



# CARERS DEVELOPMENT PROJECT

## FOR HARBOROUGH DISTRICT

We are the Carers Development Project providing carers with a local contact who can supply information, advice and support.

You can contact us at

Carers Development Project  
South Leicestershire CVS  
The Settling Rooms  
St Mary's Place  
Market Harborough  
Leicestershire  
LE16 7DR

Tel: 01858 439263/2

Email: [momalley@slcvs.org.uk](mailto:momalley@slcvs.org.uk)

Maureen O'Malley, Carers Development Worker  
Jacqui Mowson, Carers Service Assistant

## **LOCAL CARERS SUPPORT GROUPS**

### **Carers Break**

This group meets on the fourth Thursday of each month from 1.30 pm – 3.00 pm at Bower House, 32 Coventry Road, Market Harborough.

The group meets for discussions, guest speakers, fun activities, letting off steam, sharing information and experiences, and just chatting. Refreshments are served. If you are a carer and feel you need a regular break, want to meet others in a similar situation in a friendly environment – why not come along.

Help is available with transport and sitting services. Please call Maureen O'Malley or Jacqui Mowson on 01858 439263/2 for more information.

### **Mental Health Carers Support Group**

This group meets on the second Wednesday of each month from 10.30 am – 12 noon at Bower House, 32 Coventry Road, Market Harborough.

If you care for a friend, relative or partner with Mental Ill Health and would like to meet others in a similar situation, sharing experiences and friendship can ease the feeling of having to cope with it all on your own. The group meets for discussions, guest speakers, training about Mental Health problems and just chatting.

Help is available with transport and sitting services. Please call Maureen O'Malley or Jacqui Mowson on 01858 439263/2 for more information.

## **Alheimers Disease Society Support Group**

The above support group meets every second Thursday of each month from 1.30pm – 3.00pm at Brooklands Day Centre, Market Harborough. It provides support, information and self help for those caring for people with Alzheimer Disease. Contact Vivienne Dickens on 0116 270 2193 for more information.

## **Lutterworth & District Carers Support Group**

This group meets on the fourth Wednesday of each month at 7.00pm at Hazeland Court, Guthlaxton Avenue, Lutterworth (Guthlaxton Avenue is at the rear of the Morrison's supermarket).

Many subjects are discussed at this group including Welfare rights, home care assistance and changes in care and the community.

For more information contact Gill Ribton on 01858 880629.

## **Parkinson's Disease Support Group**

This group has been set up by the Parkinson's Disease Society. It meets on the fourth Friday of every month from 1.30 pm – 3.30 pm at The Congregational Church Hall Lounge, Bowden Lane, Market Harborough.

For more information please contact Jo Mansfield, Parkinson's Disease Society, on 0116 259 3600,

# **BEING A CARER**

## **Who is a carer?**

A carer is someone of any age whose life is affected by the need to help another person with daily living.

## **Local Authority Definition:**

Leicestershire County Council have a number of definitions that include:

‘A carer is someone who has the responsibility for providing or arranging care for someone else who, because of long term illness, disability or old age is not able to care for himself or herself’.

They also state that a carer can be:

- A parent
- A son or daughter
- A brother or sister
- A husband or wife or partner
- A relative, friend or neighbour

The care they provide can include such things as:

- Nursing care, therapy or treatment
- Personal care
- Emotional support
- Assisting with mobility
- Financial management
- Domestic support
- Supervision

## **Government Definition:**

The government defines a carer as:

‘Someone who provides or intends to provide a substantial amount of care on a regular basis for a disabled, ill or elderly person’, The Carers (Recognition & Services) Act 1995 Leicestershire County Council defines ‘substantial amount’ as 10 hours or more per week.

## **GETTING HELP - ASSESSMENTS**

Carers often find it difficult to cope alone. They also find it hard to get help. There is a wide range of services that might be useful to carers. The important thing is to know where and how to access those services. One way is to ask your Social Services Dept for a 'Community Care Assessment' and/or a 'Carers Assessment'.

### **What is an Assessment? Is it some sort of test?**

- It is NOT about testing your ability to care. It's a tool used by Social services to look at your situation and to seek ways to support the person you care for and your caring role.
- It will look at what help the person you care for needs, to be able to stay at home.
- It will look at what will help you to have a break, if you need one or at ways to take on some of the work you find the most difficult, perhaps.
- It should also look at what will happen if an emergency arises and you cannot continue caring for a while - perhaps in times of illness or following an accident.

### **What help is available?**

This varies according to what you need, but some examples have been:

- Regular planned breaks from caring.
- In some circumstances, cash help may be given in place of a service or as part of a special scheme to help carers to take a break from caring.
- Help getting the person you care for in and out of bed, washed and dressed or undressed.
- Information about support groups for you and/or the person you care for.
- Adaptations or special equipment to help the person you care for to be as independent as possible, or to minimise the help you need to give.

## **Will I be charged for any services?**

Possibly. Some services are charged for or may involve a part payment. As part of the assessment, the Social Worker will check your income to set the amount you will have to pay. It also depends on whom the service is for. If the service is for the person you care for, they may be asked to pay for that service, while you may be asked to contribute towards any service that you need. You may also be entitled to benefits which are intended to help pay towards these services. You may want to take advantage of the Direct Payments Scheme.

## **How do I get an Assessment?**

You can ask for an assessment at any time – just contact your local social services dept and ask for the Access Team Duty Officer. This is the first point of contact and the duty officer will take all the necessary details. If possible, they will help you at this stage. If your situation is more complex, they will transfer you case to a specialist team.

## **It all sounds very complicated. I don't think I'll bother!**

You don't have to do this alone! It's really important that you receive the services you need. It will help you to cope longer and help to protect your health, as well as helping the person you are caring for.

That's why there are people who can help you to work with the Social Services and other organisations that are there to offer their support. The people who can help are known as Advocacy Services. These services are there to help explain the systems to you, help you put your views across and to make sure you have all the information you need so that you can make more informed choices about the services you need. Most can also offer help with benefits information too.

You will find contact numbers in this pack or on request.

## **HELP AT HOME**

To receive help at home contact your local Social Services department or one of the other organisations that can offer personal, practical, social or domestic support at home. In some cases they may be able to offer you a sitting service to give you a break.

### **Age Concern Home Care Services**

Tel: 0116 299 2233

Website: [www.ageconcernleics.com](http://www.ageconcernleics.com)

### **Crossroads Caring for Carers**

Crossroads offer a carers support scheme, offering support in the home, personal care, practical care and emotional support. Contact direct or through Social Services or your District Nurse.

Tel: 01455 555575

Email: [sleicester.crossroads@care4free.net](mailto:sleicester.crossroads@care4free.net)

### **Leicestershire County Council - Social Services**

Brooklands, Northampton Road, Market Harborough, Leics LE16 9HE

Tel: 01858 465331

If you need help with cleaning or want to employ a care agency yourself, then Social Services have lists of Cleaning Agencies and Care Agencies.

You can also find [Cleaning Services – Domestic, and Ironing and Laundry Services](#) in the [Yellow Pages](#)

### **British Red Cross Disabled Living Centre**

The Disabled Living Centre gives advice on all types of equipment to aid disabled people and their carers. They work closely with Social Services in the assessment of a person's needs.

Information line: 0116 270 0515

Email: [dlcinfo@redcross.org.uk](mailto:dlcinfo@redcross.org.uk)

# HEALTH

## NHS Direct

This service is staffed by qualified nurses and operates a 24hour service. They can offer advice on a range of medical matters and whether to stay at home, call a GP or go to Accident and Emergency.  
Tel: 0845 4647

## Out of Hours Service

When your doctor's surgery is closed phone: 0845 045 0411

## Patient Advice and Liaison Service

This is a service provided by the South Leicestershire NHS Primary Care Trust for when you need advice, have concerns or don't know where to turn to for support.

South Leicestershire PCT

The Rosings

Narborough

Leicester LE19 3EG

Tel: 0116 286 1764

## Hospitals

Glenfield General Hospital	0116 287 1471
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Leicester General Hospital	0116 249 0490
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Leicester Royal Infirmary	0116 254 1414
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LOROS Hospice	0116 231 3771
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## Healthy Harbrough Walks

Local walks are organised by Nicy Turney, Promoting Health coordinator on 01858 821034.

# BENEFITS

Many carers experience financial difficulty as a result of caring. This can be due to a loss of earnings or additional costs, which may involve. However there are government benefits for carers, or the people they care for may be able to claim.

## Carers Allowance

Carers Allowance is the only benefit that is specifically for the carer. It is a weekly benefit that can also entitle you to the Carers Premium for Income Support, Pension Credit, Housing Benefit and / or Council Tax Benefit. If you are of working age your pension rights are protected. The Carers Allowance also entitles you to an additional pension, the State Pension.

## Income Support (IS)

This benefit may be paid to you if your income falls below the level, which the government estimates you need to live on.

- It may include help with mortgage interest payments
- It cannot be paid to you if you are working 16 hours or more per week
- It is means tested. This means that if you have savings or other money coming in, it may be taken into account.
- It entitles you to NHS treatment and prescriptions
- Couples living as husband and wife are assessed together when Income Support is calculated.

## Take A Break

The 'Take a Break' Carers Special Grant is available for carers who look after an adult (18 years or over) who is not able to care for themselves.

For more information or to apply contact:

- Leicestershire County Council 0116 232 3232
- Voluntary Action for Oadby & Wigston 0116 281 0026
- CLASP The Carers Centre 0116 251 0999

## **Disability Living Allowance (DLA) and Attendance Allowance (AA)**

Disability Living Allowance is for people under 65 with personal care and/or mobility needs.

Attendance Allowance is for people aged 65 or over who need help with personal care.

If you have health problems of your own, you can receive DLA or Attendance Allowance even if you are a carer.

### **Organisations providing help with benefits**

Benefits Enquiry Line	0800 882200
CLASP The Carers Centre	0116 251 0999
Social Services Welfare Rights for Carers	0116 278 7111
Citizens Advice Bureau (CAB) CAB in the area can offer free, confidential advice on a range of matters, including benefits, employment matters, housing, legal and consumer issues.	
Harborough District CAB	01858 466850
Lutterworth CAB	01455 555560
Leicestershire Welfare Rights Advice Line	0116 277 9496
Age Concern Wigston Benefits Advice	0116 288 5203
Age Concern Leicestershire	0116 299 2233
Works and Pensions	0845 6060265
For D.L.A. or A.A	0845 7123456

## TRANSPORT

If you are a carer, you may be entitled to help with transport. There are many services, which can provide practical help and parking schemes, plus concessionary rated fares for travel. For further advice, contact the appropriate numbers shown below.

### **The Blue Badge Scheme**

Social Services Dept, County Hall, Glenfield, LE3 8RL

Tel: 0116 265 7584.

Email: [information@leics.gov.uk](mailto:information@leics.gov.uk)

### **Disabled Traveller Railcard Office**

Offers concessionary rates to the disabled persons and their carers.

PO Box 163, Newcastle Upon Tyne, NE12 8WX

Tel: 0191 2188103

### **Volunteer Drivers (Market Harborough Volunteer Centre)**

Market Harborough Volunteer Centre's Social Care Scheme is a transport service provided by volunteer drivers using their own cars. It serves those who live and around Market Harborough, Kibworth and Fleckney.

The Settling Rooms, St. Mary's Place, Market Harborough,  
Leicestershire, LE16 7DR

Tel: 01858 468499

Email: [info@volunteering-harborough.org](mailto:info@volunteering-harborough.org)

### **Concessionary Travel for the Elderly or Disabled**

Dept of Planning & Transportation Leics County Council

County Hall, Glenfield, LE3 8RJ

Tel: 0116 2657177

Email: [information@leics.gov.uk](mailto:information@leics.gov.uk)

### **Arriva Fox County**

PO Box 613

LE4 8ZN

Traveline: 0870 6082608

Website: [www.arriva.co.uk](http://www.arriva.co.uk)

### **National Express**

National phone line: 08705 808080 open 8am-10pm

Website: [www.gobycoach.net](http://www.gobycoach.net)

# HOLIDAYS

There are a number of schemes to help facilitate and provide a holiday.

## **Assistance Travel services Ltd**

Specialises in arranging holidays for people with disabilities and their families.

Open Monday – Friday 9am-5pm

1 Tank Lane, PURFLEET, Essex RM19 1TA

## **Groom Holidays**

Tel: 01446 771311

Website: [www.groomsholidays.org.uk](http://www.groomsholidays.org.uk)

Email: [holidays@johngrooms.org.uk](mailto:holidays@johngrooms.org.uk)

## **Leicestershire & County Convalescent Homes Society**

Tel: 0116 262 0617

## **Royal Association for Disability and Rehabilitation (RADAR)**

Provides a 'Holidays in Britain & Ireland' book. The book can be viewed on the website.

12 City Forum, 250 City Road, LONDON, EC1V 8AF

Tel: 0207 2503222

Email: [radar@radar.org.uk](mailto:radar@radar.org.uk) Website: [www.radar.org](http://www.radar.org)

## **Vitalise UK Breaks**

Caters for people with disabilities and their carers.

0845 345 1970 Website: [www.vitalise.org.uk](http://www.vitalise.org.uk)

## **Winged Fellowship**

Provide holiday & respite for those with severe physical disabilities.

Shap Road, KENDAL, Cumbria, LA9 6NZ

Tel: 0845 3451970

Email: [holidays@wft.org.uk](mailto:holidays@wft.org.uk) Website: [www.wft.org.uk](http://www.wft.org.uk)

# RESPIRE

CLASP (The Carers Centre) have produced a 'FREE' Respite Directory for carers of older adults (65yrs+), call: 0116 2510999 for your copy.

## **Age Concern-Residential Nursing Care Advisory Service**

Tel: 0116 299 2274 Email: [Barbara.deering@ageconcernleics.com](mailto:Barbara.deering@ageconcernleics.com)

## **Centre for Deaf People**

135 Welford Road, LEICESTER, LE2 6BE

Tel: 0116 257 4800 Email: [admin@cdfleicester.org.uk](mailto:admin@cdfleicester.org.uk)

## **Crossroads**

Can provide home trained care attendants to give you a break.

Wycliffe House, Gilmorton Road, Lutterworth, LE17 4DY

Tel: 01455 555575 Email: [sleicester.crossroads@care4free.net](mailto:sleicester.crossroads@care4free.net)

## **Holiday Care**

Tel: 0845 1249971

## **LOROS Leicestershire & Rutland Hospice**

Groby Road, LEICESTER, LE3 9QE

Tel: 0116 231 3771

## **Leicestershire County Council - Social Services**

Brooklands, Northampton Road, Market Harborough

Tel: 01858 465331. Out of hours number 0116 255 1606

Or telephone County Hall, Glenfield on 0116 232 3232

## **MENCAP Family Adviser service**

Tel: 0116 251 0011 Website: [mencap.org.uk](http://mencap.org.uk)

## **MOSAIC**

2 Richard III Road, LEICESTER, LE3 5QT

Helpline: 0116 262 6900 Email: [mosaic@totalise.co.uk](mailto:mosaic@totalise.co.uk)

## **VISTA (Royal Leicestershire, Rutland & Wycliffe Society for the Blind)**

Duty desk: 0116 249 0909 Email: [info@vistablind.co.uk](mailto:info@vistablind.co.uk)

## **USEFUL ORGANISATIONS AND CONTACTS**

### **Age Concern Leicestershire & Rutland**

Tel: 0116 299 2233

### **Age Concern Lutterworth**

Provides social activities and transport  
Contact Martin Allen on 01455 557116

### **Alzheimers Disease Society**

Provides support, information and a self help group for those caring for people with Alzheimers Disease  
Contact Vivienne Dickens on 0116 270 2193

### **Asian Families Support Group**

Tel: 0116 2710359

### **Autism Helpline**

Tel: 0870 6008585

[www.nas.org.uk](http://www.nas.org.uk)

### **British Red Cross Disabled Living Centre**

Tel: 0116 270 0515

### **British Red Cross - Special Needs Family Support**

Tel: 0116 262 9636

### **Carefree (for young Carers under 18yrs)**

Tel: 0116 286 7182

Email: [carefree@barnados.org.uk](mailto:carefree@barnados.org.uk)

### **Carersline (10am – 12 noon and 2 – 4pm)**

Tel: 0808 8087777

**Carers UK (a National Organisation providing a range of information)**

Tel: 0207 4908818

[www.carersline.ork.uk](http://www.carersline.ork.uk)

### **Citizens Advice Bureau - Lutterworth**

Wycliffe House, Gilmorton Road, Lutterworth, Leics, LE17 4DY

Tel: 01455 555560

**Citizens Advice Bureau – Harborough District**

11a St Mary's Road, Market Harborough, Leicestershire

Tel. 01858 466850

Open 10 am – 12.30 pm Mon, Tues, Fri and 5 pm – 7 pm Thurs

**Coping with Cancer**

Tel: 0116 223 0055

Helpline: 0116 223 0020

**CLASP The Carers Centre (Advocacy, Information & Support)**

Tel: 0116 2510999

Email: [Leicester.carers@virgin.net](mailto:Leicester.carers@virgin.net)

**Community Mental Health Team – Harborough area**

Social Services Dept, Brooklands, Northampton Road, Market

Harborough, Leics

Tel: 01858 465331

**Community Mental Health Team – Lutterworth area**

Tel: 0116 225 5700

**Crohns Disease (National Association)**

Tel: 020 89496209

**CRUSE (Bereavement support)**

Helpline: 0116 262 7440

**Disabled Living Foundation (shopping addresses)**

Tel: 0870 6039177

**Fairdeal (information and advocacy for disabled people)**

Tel: 0116 225 2052

**Health Promotions Co-ordinator**

Contact Nicy Turney Tel: 01858 821033

**Homestart (support for parents with children under 5yrs)**

Tel: 0116 270 9009 Email: [info@home-start-leicester.org.uk](mailto:info@home-start-leicester.org.uk)

Free Information Line

**Huntingdon's Disease Support Group**

Tel: 0116 2849180

**Jigsaw (support for children with Autism & Aspergers Syndrome)**

Tel: 0116 287 6747

**LAMP (Leicestershire Mental Health Project)**

Tel: 0116 255 6286                      [www.lampdirect.org.uk](http://www.lampdirect.org.uk)

**Leicestershire County Council Social Services**

Local office Bassett Street South Wigston: 0116 2787111  
County Hall: Tel: 0116 232 3232

**Leicestershire AIDS Support Services (LASS)**

Tel: 0116 255 9995

**Leicestershire Care On Line**

Tel: 0116 265 7538                      [www.leicscareonline.org.uk](http://www.leicscareonline.org.uk)

**LOROS (Leicestershire and Rutland Hospice)**

Tel: 0116 231 3771

**MENCAP (Royal Society for Mentally Handicapped Children & Adults)**

Tel: 0116 251 0011                      Email: [Leicester@mencap.org](mailto:Leicester@mencap.org)

**Member of Parliament Edward Garnier**

House of Commons, London SW1A 0AA  
[www.edwardgarnier.co.uk](http://www.edwardgarnier.co.uk)

**Menphys SOS (Children with a physical or learning disability)**

Tel. 01455 894880

**MOSAIC (information & advocacy service for the disabled)**

Helpline: 0116 262 6900

**Motor Neurone Disease Society**

Tel: 0845 7626262

**Multiple Sclerosis Society**

Tel: 01536 506260

**NHS Direct**

Tel: 0845 4647

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**Parent & Carers Council**

Tel: 07968 857598

Email: [parents@aol.com](mailto:parents@aol.com)  
[www.parent-cc-co.uk](http://www.parent-cc-co.uk)**Parent Partnership Service (Parents who need extra support for their child at school)**

Tel: 0116 271 4137

[www.leics.gov.uk/education](http://www.leics.gov.uk/education)**Parkinsons Disease Society**

Tel: 0116 259 3600

**Patient Advice and Liaison Service (PALS – health issues)**

Tel: 0116 286 3178

**Princess Royal Trust for Carers**

Tel: 0207 4807788

Email: [info@carers.org](mailto:info@carers.org)/  
[help@carers.org](mailto:help@carers.org)**Rainbow's Children's Hospice**

Tel: 0116 254 9346

[www.rainbows.co.uk](http://www.rainbows.co.uk)**Rethink (helping everyone affected by severe mental illness)**

Tel: 0116 251 4416

Tel: 0845 4560455

[www.rethink.org](http://www.rethink.org)**Rethink FOCUS LINE (open 5 pm – 1 am daily)**

Tel: 0800 0272127

**SAMARITANS**

Tel: 0845 7909090

**Society for the Blind**

Tel: 0116 2490909 extn 2207

## **Special Needs Family Support Group**

Tel: 0116 2710359

## **Stroke Association**

Tel: 0845 3033100

Local Contact:: 0115 9857868      Email: [cbell@stroke.org.uk](mailto:cbell@stroke.org.uk)

## **Victim Support Market Harborough**

C/o Police Station, Fairfield Road, Market Harborough, Leics

Contact: Penny Porter

Tel: 01858 431390

Email: [albf94@uk.uumail.com](mailto:albf94@uk.uumail.com)

## **Victim Support**

Tel: 0116 258 0678

## **VISTA (for the visually impaired)**

Tel: 0116 249 8811

Email: [info@vistablind.org.uk](mailto:info@vistablind.org.uk)

## **Voluntary Centre – Market Harborough**

The Settling Rooms,

Tel:

Email: [admin@vaow.org.uk](mailto:admin@vaow.org.uk)