



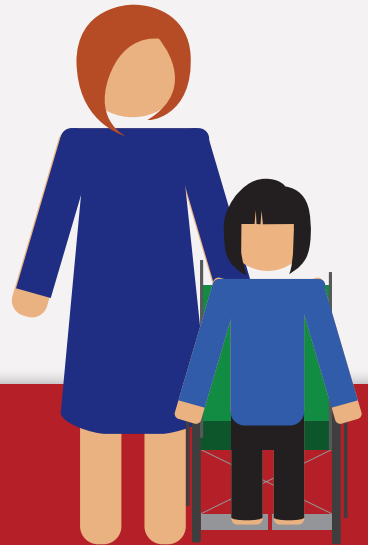
Gloucestershire

Carers

Hub



# What support is there for me as a Carer?



**We are here for you**  
**Call 0300 111 9000**



Gloucestershire Carers Hub is a commissioned service by Gloucestershire County Council and NHS Gloucestershire.

## Who are the Gloucestershire Carers Hub?

Gloucestershire Carers Hub provide a range of services for unpaid Carers over the age of 18 regardless of the age of the person you support and all of our services are free. We have outlined the services which we offer within this booklet.

### Do you support someone?

If you are supporting someone, emotionally, physically or both, you are a Carer even if you don't think of yourself as one.

### You are a Carer if you can answer yes to any of the below:

- I offer emotional support to someone – this could be in person or over the phone
- I offer physical support to someone – this could be support with personal care or supporting with moving around safely
- I sort out medication for someone – this could include reordering medication or collecting prescriptions
- I cook and clean for someone – this could include meal preparation, batch cooking or ordering food shops or meals to be delivered
- I pop in to check someone is ok – this could be daily or weekly
- I take someone to appointments – this could be taking someone to any medical or other appointments that they are not able to do themselves
- I support someone who has an illness or disability to live independently – this could be checking in on someone, supporting with planning tasks, etc.
- I support with daily care needs – this could be personal or emotional needs

### Registering as a Carer with us

It doesn't matter how many hours you support someone for or how long that person requires support.

It will just start with a conversation.

To register with the Hub, you can refer yourself via the website: <https://gloucestershirecarershub.co.uk/refer-a-carer/> or by calling 0300 111 9000.

You could also ask a professional to refer you to us if you would prefer to do so.

### What happens next?

When you complete the form it is a secure way to send all of your details across, this will ensure that the Triage team have all the information they need to register you and add you to the waiting list for a call.

We would advise to Add as much information as possible about yourself and your caring situation, this helps us to understand what support you may need before the call.

You will get an automatic email return to advise that the referral has been received.

The Triage Team will attempt to contact you on two separate days, and leave messages or an email when they can, so that you can call back when you are free.

After the second failed attempt, then we will send you an email or a letter, with contact details and an information leaflet to encourage you to get in touch.

If you can be contacted, then the Triage Advisor will talk to you and your caring role, and the impact it has on your life.

They will encourage you to talk about your strengths, to identify who is also able to help you and to think about plans that you can put in place in case something happened to you.

This conversation may be enough for you to access the support that you need. You can be given information, advice and guidance you need, or information

on courses or training that is on offer. Sometimes just talking to someone may be enough.

We can talk about plans you may already have in place in case something happened to you that stopped you from caring. These contingency planning conversations also will include talking through the options of the Carers Emergency Scheme levels.

If it is identified that a more formal Care Act compliant Carers Assessment should be done, or a carer requests further assessment, then you will be referred to the Key Worker team to complete this.

### What services can I access as a Carer?

These are some of the things that we may talk to you about. Some or all of the areas may not be relevant to your caring role.

#### Information, Advice and Guidance

Our friendly and experienced team are available to talk to. You can talk about your caring situation and they will offer a listening ear along with information, advice and guidance. This can include many topics such as general care advice, social care process, signposting or referral to other specialist services, benefits advice, community support and emotional support. Whatever you need to talk about they will listen and support you.

#### Carers Assessments

All of our assessments start with a conversation. There is an initial conversation which takes place via phone, with one of our highly trained, local team.

This conversation will offer any information, advice and guidance you might need, and the team may signpost you to some other organisations which might be able to support you as well as us. The team are on hand to talk about you and your caring role and no question is a silly one. This call can take as little as 10 minutes but is totally based around you and what you wish to share. We may feel that you need further intensive support or you may feel that you

want a further assessment to meet your needs.

Gloucestershire Carers Hub have the delegated responsibility to complete statutory Care Act assessments on the behalf of Gloucestershire County Council. You will be allocated to a Key Worker who will contact you to arrange to complete the Carers' Assessment with you. This will be done over the phone, by virtual platform or in person at a time and place that is convenient for you.

This assessment is your opportunity to talk freely and openly about you, how your caring role affects you and any hopes or aspirations you may have for the future. From this we will create a plan of actions, on how we will support and empower you to move forward.

After your assessment is completed, your Key Worker will create a plan that summarises all of the mutually agreed actions from the assessment. This will be known as your 'Support Plan'. A follow up review will be offered after 6 and 12 weeks to review progress against areas in this plan. During this time your Key Worker will be available, should you need them.

#### Carers Emergency Scheme

Do you have a plan in place if something were to happen to you for the person you support?

**Level 1** All Carers are eligible for Level 1 where you can identify a trusted person within your network who could take over your caring role for a short or longer period of time (this could be a neighbour, friend or family member).

**Level 2** is available to Carers where the person who is supported by you is over 18 years old, and has complex care needs, and a trusted person would be unable to take on the care. This can result in up to 48 hours of domiciliary care being provided in your own home in an emergency. Support would be available to advise the Adult Social Care teams that there was an emergency situation to allow care to be put in place.

### **Buddy Up**

Buddy Up is a peer support scheme where you can increase your support network. Buddy Up enables you to find like minded people for companionship and support.

### **Training, Skills and Development**

Our free training, skills and development opportunities vary from physical activities, general information, and specific information sessions. These sessions also give you the opportunity to meet other Carers and share experiences. The programme changes and is developed with Carer's feedback. Why not try something new?

### **'Be Empowered' Programme**

'Be Empowered' is a series of awareness raising and information sessions to provide you with the opportunity to refresh your skills and understanding of recognising your strengths and abilities. These sessions also give you the opportunity to meet other Carers and share experiences.

### **Health and Wellbeing**

For some carers we can offer health and wellbeing sessions where you can engage in six focused sessions where you can review your own wellbeing and you can be supported in goal setting. You have weekly sessions with an advisor to work through your progress with achieving your goals.

### **Emotional Wellbeing**

You can access both therapeutic counselling or the 'Emotional Wellbeing Pathway for Carers', which supports carers who may be experiencing the ending of their caring role, or other significant change. Both are run by external providers.

### **Health Liaison**

Our Health Liaison workers work in alongside with health professionals to ensure You are supported through health services and your experiences of services are heard and fed back to the relevant trust.

### **Carer Aware Discount Scheme**

You can access discounts and special offers on a range of services such as refreshments, food outlets, gyms, etc. The Carer Aware discount card also gives you a discrete way of evidencing your caring role for existing concessions that maybe offered.

### **Carer Cafes**

There are a number of Carer Cafes around the county which you can come along to and meet with other Carers and talk about your experiences.

### **Volunteering**

Volunteering with us gives you the opportunity to support other people in your community who may also be supporting someone. There are a number of roles available to provide support to others.

**More information can be found by contacting us on:**

Telephone: **0300 111 9000**

Email: **carers@peopleplus.co.uk**

Website:  
**www.gloucestershirecarershubs.co.uk**