

# CARERS HANDBOOK

Are you looking after a family member, friend or neighbour?

The All Age Carers Handbook provides unpaid Carers, looking after someone in Norfolk, the information you need to help in your caring role. Understanding your rights, practical help, your health and wellbeing, planning ahead and much more. The handbook also includes specific sections for Parent Carers and Young Carers.



# Unpaid Carers Contents

Are you looking after someone? You may be an unpaid Carer. Many people provide unpaid care to a family member or friend but do not identify as a Carer, often because they don't recognise their role. Recognising you have caring responsibilities and are a Carer can lead to access to vital support and resources to help you.

## Who is a Carer?

“A Carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid (this includes whether you receive Carers Allowance or any other benefits).”

The diagram below may help people identify themselves as a Carer. These are tasks that Carers have told us they carry out within their caring role.



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# Introduction

Welcome to the All Age Carers Handbook for Carers looking after someone living in Norfolk.

Carers Voice Norfolk and Waveney have co-produced the Carers Handbook alongside Carers, from the beginning of the project through to publication. Carers' feedback highlighted the need for such a handbook and we hope it will be very useful to everyone that uses it. All information within this handbook was accurate at time of publication. There is an online version hosted on the Carers Voice website which can be accessed using this web address [carersvoice.org/carers-handbook](https://carersvoice.org/carers-handbook) or via the QR code below, which will be kept up to date with any changes to contact details or information.



## Sign up to Carers Voice for FREE

Together the voice of Carers is stronger. By signing up to Carers Voice you will receive:

- A monthly newsletter to keep you informed of our work, local and national updates, helpful information and free events.
- Invites to attend our online meetings where you can have your voice heard and receive and share information on topics requested by Carers.
- Opportunities to say what matters to you as a Carer and become involved in co-production and service & policy development, as well as giving feedback on services that you may use.

For more information or to sign up, please scan the QR code below, visit [carersvoice.org/carer-voice-membership](https://carersvoice.org/carer-voice-membership) or call 07932095260



# Carers Voice

Carers Voice is an independent charity working to ensure the voices of Carers of all ages across Norfolk and Waveney are heard and listened to. The mission of Carers Voice is to improve the health and wellbeing of all age Carers in Norfolk and Waveney. Through partnership working, Carers Voice ensures support and services are designed and delivered that reflect Carers' needs and interests. Carers of all ages, including Young Carers and Parent Carers, are 'experts' through their lived experience of caring. Carers Voice works to ensure Carers are able to influence change regarding the services, policies and decisions that affect them and the people they care for.

## Co-Production

Everything we do starts with Carers. Co-production means seeking out and including Carers' experiences, insights, and feedback and using this to shape every aspect of our work. From the very beginning of our projects we work with Carers to ensure they reflect the real needs of Carers. But we don't stop there. Our Carer-led approach influences wider systems. By working in co-production we can create systemwide change that improves recognition, support, and outcomes for all Carers. Not only do we respond to the needs of Carers, together we're reshaping the way services and policies work for them.

## Our Projects

### All Age Carers Strategy

Carers Voice worked with Carers and practitioners to co-produce the

first All Age Carers Strategy for Norfolk and Waveney. The strategy will ensure there is change across health and social care enabling the support and services that Carers need and want.

### All Age Carers Identity Passport

Carers Voice have co-produced a Carers Identity Passport with Carers and staff working across health and social care to ensure Carers are recognised, respected and valued. A bespoke version is available for Young Carers.

For more information about our work including supporting Carers to return to employment, please scan the QR code below, visit [carersvoice.org/what-we-do](https://carersvoice.org/what-we-do) or call 07932095260.



# Adult Carers

Carers Matter Norfolk are commissioned by Norfolk County Council and the NHS to provide support to adults looking after other adults living in Norfolk.

## Advice Line

Carers Matter Norfolk advice line provides free, independent and confidential information, advice and guidance on a wide range of caring-related topics and issues affecting you, the people you care for and your wider family.

## Personalised Support

As detailed in the 'Your Rights As A Carer' section, a Carers Assessment will be personalised to your individual wishes and needs. Assessments are a supportive conversation to talk through your caring role. From this conversation, personalised information, advice and support will be agreed with you.

You can choose whether you want to have a Carers Assessment or not.

The assessment is not about judging how well you look after the person you are caring for. It is giving you the opportunity to look at the things you want to achieve. It will also

give you space to decide whether you are able, or willing, to provide, and continue to provide care.

You are entitled to an assessment regardless of the amount or type of care you provide, your financial means or your level of need for support. You can have an assessment even if: you don't live with the person or live with them full time; the person you are looking after has had a Care Act assessment or not; Norfolk County Council have decided the person you are looking after is not eligible for support.

You can have an assessment separately, or if you and the person you care for agree, a combined assessment of both your needs can be undertaken at the same time although this will need to be completed by Norfolk County Council. You may find it useful to talk it over with an adviser from Carers Matter Norfolk before asking for a joint assessment.

[Find out more about your rights as a Carer on p10-11.](#)

## How To Access Support

You can refer yourself to Carers Matter Norfolk or you can ask a family member or a professional to do so on your behalf. You or the person you have chosen to do so, can contact Carers Matter Norfolk using the details below.

## Who Is Eligible

All services are free and available to people:

- aged 18+ caring for someone aged 18+
- caring for someone living in Norfolk, whether the Carer lives in the county or elsewhere

The service offer is flexible in approach and personalised to meet what matters to you as an individual Carer.

### Carers Matter Norfolk

0800 083 1148

[carersmatternorfolk.org.uk](http://carersmatternorfolk.org.uk)

[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)



## Norfolk Adult Care & Support Guide

A comprehensive guide to adult social care in Norfolk is produced annually. This guide includes

information about falls prevention, safety in the home as well as comprehensive listings of care homes, nursing homes and home care services across Norfolk.

### Care Choices

[carechoices.co.uk/  
publication-type/regional-  
care-services-directories](http://carechoices.co.uk/publication-type/regional-care-services-directories)



## Norfolk County Council

Other Norfolk County Council services can be found throughout this handbook, including, but not limited to:

- [Carers Emergency Plan - page 32-33](#)
- [Employment Help - page 20-21](#)
- [Financial Support - page 14-17](#)

This booklet also contains sections for Young Carers and Parent Carers, including information on Carers Assessments. The information for these services can be found on pages [8-9](#) and [46-53](#).

# Parent Carers

Parents, who are Carers of children and young people with additional needs and/or disabilities, can find details within this section of organisations that will provide support and information.

## Parent Carer Needs Assessment

If you are a parent looking after a child with disabilities and/or additional needs, you can ask for a Parent Carer Needs Assessment from Norfolk County Council.

The Parent Carer Needs Assessment is a chance for you to talk to someone about how caring for your child affects you and where you might need some extra help. It looks at areas such as your health and wellbeing, your work, your free time and your relationships with family and friends. It is **not** a test of your parenting or caring skills. It is there to help you find and get support that could make your life easier. It is different to any assessment that your child might have, which would focus on their needs.

## Who Is The Service For?

This service is for parents of children with disabilities or additional needs (called “Parent Carers” in the law). A Parent Carer is anyone with parental

responsibility for the child. This includes birth parents, adoptive parents and relatives with legal responsibility.

Other family members who do not have parental responsibility, such as a grandparent, aunt or uncle (known as Kinship Carers) might also be able to have an assessment if they provide a lot of regular care for the child (usually 35 hours or more a week). Each Parent Carer of the child can have their own Parent Carer Needs Assessment and get their own support. This is because each person might have different challenges and need different support, even if they are looking after the same child.

## What Help Could Parent Carers Receive?

After talking to you and understanding where you might need some help, you will be offered information, guidance or support. This could include support from an organisation called *Kids*. *Kids* can help you make a personalised support plan based

on your needs. *Kids* also offer:

- Workshops with information and strategies for specific needs
- The ‘Healthy Parent Carer’ programme to support Parent Carers’ resilience
- Coffee mornings and drop-in sessions
- One-to-one support

If you prefer, you can have the Parent Carer Needs Assessment with *Kids*. If this is requested Norfolk County Council will arrange this for you. Please note that assessments done with *Kids* are still shared with Norfolk County Council. All Parent Carers can get support from *Kids* if they need it, whether their assessment is done with *Kids* or with Norfolk County Council staff.

**Children & Families -  
Norfolk County Council**  
0344 800 8020

[norfolk.gov.uk/helpforfamilies](http://norfolk.gov.uk/helpforfamilies)

## Family Voice Norfolk

Family Voice represent the needs of families in Norfolk. Their aim is to improve services for children and young people by ensuring that families’ voices are heard by planners and decision-makers.

You can become a member of Family Voice Norfolk and/or provide them with your feedback of services you have used as a Parent Carer, to enable them to influence and inspire better outcomes for children and young people, who have educational needs and/or disabilities and their families.

**Family Voice Norfolk**  
07950 302937  
[familyvoice.org.uk](http://familyvoice.org.uk)



## Family Hubs

Family Hubs can provide information, advice, and guidance to families. They can help any family with a child or young person up to 19–years-old (25 for young people with a special educational need and/or disability). They can also help with the worries adults may have, such as finances and mental health, which may impact on children. You can get support online, or by visiting a local family hub site and speaking in person to someone who can help.

**Family Hubs**  
[norfolk.gov.uk/40406](http://norfolk.gov.uk/40406)



# Your Rights As A Carer

Caring can be all-consuming and it can be difficult to know and find out what support you are legally entitled to as an unpaid Carer. This section brings together key guidance and sources of support to help you.

## Care Act

Under the Care Act 2014, you are entitled to a Carers Assessment if you have needs for support. The person you care for is entitled to a Care Act Assessment if they have needs for care and support.

## Children & Families Act

The Children and Families Act 2014 gives Parent Carers and Young Carers in England a right to an assessment of their own needs.

### Carers Trust

[carers.org/carers-and-the-law](https://carers.org/carers-and-the-law)



## Carers Assessment

If you are looking after someone, the Care Act 2014 gives you a legal right to a conversation about your caring role and wellbeing. This conversation is called an 'assessment' and will be sympathetic and non judgemental. The conversation involves a discussion about how the support you provide impacts on you and your family, and a practitioner will then agree an action plan with you. This can include providing

information you may need, help with emergency planning, planning short breaks, or helping to find your way through the health and care system. Support will be specific to your individual wishes and needs. Carers Matter Norfolk complete assessments on behalf of Norfolk County Council for adults looking after adults.

### Carers Matter Norfolk

0800 083 1148

[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)  
[carersmatternorfolk.org.uk](https://carersmatternorfolk.org.uk)



## Care Act Assessment

Anyone over 18 who appears to have care and support needs is entitled to a needs assessment. A Care Act assessment is a conversation about a person's life, their needs, what they want to achieve, and what would help them achieve it. There is an eligibility criteria for support. If a person's wellbeing is being affected in two or more ways listed within the Care Act, they are likely to be eligible, and a practitioner will work with them to draw up a care and support plan that helps them

achieve their goals and meets their needs. If the criteria are not met, they will still be provided with relevant information and advice. If the person is happy for you to be involved in this assessment and planning process, and you wish to be involved, you can be.

### Norfolk County Council

0344 800 8020

[norfolk.gov.uk](https://norfolk.gov.uk)



## Equality Act 2010

The Equality Act 2010 was introduced to stop discrimination and promote equality. The Act could help you if you care for someone who is elderly or disabled. It could protect you against direct discrimination or harassment because of your caring responsibilities or because you're caring for a person who has a characteristic detailed in the Equality Act.

### Carers Trust

[carers.org/carers-and-the-law](https://carers.org/carers-and-the-law)



## Managing Paid Work & Caring

Anyone who is legally classed as an employee can take time off to help a dependant who needs long-term care, due to a law called the

Carer's Leave Act 2023. The right to take Carer's leave applies from the first day of work. An employee can take Carer's leave to give or arrange care for a dependant who needs long-term care. Employees can take up to 5 working days of planned Carer's leave every 12 months. Another law which has improved the rights of Carers who are employed is the Flexible Working Act 2023. It has become much easier to request flexible working with policies amended to simplify the process.

### Carers UK

0808 808 7777

[carersuk.org/help-and-advice/work-and-career](https://carersuk.org/help-and-advice/work-and-career)



## Health & Care Act 2022

This legislation reinforces Carers rights when it comes to hospital discharge. If someone is likely to need ongoing care and support after they leave hospital, NHS bodies and local authorities have a duty, where appropriate, to involve patients and Carers (including Young Carers) at the earliest opportunity in decisions and plans around their ongoing care needs. [More can be found out about hospital discharge in the Discharge From Hospital section of this handbook \(p34-35\).](#)

# .....Your Rights As A Carer

## Health & Care Act 2022

[carersuk.org/media/aqfk4bg3/health-and-care-act-2022-carers-rights-2.pdf](https://carersuk.org/media/aqfk4bg3/health-and-care-act-2022-carers-rights-2.pdf)



## Carers Identity Passport

Carers Voice have co-produced a Carers Identity Passport to ensure Carers of all ages in Norfolk and Waveney are recognised, valued and respected in healthcare settings. It is available as a physical card or digital image.

## Carers Identity Passport

07932 095312

[carersvoice.org/carers-identity-passport](https://carersvoice.org/carers-identity-passport)



## Mental Capacity Act

Having mental capacity is the ability to make a decision, whether it is an everyday decision such as what to wear, or a more important decision such as choosing where to live. The purpose of the Mental Capacity Act 2005 is two fold. Empowering people to make decisions for themselves wherever possible, and protecting people who lack capacity by providing a framework that places individuals at the heart of the decision making process. The Act also allows people to plan ahead for a time in the future when they might lack the capacity to make a decision. It sets

out when you should be consulted about decisions made on behalf of the person you look after and how the person you look after is protected when others are making decisions on their behalf.

There are 5 key principles of the Mental Capacity Act:

- A presumption of capacity to make a decision unless it is proved otherwise
- Individuals are supported to make their own decisions - a person must be given all practicable help before anyone treats them as not being able to make the decision
- People have the right not to be treated as lacking capacity merely because they make a decision others deem 'unwise'
- Anything done for or on behalf of a person who lacks capacity for a decision must be done in their best interests
- Any decision made on behalf of someone who lacks capacity must be the less restrictive option.

There are three elements used to work out if somebody has mental capacity:

- Is the person able to make the decision (with support if required)?
- If they cannot make the

decision, is there an impairment or disturbance in the functioning of their mind or brain?

- Is the person's inability to make the decision because of the impairment or disturbance?

You may be involved in helping to determine if the person you look after has mental capacity for a decision. You can appeal if you feel the wrong decision has been made. If the person you look after is assessed as lacking mental capacity, any decision made on their behalf should be done in their 'best interests'. This is the case whether the person making the decision on behalf of the person lacking capacity is a Carer, a court appointed deputy, a professional or under a Lasting Power of Attorney. Who should actually make the best interest decision will depend on the type of decision in question and on whether there is anyone with the legal right to make the decision.

[You can find out more about lasting power of attorney, appointing a deputy and other similar subjects in the 'Planning Ahead' section of this handbook \(p36-39\).](#)

## Carers UK

[carersuk.org/help-and-advice/practical-support/mental-capacity-explained-england-and-wales](https://carersuk.org/help-and-advice/practical-support/mental-capacity-explained-england-and-wales)



## Safeguarding

We all have the right to a life free from abuse and harm. Everyone should feel they are safe, able to make their own decisions and be respected and listened to. When these rights are abused, some of us are less able to stand up for our rights and protect ourselves.

Types of abuse can include: physical abuse, emotional abuse, sexual abuse, financial abuse, neglect, discrimination, institutional abuse, domestic abuse, self-neglect, modern slavery and hate crime. If you or someone you know may be suffering abuse, contact Norfolk County Council straight away.

You can remain anonymous if you wish, but please give as much information as you can. If it's an emergency, call the Police on 999.

## Norfolk County Council

0344 800 8020

[norfolk.gov.uk/42510](https://norfolk.gov.uk/42510)



## Norfolk Safeguarding Adults Board

[norfolksafeguardingadultsboard.info/protecting-adults/carers-and-safeguarding](https://norfolksafeguardingadultsboard.info/protecting-adults/carers-and-safeguarding)



# Money Matters

The cost of living is a huge concern for many people. The following section gives information on what support may be available to you.

## Household Bills

There are many sources of information and support for people who are having difficulty with household bills.

## Energy Bills

You might be able to get help if you're struggling to afford your energy bills or top up your prepayment meter. The help you are eligible for depends on: how you pay for your energy, the type of energy you use and if you claim benefits. For more information please contact Citizens Advice. If you pay your energy provider monthly, you could contact them and ask for their advice.

### Citizens Advice

0800 144 8848

[citizensadvice.org.uk](http://citizensadvice.org.uk)



## Water Bills

Anglian Water provide an Extra Care Support service for people who may need help paying their water bills. By going through their Extra Care Assessment, they will make sure you're on the best tariff,

look at ways of helping you get back on track if you've fallen behind and will also be able to identify additional support you may benefit from.

### Anglian Water

0800 169 3630

[anglianwater.co.uk/help-and-advice/water-care/extra-care-support](http://anglianwater.co.uk/help-and-advice/water-care/extra-care-support)



## Phone & Internet Bills

Ofcom gives advice on what to do if you are struggling to pay your phone bill. You could also be eligible for cheaper broadband and phone packages if you are a low income family.

### Ofcom

0300 123 3333

[ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs](http://ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs)



## Council Tax

There are various reasons that you may receive a reduced Council Tax rate, including if you are on certain benefits. Please contact your district council for more information.

## Benefits - Online Calculator

There are different benefits that Carers may be eligible for, including Carers Allowance. If you wish to check for yourself you could use an online calculator, by visiting the website shown below.

### Turn2us

[benefits-calculator.turn2us.org.uk](http://benefits-calculator.turn2us.org.uk)



## Benefits - Support

If you or the person you care for receive a social care package, you can contact the Welfare Rights Unit for benefits advice. They offer free specialist help and advice over the phone, or face-to-face in your own home.

### Welfare Rights - Norfolk County Council

01603 224447

[norfolk.gov.uk/article/41961/help-and-advice-with-benefits](http://norfolk.gov.uk/article/41961/help-and-advice-with-benefits)



If you do not have a social care package you can contact the following organisations who can check you are on the correct benefits and offer relevant information and advice.

### Citizens Advice

0800 144 8848

[citizensadvice.org.uk](http://citizensadvice.org.uk)



### Carers UK

0808 808 7777

[carersuk.org](http://carersuk.org)



## Client Hardship Service

If you are claiming a means tested benefit you may be able to get support from the Client Hardship Service. This service can support you with money management and budgeting support and advice, supporting grant applications, provide help to lower utility costs and offer provision of essential kitchen appliances and furniture. The service can also connect you to debt agencies, as well as make referrals on your behalf to support workers, advice organisations and voluntary agencies and support you to get back into work. They can also support you with Disability Related Expenses claims - these can reduce the amount that people must pay towards their care.

### Client Hardship Service

0344 800 8020

[norfolk.gov.uk/article/41957/what-the-client-hardship-service-is](http://norfolk.gov.uk/article/41957/what-the-client-hardship-service-is)



# .....Money Matters

## Grants

There are many organisations who offer grants to members of the public in need. Some of these grants are specifically for people with disabilities, on a low income, or who may be vulnerable. The easiest way to search for such grants are via organisations that provide grant directories.

**Disability Grants**  
[disability-grants.org](https://disability-grants.org)



**Citizens Advice**  
[ncab.org.uk/grants-directory](https://ncab.org.uk/grants-directory)



**Turn2us**  
[turn2us.org.uk/get-support/apply-for-grants](https://turn2us.org.uk/get-support/apply-for-grants)



## Local Council Support

Some district, town and parish councils have access to pots of money that are available for people in need, or can direct you to local community organisations that have grants available.

## Housing Support

Different advice is available depending on if you live in social housing, are a private tenant or own your own home with a mortgage.

## Social Housing

If you live in social housing and are having difficulty paying your rent, you should speak to your social housing provider or district council. You may also be eligible to apply for a Discretionary Housing Payment.

## Discretionary Housing Payment

If you already get benefits but your rent isn't covered by what you receive, you might be eligible for Discretionary Housing Payments from your district council. What you'll receive will depend on your circumstances. These payments can be claimed for several months and don't need to be repaid. You can apply whether you are in social housing or have a private tenancy, but you must be getting Housing Benefit, or the housing element of Universal Credit. To apply please speak to your district council.

**UK Government**  
[gov.uk/government/publications/claiming-discretionary-housing-payments](https://gov.uk/government/publications/claiming-discretionary-housing-payments)



## Private Tenants

If you are finding it difficult making rental payments to your private

landlord you may find the following website useful.

**Money Helper**  
[moneyhelper.org.uk/en/money-troubles/cost-of-living/get-help-to-pay-your-rent](https://moneyhelper.org.uk/en/money-troubles/cost-of-living/get-help-to-pay-your-rent)



## Home Owners

If you are worried about keeping up with mortgage payments you may find the following website useful.

**Money Helper**  
[moneyhelper.org.uk/en/money-troubles/cost-of-living/worried-about-rising-mortgages](https://moneyhelper.org.uk/en/money-troubles/cost-of-living/worried-about-rising-mortgages)



## Food Support

Food banks and food hubs are community organisations that can help if you are struggling to afford the food you need.

## Food Banks

Food banks can provide short-term help if you're struggling to afford and buy food. You'll usually need to get a referral to a food bank before you can use it, in the form of a food voucher. This includes all food banks run by the Trussell Trust. You can obtain a food voucher from select community organisations such as Citizens Advice or from your GP, housing

association or social worker. Please contact the Trussell Trust for information on where your nearest food bank is and their opening times.

**Trussell Trust**  
01722 580 180  
[trussell.org.uk/emergency-food](https://trussell.org.uk/emergency-food)



## Food Hubs

The Nourishing Norfolk Network brings together groups of all sizes who work at grassroots level to ensure communities have access to affordable, healthy food. Community Fridges, Larders, Pantries and Community Supermarkets are all places that provide food to the community they are based within. For some of them you need to be a member and some charge a nominal rate for the produce. For more information, including locations and opening times please contact the Nourishing Norfolk Network.

**Nourishing Norfolk Network**  
01603 623958  
[norfolkfoundation.com/giving/join-our-missions/nourishing-norfolk/nourishing-norfolk-network](https://norfolkfoundation.com/giving/join-our-missions/nourishing-norfolk/nourishing-norfolk-network)



# Have Your Say

Talking about your reflections and experiences as a Carer can help provide real change for other Carers and make a tangible difference. There are various ways in which you can have your voice heard.

## Carers Voice - Ensuring the Voice of Carers is Heard

Would you like to give feedback about experiences you have had as a Carer? The purpose of Carers Voice is to improve the health and wellbeing of all Carers in Norfolk and Waveney. By working in partnership we will ensure that the voice of Carers is heard and listened to, enabling support and services to be designed and delivered that reflect the needs and interests of Carers. You can share your lived experiences, anonymously if you wish, via the online Carers Voice Feedback Centre.

### Carers Voice

07932 095260

[carersvoice.org/have-your-say](http://carersvoice.org/have-your-say)



## Involvement Opportunities

When Carers share their lived experience it can help improve the quality of the service or project, make it more relevant and more

likely to have impact. Methods include:

- Carer Meetings
- Events
- Wellness sessions
- Focus groups and surveys
- One to one interviews
- Feedback Centre

Carers who get involved in developing services through these involvement opportunities, say it is rewarding and fulfilling to know their experiences are being used to benefit others.

To stay up to date with the latest involvement opportunities including representation on Hospital Carers Forums, sign up to become a FREE member of Carers Voice.

### Carers Voice

07932 095260

[carersvoice.org/carer-voice-membership](http://carersvoice.org/carer-voice-membership)



## Healthwatch Norfolk

Healthwatch Norfolk is the local health and social care champion

for the county. They use patient, Carer and community feedback to improve care. Feedback is also used to better understand the challenges facing the NHS and other care providers and your experiences can help improve health and care for everyone. You can provide your feedback online or by contacting them via the details below.

### Healthwatch Norfolk

0808 168 9669

[healthwatchnorfolk.co.uk](http://healthwatchnorfolk.co.uk)



## Family Voice Norfolk

Family Voice Norfolk is the Parent Carer forum for Norfolk. The organisation works with (not for) the local authority, health and social services to improve services for children and young people with special educational needs and/or disabilities (SEND) and their families. They are not a support or information service, but communication is key to what they do. They listen to the experiences and wishes of families and make sure that those views are heard by those providing services, so that they can be part of every stage of planning and decision-making. For queries about membership or to provide your views and news,

please use the details below.

### Family Voice Norfolk

07950 302937

[familyvoice.org.uk](http://familyvoice.org.uk)



## Complaints

Making a complaint can feel uncomfortable, and you might be wondering if it is worth the time and effort. If you have problems with an NHS or social care service, you might need to resolve these to get the care you need. For information on how to make a complaint and who to direct it to, please use the Healthwatch Norfolk 'making a complaint' webpage or contact them for advice.

### Healthwatch Norfolk

0808 168 9669

[healthwatchnorfolk.co.uk/making-a-complaint](http://healthwatchnorfolk.co.uk/making-a-complaint)



### Norfolk Advocacy Partnership

01508 491210

[norfolkadvocacy.org.uk](http://norfolkadvocacy.org.uk)



# Your Skills & Employment

You may already combine work and caring, or you may want to work if your caring role changes or ends. This section offers details to identify and develop your skills and gain confidence to find the type of employment you would find rewarding.

## Identifying Your Skills

Deciding you want to find a job can feel like a huge step. A good starting point is to think about what type of job you may like, by identifying your skills and interests and noting what tasks or roles you have found fulfilling in the past.

You could think about skills you have gained from previous paid work you have done, volunteering work you have been involved with or your role as a Carer. These skills are known as 'transferable skills' and may be able to be applied to a wide variety of jobs.

These skills could include:

Willingness to learn, empathy, patience, reliability, advocacy, partnership working, team working, adaptability, resilience, communication, time management, financial management, multitasking, logical thinking and motivation.

## CV & Career Advice

If you're struggling to decide what type of job you may want or work you would like to get into, you could contact the National Careers Service. They have advisers who can provide information and guidance on developing skills and training. You can also search for training courses on the National Careers Service website or speak to colleges or universities local to you.

Norfolk County Council have a webpage which is dedicated to employment support including tailored help for people who have a disability. Norfolk County Council also provide local Adult Learning Courses which you may find useful as well as the option to arrange support from an Adult Learning Advisor.

### National Careers Service

0800 100 900

[nationalcareers.service.gov.uk/careers-advice](https://nationalcareers.service.gov.uk/careers-advice)



### Norfolk County Council

0344 800 8020

[norfolk.gov.uk/article/42622/Help-with-employment](https://norfolk.gov.uk/article/42622/Help-with-employment)



### Norfolk County Council

0344 800 8020

[norfolk.gov.uk/article/38399/adult-learning-courses](https://norfolk.gov.uk/article/38399/adult-learning-courses)



### Adult Learning Advisor Norfolk County Council

0344 800 8020

[norfolk.gov.uk/article/38498/support-finding-a-new-job](https://norfolk.gov.uk/article/38498/support-finding-a-new-job)



## Care Careers

The skills you have learnt being a Carer can help to find employment in the Social Care sector. You will already have experienced how critical providing care is to people and how important the sector is. If you're interested in working or developing your career within the care sector, you can receive personalised support from 'Norfolk Care Careers' to assist you on your career path (supported by Norfolk County Council). Norfolk Care Careers advise that you don't need specific qualifications to start in adult social care. What's important is having the right qualities, such as empathy and a desire to help others.

### Norfolk Care Careers

[norfolkcarecareers.co.uk](https://norfolkcarecareers.co.uk)



### UK Government

[gov.uk/grant-bursary-adult-learners](https://gov.uk/grant-bursary-adult-learners)



## Benefits

Employment may affect your benefits. The ability to claim Carers Allowance is based on the number of hours you spend looking after somebody and how much you earn. If you are on other benefits or if your spouse or partner are on benefits these may also be affected. For more information on how employment may affect your benefits you may wish to contact the organisations below or you could use an online benefits checker.

### Carers Matter Norfolk

0800 083 1148

[carersmatternorfolk.org.uk](https://carersmatternorfolk.org.uk)



### Citizens Advice Bureau

0800 144 8848

[citizensadvice.org.uk](https://citizensadvice.org.uk)



### Benefits Calculator

Turn2Us

[benefits-calculator.turn2us.org.uk](https://benefits-calculator.turn2us.org.uk)



# Practical Help

**Around The Home** - There are various organisations who can provide advice and support for aspects of your home life, from support with day-to-day domestic tasks to making sure your home has a reduced fire risk.

## Fire Safety

Norfolk Fire and Rescue Service offers free safety advice to specific groups, including older and vulnerable people. A representative can carry out a home safety check, offer advice on reducing fire risk, create an escape plan for elderly or disabled people and fit smoke alarms free of charge. The first step is to complete the online home fire safety check. Once completed Norfolk County Council will arrange a home safety check.

### Norfolk County Council

0344 800 8020

[norfolk.gov.uk/firesafetycheck](https://www.norfolk.gov.uk/firesafetycheck)



## Trusted Trader Scheme

Trusted Trader is a directory of local service providers, backed by Norfolk County Council and checked by the Trading Standards team. The directory includes a wide choice of services, including home maintenance and personal care services. All the businesses have been rigorously vetted so you can choose with confidence.

### Trusted Trader

0333 444 2197

[norfolk.gov.uk/trustedtrader](https://www.norfolk.gov.uk/trustedtrader)



## Community Directory

Norfolk Community Directory is an online tool which contains information on a broad range of subjects, including help at home which covers subjects such as; home maintenance, staying warm and gardening services.

### Norfolk County Council - Community Directory

[communitydirectory.norfolk.gov.uk](https://www.communitydirectory.norfolk.gov.uk)



## Town or Parish Councils

There are often smaller groups set up within localised areas and small pots of money available within local councils for help and support for people within that community. Contact your local town or parish council if you need practical help around the home or garden to see if they can help.

## Meal Deliveries

There are private companies and organisations who deliver hot and cold meals to your door. This kind of service is often called meals on wheels. The website listed below can be used to search for such a service.

### Meals On Wheels UK

[mealsonwheelsuk.org](https://www.mealsonwheelsuk.org)



## Good Neighbour Schemes

The Norfolk Good Neighbour Network enables volunteers and community groups to help their community and neighbours in need. From food shopping to friendly chats and check-ins. Contact details for the volunteers and groups offering these services can be found on the following web page.

### Good Neighbour Scheme

[norfolkgoodneighbours.org.uk/find](https://www.norfolkgoodneighbours.org.uk/find)



## Social Care Support

The person you care for is entitled to a Care Act assessment if they appear to have needs for care and support. There are many types

of social care services, which may be available, including home care and day centres.

### Norfolk County Council

0344 800 8020

[norfolk.gov.uk](https://www.norfolk.gov.uk)



## Cleaning Services

Cleaners can be a great help, but think about what you want them to do and how much you can afford to pay before you employ one. You might want to get them to focus on a few things you find difficult, like vacuuming, changing the bed or cleaning the bathroom. You could ask for personal recommendations from friends and neighbours or use the Community Directory or Trusted Trader scheme detailed on this page.

## Priority Services Register

The Priority Services Register is free to join. It helps utility companies tailor services to support households who need extra help with everyday energy matters like bills, including prior notice when there is a planned interruption to your electricity, gas or water supply.

### Priority Services Register

[thepsr.co.uk](https://www.thepsr.co.uk)



# ..... Practical Help

**Equipment** - Different types of equipment or changes to your home (or the home of the person you look after) could help make the home environment safer and provide increased independence for the person you are looking after and greater peace of mind for you.

## Occupational Therapist

Occupational Therapists can help suggest changes to your home based on your needs. Occupational Therapists work across the private and public sector. You can self-refer for an Occupational Therapist assessment by contacting either your district council or your social care team. You could also discuss the requirements during a Care Act assessment for the person you look after. Usually an Occupational Therapist will help make recommendations as part of a home assessment.

### Norfolk County Council

0344 800 8020

[norfolk.gov.uk/disabilities](http://norfolk.gov.uk/disabilities)



## Disabled Facilities Grant

If an Occupational Therapist deems you meet the eligibility criteria, financial support towards adaptations may be available. If you own your own home or are a private tenant you can apply for a

Disabled Facilities Grant. If you are a council house tenant, you should speak to the district/borough council.

### UK Government

[gov.uk/disabled-facilities-grants](http://gov.uk/disabled-facilities-grants)



## Key Safes

A key safe is a secure box with a combination code used for keeping a spare key for anyone who has difficulty getting to the door to let people in. The Supra C500 key safe is police approved, however for further advice please contact your home insurance provider.

There are a number of organisations that provide key safes in Norfolk, your district council may have a dedicated service so please check with them. If they do not, you can search for a handy person on Trusted Trader or find out whether you have a local Good Neighbour Scheme.

### Norfolk County Council

0344 800 8020

[norfolk.gov.uk/keysafes](http://norfolk.gov.uk/keysafes)



### Trusted Trader

0333 444 2197

[norfolk.gov.uk/trustedtrader](http://norfolk.gov.uk/trustedtrader)



### Good Neighbour Scheme

[norfolkgoodneighbours.org.uk/find](http://norfolkgoodneighbours.org.uk/find)



## Assistive Technology

Assistive technology is a range of electronic devices that can help you to live independently in your own home. This can include: sensors/detectors that link to a monitoring centre, Global Positioning System (GPS) location devices that use a mobile network to raise an alert to a Carer or monitoring centre, triggers/sensors that can support a person or their Carer in and around the home.

Norfolk County Council can carry out an assessment to see if the person you look after would benefit from having any electronic devices that would help them to stay independent and/or provide support for you as a Carer. The assessment is free, and many of the devices are available on free loan.

### Norfolk County Council

0344 800 8020

[norfolk.gov.uk/assistivetechology](http://norfolk.gov.uk/assistivetechology)



## British Red Cross

The British Red Cross offers a short-term loan service for mobility aids. Their team of staff and volunteers will support you to loan equipment that is right for your needs, or signpost you to a service that can. The initial loan period is eight weeks, but a further short-term extension can be offered. The service is donation-led so they will ask people using the service to make a donation. Equipment can include: wheelchairs, commodes, raised toilet seats, shower stools and many other items. Collection locations are based in Norwich, Kings Lynn or Gorleston and delivery of items is available for a charge.

### British Red Cross

[redcross.org.uk/get-help/hire-a-wheelchair](http://redcross.org.uk/get-help/hire-a-wheelchair)



Gorleston - Norfolk Coastal Centre for Independent Living, Woodfarm Lane, Gorleston, NR31 9AQ - 01493 663626

Norwich Red Cross - Coronation Road, Norwich, NR6 5HD - 01603 253403.

King's Lynn Red Cross - Nelson House, Bergen Way, North Lynn Industrial Estate, King's Lynn, PE30 2DE - 01553 766969

# ..... Practical Help

**Out & About** - Getting out and about may be difficult for the person you look after. There are services who support people to access their community, offering help with costs, community transport schemes or advice on accessible travel.

## Dial-A-Ride

Dial-a-ride is a door-to-door minibus transport service. It helps those with reduced mobility and can be used for medical and social trips. Please check with the individual scheme where they cover and how they are run, as this may vary by local area. Details can be found using the Norfolk County Council website or contact number. Concessionary bus pass holders may be entitled to a reduced fare.

**Norfolk County Council**  
0344 800 8020



[norfolk.gov.uk/helpwithtransport](https://norfolk.gov.uk/helpwithtransport)

## Travel Norfolk Car Scheme

Travel Norfolk is a community travel service, powered by volunteers, helping eligible adults get to vital health, social and wellbeing services. The service is charged per mile including the mileage the volunteer travels to and from your house. For appointments, the driver can wait

up to an hour, or leave and return for longer appointments. There may be additional journey costs for both options. Please check your eligibility using the contact details.

**Norfolk County Council**  
0344 800 8020



[norfolk.gov.uk/communitytransport](https://norfolk.gov.uk/communitytransport)

## Blue Badge

A Blue Badge is a parking permit for people who have severe mobility problems caused by ongoing and substantial visible or non-visible disabilities. The quickest and easiest way to apply for a Blue Badge is on the GOV.UK website. You will go through the step-by-step application process. There are instructions on the documents you need and how to upload them. However, you can get a paper copy of the Blue Badge application form from all Norfolk libraries.

**UK Government**

[gov.uk/apply-blue-badge](https://gov.uk/apply-blue-badge)



## Bus Passes, Railcards and Coachcards

There are two types of bus pass that can be applied for, either age-related or disability-based. A disability-based bus pass entitles people to unlimited free travel, whereas an older persons bus pass is valid for off peak travel only. A companion enhancement is an add on to a disabled travel pass and allows a companion to travel free of charge. National Express and National Rail offer discount cards (for young people, seniors and those who meet their disability criteria) which saves a third off regular fares.

### Bus Passes

[norfolk.gov.uk/disabledtravelpass](https://norfolk.gov.uk/disabledtravelpass) - 0800 800 8020

### National Express

[nationalexpress.com/en/offers/coachcards](https://nationalexpress.com/en/offers/coachcards) - 0371 781 8181

### National Rail

[nationalrail.co.uk/railcards/national-railcards](https://nationalrail.co.uk/railcards/national-railcards) - 03457 48 49 50

## Healthcare Travel Costs Scheme

Following referral to hospital or other NHS premises for specialist

NHS treatment or tests by a primary care health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

To qualify for help with travel costs, the patient must meet eligibility criteria including themselves or their partner being in receipt of a qualifying benefit or allowance, or meet the eligibility criteria for the NHS Low Income Scheme. The patient must have a referral for specialist care from a healthcare professional to a specialist or a hospital for further NHS treatment or tests. Their appointment must be on a separate visit to when the referral was made. Carers can claim travel costs if the healthcare professional says it's medically necessary for someone to travel with the patient. Costs can be claimed within 3 months. In some cases, you may be able to receive an advance payment. Each hospital should have a nominated cashier's office who will assess your claim and make the payment directly to you.

**Norfolk County Council**  
0344 800 8020



[norfolk.gov.uk/helpwithtransport](https://norfolk.gov.uk/helpwithtransport)

# Health & Wellbeing

**Looking After Yourself** - You may often put the needs of the person you are supporting before your own needs. This can make it difficult for you to look after yourself properly. You may also feel it's not always possible to make time for yourself. However, looking after yourself is important for both you and the person you are supporting.

## Taking A Break

Sometimes we need to do what's best for ourselves, and that might mean taking a break from caring every now and then. This doesn't mean you're letting down the person you look after. Some time off can help you pursue your own interests, catch up with friends, run errands, or simply recharge your batteries.

## Respite Care

Respite Care is replacement care which allows you to take a break. It is important to have regular breaks as it helps you to avoid becoming exhausted and run down. Respite could be found in different ways, from organising friends or family to help, home care and sitting services, day services for social activities, outings and sometimes workshops and training. In some instances, respite is required overnight and this could be provided in the home or in a

residential care setting. Adult Social Care can talk through options with you and also support you to understand what transport options are available. If the person you care for is eligible under the Care Act, you may be able to receive support with the cost of this care, you can find out more about this within the Care Act Assessment section on page 10 of this booklet.

You could also speak to the Respite Association, who may be able to offer you funding options or holidays for Carers.

**Carers Matter Norfolk**  
0800 083 1148  
[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)  
[carersmatternorfolk.org.uk](http://carersmatternorfolk.org.uk)

**Norfolk County Council**  
0344 800 8020  
[norfolk.gov.uk](http://norfolk.gov.uk)

## The Respite Association

01566 783383

[respiteassociation.org](http://respiteassociation.org)



## Register As A Carer

It is important to let your GP know that you are a Carer. If you register as a Carer with your GP, it will enable them to support you in your caring role. What is offered varies between practices, but it often includes: priority for vaccinations, flexibility with appointment times, information, advice and support about being a Carer and support with prescriptions.

## NHS Health Checks

The NHS Health Check is a free check-up of your overall health. It can tell you whether you're at higher risk of getting certain health problems, such as heart disease, diabetes, kidney disease and stroke. The check is for people who do not have certain pre-existing conditions and are aged 40 to 74. If you fall within this criteria you should be invited to an NHS Health Check by your GP or local council every 5 years. If you haven't been contacted please speak to your GP.

## NHS

[nhs.uk/tests-and-treatments/nhs-health-check](http://nhs.uk/tests-and-treatments/nhs-health-check)



## Exercise

Being active releases chemicals in your brain that make you feel good - boosting your self-esteem and helping you to concentrate as well as sleep well and feel better. Finding an activity you enjoy can give you a goal to aim for and a sense of purpose. It can also be a great way to meet people, have a break from daily life and gain confidence.

## Active Norfolk

01603 732333

[activenorfolk.org/carers](http://activenorfolk.org/carers)



## Connecting With Carers

Carers have said how important it is to connect with other Carers and benefit from peer support. Whether online or in person, Carer groups can offer a welcoming space for sharing experiences, offering support, and building meaningful connections.

## Carers Matter Norfolk

0800 083 1148

[carersmatternorfolk.org.uk/info-and-advice/groups](http://carersmatternorfolk.org.uk/info-and-advice/groups)



## Carers UK

[carersuk.org/help-and-advice/your-health-and-wellbeing/online-meetups](http://carersuk.org/help-and-advice/your-health-and-wellbeing/online-meetups)



# .....Health & Wellbeing

**Mental Health** - There are times when Carers can feel stressed, anxious, depressed, overwhelmed or find it difficult to cope. This section brings together key sources of support to help you with your mental health.

## NHS Talking Therapies

Norfolk and Waveney Talking Therapies provide a range of support for people with common mental health and emotional issues, such as low mood, depression, or stress. They work with you to help you make the necessary changes to improve your wellbeing and quality of life. Services are free and are available to people aged 16 and over living in Norfolk & Waveney. You can access this support through your GP or any other health or social care professional, or you can self-refer.

### NHS Talking Therapies

0300 123 1503

[nandwtalkingtherapies.org.uk](http://nandwtalkingtherapies.org.uk)



## Norfolk & Waveney Mind

Norfolk and Waveney Mind offers various services including supported housing, crisis helplines, drop-in centres, employment and training schemes, counselling and befriending.

### Norfolk & Waveney Mind

0300 330 5488

[norfolkandwaveneymind.org.uk](http://norfolkandwaveneymind.org.uk)



## Wellbeing Hubs

The Wellbeing Hubs across Norfolk and Waveney are a safe space to get support for mental health and wellbeing in the community.

### Wellbeing Hubs

[improvinglivesnw.org.uk/our-work/healthier-communities/mental-health/wellbeing-hubs](http://improvinglivesnw.org.uk/our-work/healthier-communities/mental-health/wellbeing-hubs)

## Self Help - Reading Well

Reading Well supports people to understand and manage their health and wellbeing using helpful reading. There are currently four Reading Well booklists for adults, young people and children. All of the books can be reserved for free to borrow from your library. Many of the books are also available as e-books and audiobooks which you can download and own, available free of charge. You just need to be a member of the library.

### Reading Well

[readingagency.org.uk](http://readingagency.org.uk)



## MensCraft

MensCraft focus on the health and wellbeing of men who are experiencing difficulties with their mental health. They offer information, activities and programmes and provide one-to-one support and signposting.

### MensCraft

0800 208 8382

[menscraft.org.uk](http://menscraft.org.uk)



## Mental Health - Safety Plan

A Safety Plan is a structured way to help you plan a range of coping strategies, activities and sources of support you can use at the right time to help you prevent or manage a developing crisis. A Safety Plan should be completed collaboratively between you and a mental health worker. Then you should receive a copy of your Safety Plan. Please speak to your GP about a Safety Plan if you do not have an assigned mental health worker.

## Mental Health Apps

There are lots of apps available, which you can access on a mobile

phone or tablet, designed to help you with your day-to-day wellbeing. Mind have put together a library of apps that they recommend, which meet their quality standards.

### Mind - Mental Health Apps

[mind.orchahealth.com/en-GB](http://mind.orchahealth.com/en-GB)



## National Helplines

**NHS 111** - Call 111 and select the mental health option for support in a crisis - 24/7

**The Silver Line** - 0800 4 70 80 90 - helpline for older people - 24/7

**Samaritans** - 116 123 - 24/7 support - 24/7

**Campaign Against Living Miserably (CALM)** - 0800 58 58 58 - 5pm to midnight

**Family Lives** - 0808 800 2222 for parenting and family support - Monday to Friday 9am to 9pm - Weekends 10am to 3pm

**Shout!** - free 24/7 crisis text line - text SHOUT to 85258 if you feel unable to talk

**Rethink Mental Illness** - 0808 801 0525 - Support navigating the Mental Health system - Monday to Friday 9.30am - 4pm

# Planning For Emergencies

Being prepared for an emergency means that, should something unexpected happen to you, or the person you care for, you know exactly what to do. This section suggests initiatives that you can put into place now, to help you if an emergency occurs.

## Carers Emergency Plan

If you look after somebody over the age of 18, it's important you create a Carer's Emergency Plan. You can create this plan online or, if you are unable to do so, you can ask for help from Norfolk County Council or Carers Matter Norfolk over the telephone (details at the end of this section).

The Carer's Emergency Plan is a set of information that includes details about the person you care for and the things you do to help them. In an emergency, you, or someone on your behalf, should contact Norfolk County Council and give the number of your Emergency Plan. Norfolk County Council will then contact your named emergency contacts. Your contacts can then help the person you care for. The service will help even if they cannot reach your named contacts or you do not have any people who can help nearby. The service will arrange an initial response, to allow enough time to plan what will need to happen next.

The Carers Emergency Card is issued to you when you have completed a Carers Emergency Plan. You should carry this with you at all times. Emergency Services know what to do if they see your Carer's Emergency Card.

### Norfolk County Council

0344 800 8020  
[www.norfolk.gov.uk/article/42042/create-an-emergency-plan](http://www.norfolk.gov.uk/article/42042/create-an-emergency-plan)



### Carers Matter Norfolk

0800 083 1148  
[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)  
[carersmatternorfolk.org.uk](http://carersmatternorfolk.org.uk)



## Young Carers Emergency Plan

It is important Young Carers and their families make an Emergency Plan. Planning ahead for an emergency helps everyone in the family be prepared, know what to do and, if necessary, who to ask for help. You can write your own Emergency Plan using a template from Young Carers Matter Norfolk,

or you can contact them for support to do so.

### Young Carers Matter Norfolk

0800 083 1148  
[info@youngcarersmatternorfolk.org](mailto:info@youngcarersmatternorfolk.org)  
[youngcarersmatternorfolk.org](http://youngcarersmatternorfolk.org)



## Norfolk Swift Response

Norfolk Swift Response is a 24-hour service that provides practical help to adults with an urgent, unplanned need at home, such as help to lift the person you look after, following a fall. It is a free service, for people who are aged 18 or over, live at home and need physical or practical support with daily living tasks.

### Norfolk Swift Response

0344 800 8020  
[norfolk.gov.uk/article/41830/help-at-home-from-Norfolk-Swift-Response](http://norfolk.gov.uk/article/41830/help-at-home-from-Norfolk-Swift-Response)



## Community Alarms

A Community Alarm is worn around your neck or wrist and is connected to your home phone line. At the touch of a button, you will be able to speak to an operator who will help assess what support is needed, such as contacting your

next of kin or the emergency services. Access to Community Alarms is dependent on which district council area you live in (contacts included below). You can also have an assistive technology assessment to see what might be available to you. [This information is included in the Practical Help for Carers section of this handbook \(p25\).](#)

### Norwich & Countywide

Careline 365 - 01603 964306  
n-able (Norse Ltd) - 0300 373 0199  
**West Norfolk**  
Care Line - 01553 616200  
**North Norfolk**  
Care Line - 01553 616200

## Message In A Bottle

Message in a Bottle is a simple but effective way for people to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge. A sticker on the fridge alerts emergency services that details are inside and saves valuable time in identifying important information.

### Message In A Bottle

01214414544  
[lionsmessageinabottle.co.uk](http://lionsmessageinabottle.co.uk)



# Discharge From Hospital

Leaving hospital can be a difficult and confusing time. This section of the handbook will provide information on support that may be available to you and the person you look after following hospital discharge.

## Carers Identity Passport

You can apply for a free Carers Identity Passport at any time and it may be particularly helpful when the person you care for goes into hospital. The Carers Identity Passport will support you to be recognised and included in discussions from admission to discharge from hospital.

### Carers Identity Passport

07932 095312

[carersvoice.org/carers-identity-passport](https://carersvoice.org/carers-identity-passport)



## Your Rights

After the person you care for is admitted to hospital, the hospital team involved in their care will discuss and plan with them arrangements for when they will be going home or to another care setting.

They will work with the person who uses services and you, as a Carer, with their permission. If the person you care for agrees, you should be involved in the discharge planning process. The Health and Care Act

2022 means that NHS Hospital Trusts in England have a duty to ensure that unpaid Carers are involved as soon as appropriate when plans for discharge are being made. This applies to all Carers of adults needing care and support following hospital discharge. If you are unsure, speak to the Ward Team.

### Health & Care Act 2022

[carersuk.org/media/acfk4bg3/health-and-care-act-2022-carers-rights-2.pdf](https://carersuk.org/media/acfk4bg3/health-and-care-act-2022-carers-rights-2.pdf)



## Carers Voice Hospital Booklet

Carers Voice have co-produced with Carers, a Carers Hospital Booklet that includes information about the journey from hospital admission to discharge. Please visit the link below for more

### Carers Voice

07932 095312

[carersvoice.org/carers-hospital-booklet](https://carersvoice.org/carers-hospital-booklet)



## Support After Discharge

Depending on the needs of the person you look after, they may be discharged from hospital to a care setting or to your home (or usual place of residence) with new or additional health and/or social care needs. They can also be discharged to your home (or usual place of residence) with no new or additional health and/or social care needs and hence no extra support. If the person you look after is discharged with no extra support, this is known as Pathway Zero.

## Support After Pathway Zero

Following discharge, you might seek help from family and friends to support you and the person you care for wherever possible. However there are also other statutory and community based organisations that may be able to help you, as shown below.

## Norfolk First Reablement Support

Norfolk First Support provides up to six weeks of support and reablement in your home. The service supports the person you look after to get back to the level of support they needed before their

hospital stay. To access the service, a health care worker needs to identify if the person you look after would benefit from reablement services. If so, they will refer you. Once referred, the support workers will start to make regular visits and a reablement assistant practitioner will work with the person you look after to create a personalised support plan.

### Norfolk First Support

[norfolk.gov.uk/article/41827/Reablement-support-at-home](https://norfolk.gov.uk/article/41827/Reablement-support-at-home)



## Care Choices

The Care Choices website can help show you what alternative care options may be available to you, if you need extra support caring for the person you look after, following their discharge from hospital.

### Care Choices

[carechoices.co.uk/care-information](https://carechoices.co.uk/care-information)



# Planning Ahead

There are various ways to help you plan the future care and support of the person you look after. This may be especially relevant for Carers who are worried about what happens when they are no longer able to provide care and support.

## Advance Care Plan

An Advance Care Plan is a record of a person's wishes, feelings, beliefs and values which can be used if they later become unwell and need care or medical treatment. An Advance Care Plan is not legally binding. This means that a healthcare professional does not have to follow the instructions that are in it. However, what is written in an Advance Care Plan is still important because the person's wishes must be taken into account when decisions need to be made for them. Advance Care Planning is a voluntary process of person-centred discussion between an individual and their care providers about their preferences and priorities for their future care. The process may involve a number of conversations over a period of time with a healthcare professional such as a GP, consultant or nurse as well as with their family and loved ones. By recording their wishes, they will give those around them a clear idea of what is important to them if they are unable to tell them.

You can include information within the various sections, such as the key details shown on the first page. The owner of the Advance Care Plan can then talk to their health and care team about who might be able to help them to record their wishes and complete the rest of the form. There are lots of people that they can get help from including (but not limited to); the community nursing team, their GP or the specialist care team in the hospital.

## Last Will & Testament

A Will lets you decide what happens to your money, property, and possessions after you die. If you die without a Will, there are laws that will determine how your money, property and possessions are distributed. If the person you care for wants to make a Will, they can do so. There is no legal requirement for a Will to be drawn up and witnessed by a solicitor but it is advisable unless the Will is going to be very straightforward that a solicitor or

chartered legal executive is consulted. They will need to include details of executors in their Will. Executors are the people who are responsible for carrying out their wishes and sorting out the estate following their death.

## UK Government

[gov.uk/make-will](https://gov.uk/make-will)



## Appointing A Deputy

Appointing a Deputy is something to consider if the person you look after doesn't have the capacity to make decisions for themselves and therefore a Lasting Power of Attorney isn't viable. To become someone's Deputy, you need to be 18 years of age or over.

## UK Government

[gov.uk/become-deputy](https://gov.uk/become-deputy)



## Lasting Power Of Attorney (LPA)

A Lasting Power of Attorney is a legal document that appoints someone to make decisions on your behalf (attorney). There are two types of LPA: one for making financial decisions and another for making health and care decisions. You can set up LPAs for both types of decisions. An LPA for health and

care decisions can only be used if two types of LPA: one for making financial decisions and another for making health and care decisions. You can set up LPAs for both types of decisions. An LPA for health and care decisions can only be used if you lose mental capacity. An LPA for financial decisions can also be used while you still have mental capacity if this is what you'd prefer, but you need to choose this option when setting it up. You can only create an LPA if you have mental capacity to do so and you haven't been put under any pressure to set it up. The first step is to choose someone that you are close to, such as family members or friends to be your attorneys. If you elect to apply for an LPA yourself, you can apply via the Government's website online. Carers Matter Norfolk can aid you with help and advice. Or, if you wish for somebody to apply on your behalf you can employ a legal service to do so.

## UK Government

[gov.uk/power-of-attorney](https://gov.uk/power-of-attorney)



## Carers Matter Norfolk

0800 083 1148

[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)  
[carersmatternorfolk.org.uk](https://carersmatternorfolk.org.uk)



# .....Planning Ahead

## ReSPECT

ReSPECT stands for Recommended Summary Plan for Emergency Care and Treatment. In a crisis, healthcare professionals may have to make rapid decisions about a person's treatment who may not be well enough to participate in making their own decisions.

The ReSPECT process empowers the person to guide health and care professionals on what treatments they would or would not want to be considered for. Many life sustaining treatments involve risks of causing harm, discomfort and loss of dignity, or the risk of dying in hospital when they may have wanted to be at home.

The ReSPECT form can record preferences and recommendations for emergency situations, whatever stage of life a person is at. Their views are crucial. The health and care professionals will make every effort to come to a joint agreement with them, however it is important to understand that the ReSPECT form cannot be used to demand treatments that are not likely to be of benefit. The ReSPECT plan can also contain information about any Advance Decision To Refuse

Treatment statement which may have been put in place. More information can be found on the Resuscitation Council UK's website.

The person you care for can talk to their healthcare team to advise what they wish to be included in the form. After talking to them, the doctor or nurse will complete the ReSPECT form summarising personalised recommendations of their clinical care in a future emergency where they may be unable to express their choices.

### Resuscitation Council UK

020 7388 4678

[enquiries@resus.org.uk](mailto:enquiries@resus.org.uk)

[resus.org.uk](http://resus.org.uk)



## Advance Decisions

A time may come, on a temporary or permanent basis, when the person you look after is unable to make or communicate a decision about medical treatment at the time it needs to be made. An Advance Decision to Refuse Treatment (ADRT) is a decision a person can make now to refuse specific treatment in the future and is legally binding. An ADRT is very specific and is used in situations when a person would want to refuse particular treatments.

Anyone deciding to draw up an Advance Decision to Refuse Treatment should seek advice from their health care team. The ADRT is legally binding and as such should be written and witnessed. You may choose a solicitor to do this.

## Advance Statements

An advance statement is not legally binding and is more to do with every day wishes, such as what you prefer to wear, what you like to watch on TV for example.

Age UK have a useful factsheet about ADRT and Advanced Statements.

### Age UK

0800 055 6112

[ageuk.org.uk](http://ageuk.org.uk)



## Changing Your Mind

All of the plans, tools and forms in this section can be changed or cancelled at any time for any reason (mental capacity dependent if this is a prerequisite).

## Yellow 'Thinking Ahead' Folder

Health and care organisations across Norfolk and Waveney have worked together to offer a Yellow 'Thinking Ahead' Folder, to people who are receiving palliative care (if

this has not been offered please contact the person's GP or local health care provider). An Advance Care Plan and ReSPECT form will be included in this folder. The person's health or care team will discuss these with them. It is important that these documents are kept safe in the Yellow 'Thinking Ahead' Folder and are available for any health or care team who may help to care for them and are taken with them to appointments or to hospital should they need inpatient care. Although it can sometimes feel upsetting, it can be helpful for them to talk to their family and loved ones about their wishes. Documenting their thoughts is important so those close to them know what their wishes are for now and for their future care.

## Long Term Care Planning

Speak to Carers Matter Norfolk or Norfolk County Council, if the person you care for has had a Care Act assessment, about future planning and the support you provide the person you look after.

### Carers Matter Norfolk

0800 083 1148

[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)

[carersmatternorfolk.org.uk](http://carersmatternorfolk.org.uk)



# Changing Role

Deciding the person you look after needs to access alternative care can be an extremely difficult decision. This page has information about available options.

## Managing Decisions

Looking for alternative care options can come at a time when you are feeling stressed and overwhelmed in your caring role. If you and the person you look after have made the decision that they are going to move, this can come with conflicting emotions. You may experience sadness and guilt, as well as relief the person you care for is getting the level of help they need. However, it is better to consider a move in a planned way. If you feel your physical or mental health is deteriorating, please talk to your GP. The long-term effects of continuing to cope without help can lead to an impact on your health and wellbeing. Prioritising your own wellbeing while caring is critically important.

## Alternative Care Options

There may be various options open to you when looking at alternative care options. The following links may be useful to manage this as well as the other sections included.

### Care Choices

[carechoices.co.uk/care-information](http://carechoices.co.uk/care-information)



### Norfolk County Council

[norfolk.gov.uk/article/41755/choosing-where-to-live](http://norfolk.gov.uk/article/41755/choosing-where-to-live)



## Support With Costs

To give you an idea if Norfolk County Council would contribute to the costs surrounding residential care, please visit the link below.

### Norfolk County Council

[adultsocialcare.norfolk.gov.uk/web/portal/pages/using-the-online-calculator](http://adultsocialcare.norfolk.gov.uk/web/portal/pages/using-the-online-calculator)



## Residential & Nursing Care

This is an option when people of all ages have significant 24 hour needs. A residential home focuses on personal care and assistance whilst a nursing home offers 24 hour nursing care and support. Factors to be considered include if the person is: having frequent falls, living with dementia, losing body weight, depressed, lonely or neglecting personal care.

### Norfolk County Council

0344 800 8020  
[norfolk.gov.uk/accommodation](http://norfolk.gov.uk/accommodation)



### Care Home Video

[youtu.be/jVFiOP\\_WRgc](http://youtu.be/jVFiOP_WRgc)



## Supported Living

This is where working age adults with care and support needs can live in their own home, with a tenancy, often sharing with others and having care and support as part of the agreement. This helps people build their skills and live independently in the community. Useful videos can be accessed via the details below.

### Norfolk County Council

0344 800 8020  
[norfolk.gov.uk/article/61073/Supported-Living-video-guides](http://norfolk.gov.uk/article/61073/Supported-Living-video-guides)



## Supported Living For Recovery

These are normally individual flats where people live for a short amount of time. This type of housing helps people to regain the confidence to move onto more independent housing and engage with support to avoid a mental health crisis.

### Norfolk County Council

0344 800 8020  
[norfolk.gov.uk/supportedliving](http://norfolk.gov.uk/supportedliving)



## Housing With Care & Independent Living

These are usually rented flats or bungalows for people who are 55+. These complexes may include spaces to socialise, a cafe and a hairdresser. They are designed for people to live independently in the community, with support available on site. A useful video can be accessed via the details below.

### Norfolk County Council

0344 800 8020  
[norfolk.gov.uk/independentliving](http://norfolk.gov.uk/independentliving)



## Shared Lives

Shared Lives is a service where an adult who needs support moves in with or regularly visits an approved Shared Lives carer. Together, they share family and community life. People visiting or moving in with Shared Lives carers may have learning or physical disabilities, be an older person with a frailty or dementia, or have mental ill health. Shared Lives carers can support someone getting dressed, getting to doctors' appointments, making friends and much more.

### Norfolk County Council

0344 800 8020  
[norfolk.gov.uk/article/42060/Shared-Lives](http://norfolk.gov.uk/article/42060/Shared-Lives)



# Bereavement

When the person you look after sadly passes away, it can be very difficult, because you may be coping with their loss and a huge change to your day-to-day routine, as well as carrying out sensitive tasks. This page has some advice on how to manage this.

## Bereavement

There are many complex emotions which you may face after the person you have looked after dies. It can often feel like there is not enough time to process these emotions as there are usually a lot of practical matters to deal with. Family and friends tend to be around more at this time. Often, it's only when all the practicalities have been handled and the people around you get back to their everyday lives, that you really start to focus on your own feelings.

As well as coping with the loss of the person you looked after, you may find you need to cope also with the loss of your caring role. If you are struggling to cope, it is important to talk about how you're feeling to trusted friends or family or let your doctor know. It may also be helpful to seek support from specialist organisations. [Please refer to the Health & Wellbeing section of this handbook for information and guidance \(p28-31\).](#)

## Practical Tasks

There are often many practical matters to deal with when a person dies. Some of these will need to be organised by yourself or family and friends, and some will be arranged and undertaken by professionals.

## Register A Death

The Medical Certificate Cause of Death will generally be sent electronically by the doctor to your registrar. To register a death you usually need to visit a register office. You can make a telephone appointment in advance. If you prefer, your funeral director can usually register the death on your behalf. The registrar will then post the death certificate to you.

## Tell Us Once

Once the death is registered, you can use the Tell Us Once service. This service tells several government organisations and departments when you register a

death. This includes HMRC, the Passport office, the DVLA, the Department for Work and Pensions and your local council. A registrar will explain the Tell Us Once service when you register the death. If the Coroner is involved, the Coroner's office will send you the Tell Us Once details. The webpage detailed below also notes other people or organisations you may need to contact.

### Norfolk County Council

0344 800 8020

[norfolk.gov.uk/tellusonce](https://norfolk.gov.uk/tellusonce)



## Bereavement Support Payment

You may be able to apply for a Bereavement Support Payment if your spouse or civil partner has died. You must be under state pension age. The benefit is not means tested.

### UK Government

0800 151 2012

[gov.uk/bereavement-support-payment](https://gov.uk/bereavement-support-payment)



## Funeral Arrangements

A funeral can be arranged once you have the death certificate. The person who has died may have

advised you of their wishes or left you with instructions for the type of ceremony they would like and whether they would prefer a burial or cremation.

They may have prepaid for their funeral, or perhaps they had life insurance that would cover the cost. Information related to this may have been left in their Will. If they haven't left instructions then it would be up to the person's family or friends to arrange, with or without the help of a funeral director.

The funeral director would offer guidance and support and advise you on the options available. You may have a local funeral director or one which has been suggested to you. However, it is important that the director you choose belongs to one of the two UK trade associations for funeral directors: National Association of Funeral Directors (NAFD) or the Society of Allied and Independent Funeral Directors (SAIF).

If you decide upon a non-religious funeral you might prefer to use a non-religious celebrant. A celebrant is someone who works with the deceased person's family and friends to conduct a ceremony

# .....Bereavement

tailored to their beliefs and/or preferences. For more information please see the details below for the Institute of Civil Funerals. Funerals can be expensive, so it's important to check a price list and not to sign anything until you are sure you want to use the service. It may be worth comparing the prices of different funeral homes.

Once you've chosen, ask to see a written estimate with a breakdown of all the costs. You might be able to get help with the cost of the funeral if you are receiving benefits. Please find details in the links below.

## UK Government

0800 083 1148

[gov.uk/funeral-payments](http://gov.uk/funeral-payments)



## Institute Of Civil Funerals

01480 861411

[iocf.org.uk](http://iocf.org.uk)



## Funeral Directors Register

[funeraldirectorsregister.com](http://funeraldirectorsregister.com)



## Financial Affairs

Everything owned by a person who has died is known as their estate. The estate may include: money, money owed to the person

who has died, shares, property and personal possessions. If the person who died owes money, this will be taken from the estate.

The person/s arranging the financial affairs of the deceased are either an executor or an administrator. An executor is someone who is named in the Will as responsible for dealing with the estate. An administrator is someone who is responsible for dealing with an estate under certain circumstances, for example, if there is no Will.

For more information you could speak to the Citizens Advice Bureau or a legal representative.

## Citizens Advice Bureau

0800 144 8848

[citizensadvice.org.uk](http://citizensadvice.org.uk)



## Life After Caring

Having spent time caring for someone else, you may have put the needs of the person you were supporting before your own. It is now really important to look after yourself and let other people look after you. If you have lost touch with people, you could speak to Carers Matter Norfolk to see if there are any Carer Groups in your

local area that help support past Carers. Alternatively, you might like to explore what types of community groups are available in your area.

You could also volunteer if you have time to spare. As well as offering much needed help to local people and organisations, this can be a great social activity, and can be a good way to meet new people in your local area. Volunteering opportunities can range from befriending people, helping out in a charity shop, or supporting a local conservation or historical project.

You may feel that you would like to refresh skills that you have not used for a while, or learn something completely new. You might have gained new skills or interests from your caring role that you also want to pursue. Taking a course can also be a great way to meet new people. Some people who are no longer a Carer may wish to increase their employment or return to work. [You can find out details about employment in the 'Your Skills & Employment' section \(p20-21\).](#)

## Voluntary Norfolk

07739 516379

[voluntarynorfolk.org.uk](http://voluntarynorfolk.org.uk)



## Carers Matter Norfolk

0800 083 1148

[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)  
[carersmatternorfolk.org.uk](http://carersmatternorfolk.org.uk)



## Grief Support

When you lose someone close to you, you might feel many different things. Grief and mourning are a normal part of bereavement.

The information within the links below will help you to find support if you have lost someone or if you are helping someone else cope with a bereavement.

## Norfolk County Council Grief Support Information

[norfolk.gov.uk/article/42551/Bereavement-support](http://norfolk.gov.uk/article/42551/Bereavement-support)



## Norfolk County Council Grief Support For Children, Young People & Parent Carers

[norfolk.gov.uk/42556](http://norfolk.gov.uk/42556)



## Cruse Bereavement Support

0808 808 1677

[cruse.org.uk](http://cruse.org.uk)



# Online Apps

## NHS APP & Proxy Access

As a Carer, you may be able to add someone to your NHS App. This is sometimes called having a linked profile or having proxy access. Your GP surgery will need to set up access. Both you and the person you look after need to be patients at the same surgery. Your GP surgery can guide you through registration. You can then manage services for that person, including making appointments and requesting repeat prescriptions, using the NHS App or by logging in through the NHS website.

**NHS App**  
[nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access](https://nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access)



## Ask Cora

Ask Cora is a new AI-powered WhatsApp digital assistant, from Norfolk County Council, providing around-the-clock access to information, guidance and resources specifically for Unpaid Carers living in Norfolk. Information it provides is taken from the Norfolk County Council webpages and key partners such as Carers Matters Norfolk. Users can access Cora by scanning the QR code below, or by saving the telephone number below as a contact in your phone, then sending a WhatsApp message to start asking questions.

**Ask Cora**  
[norfolk.gov.uk/article/70394/Ask-Cora-digital-support-for-unpaid-carers](https://norfolk.gov.uk/article/70394/Ask-Cora-digital-support-for-unpaid-carers)



# Key Contacts

## Adult Social Care Norfolk County Council

0344 800 8020

[norfolk.gov.uk/article/41736/care-support-and-health](https://norfolk.gov.uk/article/41736/care-support-and-health)



## Integrated Care Board (ICB) Carers Webpage

[improvinglivesnw.org.uk/our-work/healthier-communities/carers-support](https://improvinglivesnw.org.uk/our-work/healthier-communities/carers-support)



## Norfolk Swift Response

0344 800 8020

[norfolk.gov.uk/article/41830/help-at-home-from-Norfolk-Swift-Response](https://norfolk.gov.uk/article/41830/help-at-home-from-Norfolk-Swift-Response)



## Children & Families Norfolk County Council

0344 800 8020

[norfolk.gov.uk/helpforfamilies](https://norfolk.gov.uk/helpforfamilies)



## Young Carers Norfolk County Council

0344 800 8020

[norfolk.gov.uk/article/42008/young-carers-and-families](https://norfolk.gov.uk/article/42008/young-carers-and-families)



## Carers Matter Norfolk

Support service for adults  
0800 083 1148

[carersmatternorfolk.org.uk](https://carersmatternorfolk.org.uk)  
[info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk)



Support service for Young  
Carers and Families  
0800 083 1148

[youngcarersmatternorfolk.org](https://youngcarersmatternorfolk.org)  
[info@youngcarersmatternorfolk.org](mailto:info@youngcarersmatternorfolk.org)



## Non Emergency

111 - NHS urgent help - Use this for urgent medical advice when it is not a life-threatening emergency.

101 - Non-emergency - Use this for reporting non-urgent crimes, making enquiries, or giving information to the police.

Crimestoppers - Report a crime anonymously by calling 0800 555 111.

105 - Power cuts - reporting line.

# Checklist

Here you can tick off services and initiatives listed in this handbook once you have signed up for them, as an aid to help you remember to do so.

- |                                |                          |                                      |                          |
|--------------------------------|--------------------------|--------------------------------------|--------------------------|
| Carers Assessment (p6)         | <input type="checkbox"/> | Priority Services Register (p23)     | <input type="checkbox"/> |
| Carers Identity Passport (p13) | <input type="checkbox"/> | NHS Health Check (if eligible) (p29) | <input type="checkbox"/> |
| Carers Emergency Plan (p32)    | <input type="checkbox"/> | Planning Ahead Documents (p36)       | <input type="checkbox"/> |
| Register as a Carer with GP    | <input type="checkbox"/> |                                      |                          |

# Young Carers

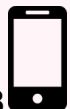
## AND THEIR FAMILIES

### ARE YOU A YOUNG CARER?

A Young Carer is someone aged under 18 who cares for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. This could include practical tasks, emotional support, or looking after siblings. Caring can start from the age of 5 or even earlier. This section of the Carers Handbook will explain who you can ask for the support you may need.

### BE IDENTIFIED

Carers Voice have worked together with Young Carers, Young Carers Matter and Norfolk County Council to produce a tailored version of the Carers Identity Passport for Young Carers. The back of the Carers Identity Passport for Young Carers includes four images which Young Carers can use to communicate their requirements discreetly, within an educational setting.



[carersvoice.org/carers-identity-passport/](https://carersvoice.org/carers-identity-passport/)



### YOU HAVE THE RIGHT TO

- **A YOUNG CARERS NEEDS ASSESSMENT**
- **A MY TAP (TRANSITION ASSESSMENT & PLAN) - 14+ YEARS OLD**
- **SUPPORT FOR YOU AND YOUR FAMILY TOGETHER**

As a Young Carer or a Young Adult Carer you have a right to be supported and to get the help you need. You have these rights whether you look after someone every day or from time to time.

#### You shouldn't be doing a caring role that:

- makes you feel worried, sad or lonely.
- makes your health worse.
- means that you miss out on time with friends.
- means you don't do as well at school, college or university.
- stops you getting a job or keeping a job.
- stops you wanting to achieve your goals for the future.

# YOUNG CARERS NEEDS ASSESSMENT

## ALL YOUNG CARERS HAVE THE RIGHT TO HAVE A YOUNG CARERS NEEDS ASSESSMENT.

The assessment is an opportunity for you to talk about the care you're providing. It will help you and your family decide whether you should continue to provide care and what support you all need. It doesn't matter who you care for, how much, or what kind of care you provide. If caring is affecting your health, education, friendships or social life, you should ask for an assessment. You can request a Young Carers Needs Assessment by calling **0344 800 8020**.

You can request this for yourself as a Young Carer, or a parent or professional working with you can request it on your behalf. A member of the family support team will contact you to arrange a meeting with you and your family. You'll be able to talk to them on your own if you want, or with someone else there to support you. During the assessment, they'll talk about how caring affects you physically and emotionally. They'll discuss how it affects your progress at school, college or work, and how it affects your social life, friendships and leisure time. You will also be encouraged to think about and plan ahead for what to do in an emergency, by creating a Young Carers Emergency Plan (see page 32).

When an assessment is carried out, there is a duty to also consider the needs of the cared for person, the reason you are a Young Carer. This means that support may be planned for more than one member of your family, where this is needed.

This might involve different services and organisations including:

- Children's services

- Adult social services
- Your school, college or education provider
- Your doctor or nurse
- Your support worker.

If someone in your family needs help and support, you will be involved in creating and agreeing to, a support plan. You will be given a written copy of the assessment and support plan to keep. This is to make sure everyone is doing what they agreed (the who, what, and by when). Only people who need a copy of your assessment and plan will have one. The plan will include a date for a review to make sure the help and support is still working for you and your family.



**0344 800 8020**  
[norfolk.gov.uk/article/42008/young-carers-and-families](https://www.norfolk.gov.uk/article/42008/young-carers-and-families)



## MY TAP

My TAP stands for 'My Transition Assessment & Plan'. Young Carers become Young Adult Carers when they reach the age of 18. When you become an adult, the way you access and receive support and services will change. It's important to give yourself plenty of time to plan for your future and make sure you know about the support that will be available to you as an adult. To support the transition to adulthood, early planning can help, so you are entitled to ask for My TAP from 14 years old onwards (pre-GCSE). Where a plan is agreed this can be reviewed until you become an adult and with your consent shared with Adult Services where further support is needed. This will help you look at your choices and put together a plan before adulthood.

# YOUNG CARERS MATTER NORFOLK

## WHO ARE YOUNG CARERS MATTER NORFOLK?

Young Carers Matter Norfolk is a partnership between Voluntary Norfolk and the Benjamin Foundation. Together they seek to provide support to Young Carers and their families across Norfolk.

They have a team of Triage, Education and Family Support Workers who work with schools, families and Young Carers to ensure the right support is put in place for you.



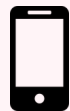
0800 083 1148  
[youngcarersmatternorfolk.org](http://youngcarersmatternorfolk.org)



# GET INVOLVED

## NORFOLK YOUNG CARERS FORUM

Norfolk Young Carers Forum (NYCF) gives Young Carers and Young Adult Carers the opportunity to raise awareness and make a difference about the issues that affect them and their families.



[caringtogether.org/support-for-carers/young-carers/nycf](http://caringtogether.org/support-for-carers/young-carers/nycf)



# EMERGENCIES

Fire, Police, Ambulance - **999**

Non life threatening medical - Including urgent Mental Health support (select the Mental Health option) - **111**

Non Emergency Norfolk Police - **101**

# MENTAL HEALTH

Taking care of someone can be tough, especially when it feels like there's barely any time for yourself. But looking after your own wellbeing is just as important as caring. The organisations listed can offer support and information on ways you can look after your mental health while supporting someone else.



Childline  
0800 1111  
[childline.org.uk](http://childline.org.uk)



Talking Therapies (16+)  
0300 123 1503  
[nandwtalkingtherapies.org.uk](http://nandwtalkingtherapies.org.uk)



Chat Health (11-19)  
Text - 07480 635060  
[justonenorfolk.nhs.uk](http://justonenorfolk.nhs.uk)



Young Minds  
[youngminds.org.uk](http://youngminds.org.uk)

## STAY SAFE ONLINE

- Don't give out your personal information to people you don't know
- Don't meet up with someone you have met online
- Don't accept emails, files, pictures or texts from people you don't know
- Do check out information before you believe it, not everything online is truthful.
- Do tell an adult you trust if something makes you feel uncomfortable or worried

# LOCAL SUPPORT

## THE FOLLOWING LOCAL ORGANISATIONS OFFER SUPPORT TO YOUNG PEOPLE WITHIN NORFOLK.



**Adult & Children Social Services**  
0344 800 8020  
[norfolk.gov.uk](http://norfolk.gov.uk)

Young Carers can speak to the Social Services team for support and also to report any concerns.



Scan me



**MAP**  
0800 0744454  
[map.uk.net](http://map.uk.net)

MAP provide information, advice, advocacy and support for young people aged 11-25 across Norfolk.



Scan me



**The Benjamin Foundation**  
01603 615670  
[benjaminfoundation.co.uk](http://benjaminfoundation.co.uk)

The charity helps young people deal with life challenges. Focus includes youth homelessness, helping families to build stronger relationships and wellbeing support and activities.



Scan me



**The Matthew Project**  
01603 626123  
[matthewproject.org](http://matthewproject.org)

Norfolk-wide support for young people who are affected by a family member's drug/alcohol use or those who are worried that their own drug/alcohol use is having an impact on them or others.



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**GYGYC - Great Yarmouth & Gorleston Young Carers**  
01493 650056  
[gygyc.co.uk](http://gygyc.co.uk)

Young Carers aged 5 to 21 are supported through the transitions faced from childhood to adulthood.



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**MTM Youth Services**  
[mtmyouthservices.jimdo.com](http://mtmyouthservices.jimdo.com)

MTM has been delivering quality Youth Work for over 13 years. Their current projects include Youth and Community Groups, Life Skills Sessions, Conservation Work, Intergenerational Projects, and much more.



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**Holt Youth Project**  
01263 710918  
[holtyouthproject.org.uk](http://holtyouthproject.org.uk)

Programmes for 7-16 year olds living in North Norfolk, who are suffering with anxiety, stress, emotional issues and those struggling with mainstream school.



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**Young Carers Matter Norfolk**  
0800 083 1148  
[youngcarersmatternorfolk.org](http://youngcarersmatternorfolk.org)

Young Carers Matter Norfolk seek to provide support to Young Carers and their families.



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# Together, the voice of Carers is stronger.

Carers Voice is an independent charity representing Carers in Norfolk and Waveney. Our mission is to improve the health and wellbeing of all Carers in Norfolk and Waveney. Through working together with Carers and services, we make sure that the voice of Carers is heard and listened to, meaning support and services are what Carers need and want. The ethos of Carers Voice is to work in co-production with Carers on all projects and is central to everything we do. We are a key part of the co-production process within the Integrated Care System in Norfolk and Waveney and provide guidance on areas of strategic change that will support Carers wellbeing.

Carers Voice Norfolk and Waveney have co-produced the Carers Handbook alongside Carers, from the beginning of the project through to publication. Carers feedback highlighted the need for such a handbook and we hope it will be very useful to everyone that uses it.

To sign up to Carers Voice and receive a monthly newsletter, meeting invites and opportunities to have your voice heard, please call 07932 095260, scan the QR code below or visit [carersvoice.org/carer-voice-membership](https://carersvoice.org/carer-voice-membership)



We would love to hear your feedback about the Carers Handbook. Please call 07932 095260 or visit the Carers Voice Feedback Centre to do so, using the following web link or the QR code below - [carersvoice.org/have-your-say](https://carersvoice.org/have-your-say)

