessment is a service in itself as well as being the gateway to other services and support. The aim of this conversation is to determine the best support for you. This may include:

- Advice and information
- Emotional support opportunities
- Carer's Emergency Card
- Help with using technology
- Respite care for the person you care for
- Short breaks and leisure opportunities
- Training to help you in your caring role
- Advice and support to help with your employment
- Direct payments so you can choose the support you need
- Referral to local voluntary and community services who can provide further advice and support.

As part of this process we will work with you to develop a support plan setting out the services and support that can help you.



## Carer's Allowance

Once you have had a carer's assessment, and if you are eligible for support, you may be able to claim carer's allowance. A carer's allowance can help you look after someone with substantial caring needs. You do not have to be related to, or live with the person you care for, but you must be 16 or over and spend at least 35 hours a week caring for them and your income is less than £123 a week after tax, national insurance and expenses

All claims for carer's allowance are considered on a case-by-case basis due to their complexity. While carer's allowance can give you extra money, it may affect certain benefits the person you care for receives. You should still apply for carer's allowance even if you already get some other benefits as there might be an increase if you have an underlying entitlement.

For more information about the carer's allowance and how to apply, please visit [www.gov.uk/carers-allowance/how-to-claim](http://www.gov.uk/carers-allowance/how-to-claim) or call 0800 731 0297.

## Other benefits

There are a range of other benefits you may be able to claim as a carer depending on your situation:

Benefit	Where to find more information
<b>Income support and Tax credit</b>	Visit <a href="http://www.gov.uk/income-support">www.gov.uk/income-support</a> or call 0800 169 0350
<b>Pension Credit</b>	Visit <a href="http://www.gov.uk/pension-credit">www.gov.uk/pension-credit</a> or call 0800 731 0469
<b>Council Tax discount</b>	Visit <a href="http://www.richmond.gov.uk/council_tax">www.richmond.gov.uk/council_tax</a> or call 020 8891 1411
<b>Winter Fuel Payment</b>	Visit <a href="http://www.gov.uk/winter-fuel-payment">www.gov.uk/winter-fuel-payment</a> or call 0800 731 0160
<b>Attendance Allowance</b>	Visit <a href="http://www.gov.uk/attendance-allowance">www.gov.uk/attendance-allowance</a> or call 0800 731 0122

## Your rights in the workplace

If you are caring for someone and also working, it is important for you to be aware of your rights in the workplace. You may be able to take advantage of some or all of the following:

- Flexible working
- Time off in an emergency
- Parental leave if you have a child.

For more information, please visit [www.gov.uk/flexible-working](http://www.gov.uk/flexible-working) or speak to your employer.



## Support available from your GP

If you let your GP know you are a carer, they can provide you with support to make sure you take care of your own health. Richmond GP practices:

- Keep a register of all patients identified as carers within their practice.
- Can offer flexible appointments and longer consultation slots for carers.
- Refer carers to Richmond Carers Centre (with the carer's permission) and signpost them to other services based on the outcome of their consultation.
- GPs in Richmond also offer a service that gives patients a chance to talk about social issues that may be impacting on their health with a Link Worker who can help identify support.

# Carers Services in Richmond

Richmond Council and Richmond Clinical Commissioning Group have set up a Carers Hub Service to support Richmond Carers. The Carers Hub Service can offer:

- Information and advice service
- Emotional one to one and specialist group support sessions
- Dementia caring cafe
- Social and leisure programmes
- Training for carers to acquire the skills needed to undertake your caring role
- Opportunities to influence the design and development of local services.

Visit [www.richmondchs.org](http://www.richmondchs.org) for more information about the Carers Hub Service.

You can find more information about local carers services on our CarePlace directory at [www.careplace.or.uk](http://www.careplace.or.uk).

## Richmond Carers Centre

Richmond Carers Centre manages the Carers Hub Service and offers free and confidential information, advice and support, training, opportunities to have a break and a range of other services to any carer caring/living in the Richmond borough.

For further information call 020 8867 2380 or [www.richmondcarers.org](http://www.richmondcarers.org)





### **Addiction Support and Care Agency**

Addiction Support and Care Agency provides expert support, advice and support groups for carers to enable them to support someone who has an alcohol or drug addiction.

For further information call 020 8940 1160 or visit [www.addictionsupport.co.uk](http://www.addictionsupport.co.uk)

### **Alzheimer's Society**

Alzheimer's Society provides specialist information, guidance and support for people and families affected by Alzheimer's disease and all other types of dementia. Support services include carers support groups and outings specifically for carers of people with dementia.

For further information call 0300 2221122 or visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## **Integrated Neurological Services (INS)**

Integrated Neurological Services provides long-term, professional support for people with neurological conditions including Parkinson's, MS or stroke and their carers; enabling people to remain independent for as long as possible and play an active part in their community.

For further information call 020 8755 4000 or visit [www.ins.org.uk](http://www.ins.org.uk)

## **Crossroads Care Richmond and Kingston**

Crossroads Care Richmond and Kingston runs the Caring Café for people living with dementia and their carers on the first and third Saturday of every month. Carers can attend support groups facilitated by Alzheimer's Society and enjoy the arranged entertainment or activity in a friendly and welcoming environment.

For more information call 020 8943 9421 or visit [www.crossroadscarek.org](http://www.crossroadscarek.org)





## Specialist support if you are caring for someone with a mental illness or disorder

### The Richmond Borough Mind Carers Project

Carers in Mind provides a range of specialist services for carers, families and friends supporting someone with severe mental health problems such as bipolar disorder, schizophrenia, personality disorder and severe anxiety & depression disorders.

Services include:

- One to one support, information, advice and guidance
- Specialist one to one support during an acute crisis
- A range of psycho-education workshops and a mental health carers handbook to help equip families with skills & knowledge
- A range of specialist support groups

- Social activities and opportunities to meet other carers in similar situations
- A quarterly newsletter and programme of events.
- Support in communicating with professionals who are managing the care of the person you support
- Opportunities to become involved in improving mental health services and carer services.

Carers in Mind is part of Richmond Borough Mind, a registered independent charity that works to make a practical and positive difference to people living locally who have been affected by mental health problems.

For further information call 020 8940 7384 or visit [www.rbmind.org/Carers-in-Mind](http://www.rbmind.org/Carers-in-Mind)



## Our contact details

Monday to Friday 9am to 5pm

**Telephone:** 020 8891 7971

**SMS Phone:** 07903 738043

**Email:** [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

**Website:** [www.richmond.gov.uk/adult\\_social\\_care](http://www.richmond.gov.uk/adult_social_care)

## Write to us at:

London Borough of Richmond Upon Thames Council  
Adult Social Care  
Civic Centre  
44 York Street  
Twickenham  
TW1 3BZ

For information on local services please visit CarePlace  
[www.careplace.org.uk](http://www.careplace.org.uk)



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