

Carers' information



Foreword

There are over 6million carers in the UK, which saves the economy £87billion per year. In Manchester alone, 55,000 carers provide unpaid support for a relative, friend or neighbour – so isn't it time that carers received the support they need?

This booklet has been written to provide essential information for carers and those who work with carers in Manchester. It is a tool with which every carer should be equipped in order to find out about their rights, vital services, benefits, and much more.

This booklet has been co-ordinated by Manchester City Council Adult Social Care and has been supported by the Carers Strategy Group.

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Are you a carer?

Sometimes one of the hardest things to do as a carer is to *realise* you are a carer. Once you do, you can take your first steps towards getting the information and support you need.

You are one of Manchester's 55,000 carers if:

- You support a relative, friend or neighbour due to
 - physical or mental illness
 - age
 - physical or learning disability
 - substance misuse, including alcohol and drugs
- You are not paid for the support you provide
- You are a Manchester resident.

Many carers have thoughts and worries that stand in the way of them getting the support they are entitled to. All carers deserve support, so don't let your worries stand in your way:

I don't live with the person I support – I don't even visit them every day.

Being a carer does not mean you have to be living with the person you care for or provide care 24 hours a day. 'Caring' can take on a variety of forms, including preparing meals, doing shopping, taking someone to appointments, managing finances, bathing or toileting, giving medication, giving emotional support, and doing laundry.

**It is my duty as a mother/husband/brother/
daughter-in-law/friend etc to provide care. I would
feel guilty about getting help to provide that care.**

Carer's services are there to support you to continue to care, not to replace the care that you decide to provide. There are many types of services, without which many carers reach a point where they feel unable to carry on caring. In the words of a carer: "If you don't look after yourself, how can you possibly look after somebody else?"

**There won't be anything for me; I know what
'support services' means!**

With over fifty services for carers in the city, there are many ways to get the information and support you need, some of which may just surprise you! Turn the page to find out more about services that are waiting for your call, including breaks away, respite care, financial support, support groups, pampering and beauty therapies, advice and advocacy, and education and training.





Carer's support: a guide to services

Key to service areas/catered-for conditions

Learning Disability 

Mental Health 

Older People 

Parent Carers 

Physical Disability 

Substance Misuse 

Young Carers 

All 

Service areas are also listed in more detail in each entry.

Active Therapy Team SMTR (formerly SMUHT – South Manchester University Hospitals NHS Trust)

ALL

For all carers.

Tel: 0161 217 4920

Admiral Nurse Team

MH

OP

For carers of people with dementia, as well as service for the cared-for person.

Tel: 0161 257 3447

Web: www.fordementia.org.uk and www.mhsc.nhs.uk

African and Caribbean Care Group for the Elderly

OP

For carers of African or African-Caribbean origin caring for older people.

Tel: 0161 226 6334

Web: www.accg.org.uk

African and Caribbean Mental Health Services

MH

For carers of African or African-Caribbean origin caring for people with mental health needs.

Tel: 0161 226 9562

Alzheimer's Society

MH

OP

For people living with any type of dementia and their carers.

Tel: 0161 203 6434

Web: www.alzheimers.org.uk

Autistic Society Greater Manchester Area (ASGMA)

LD

For parents and carers of children and adults with Autistic Spectrum Disorders and Asperger's syndrome.

Tel: 0161 866 8483

Web: www.asgma.org.uk

Barnardo's

YC

For young carers who are asylum seekers (under 18).

Tel: 0161 273 2901

Big Life Centres

ALL

For all carers.

Tel: 0161 455 0215

Web: www.thebiglifegroup.com

Body Positive

PD

For carers of people with blood-borne viruses, including HIV.

Tel: 0161 882 2200

Carers Individual Budget

ALL

For carers of adults over the age of 18 who have had a Carer's Assessment (see page 24).

Tel: 0161 234 4259

Web: www.manchester.gov.uk

CLIC Sargent

PC

PD

For carers of children or young people (aged up to 24) who are living with cancer or leukaemia.

Tel: 0161 610 7150

Web: www.clicsargent.org.uk

CMAS

LD

PD

(Central Manchester Activity Scheme)

For carers of children who have severe challenging/emotional behaviour (diagnosed or undiagnosed conditions).

Tel: 07921 194 924

Web: www.cmas-manchester.co.uk

CMMC – Parents Power Group

PC

PD

For carers who are parents of children who live with sickle cell disorders.

Tel: 07946 109 825

Connect Support (Central and South Manchester)

MH

For carers of people with mental health needs (mainly severe mental illness).

Tel: 01625 262 658

For support group enquiries please call 0161 309 2171.

Web: www.connectsupport.org.uk

Crossroads (Manchester) – Caring For Carers

ALL

For all carers.

Tel: 0161 445 9595

Gaddum Centre

ALL

For all carers.

Information and Gaddum Small Grants Scheme

Tel: 0161 839 0421

Web: www.gaddumcentre.co.uk

Advice and Advocacy

Tel: 0161 214 3933

HANDS

MH

SM

For adult carers of people who are dual diagnosis or substance misusers.

Tel: 0161 819 2020

Himmat Support Centre

PD

LD

For carers of people with a physical or learning disability.

Tel: 0161 248 0425

Indian Senior Citizens Centre

OP

For carers of Indian origin who are over 50 years old.

Tel: 0161 232 0999/232 7994

Web: www.iscc-manchester.org

Inner Peace Reiki and Relaxation

ALL

For all carers. City-wide service.

Tel: 0790 486 4892

Jewish Federation

ALL

For Jewish carers, and carers of Jewish persons.

Tel: 0161 795 0024

Web: www.thefed.org.uk

Longsight/Moss Side Community Project (Asian Carers' Group)

OP

MH

For carers of older people of South Asian origin, and carers of South Asian women with mental health needs.

Tel: 0161 226 4632

Manchester Alcohol and Drug Carer's Focus Group

SM

For carers of people who are alcohol or drug dependent and those who also have mental health issues (dual diagnosis) whether diagnosed or not.

Tel: 0161 947 0952

Manchester Buddhist Centre

ALL

For all carers.

Tel: 0161 834 9232

Web: www.manchesterbuddhistcentre.org.uk

Manchester Carers Centre

ALL

For all carers.

Tel: 0161 835 4090 (CarersLine, 9.30am–4.30pm,
Monday to Friday, except bank holidays)

Office: 0161 835 2995

Web: www.carers.org/manchester

Manchester Carers Forum 'The Voice of Carers'

ALL

For all carers.

Tel: 0161 819 2226

Web: www.manchestercarersforum.org.uk /
www.youngcarers.org

MAP (Multi-Agency Partnership)

LD

PC

PD

For carers of children and young people (0–19) with disabilities.

Tel: 0161 881 8116

Web: www.map-project.org.uk

**MAP (Multi-Agency Partnership)
24/7 Young Carers Project**

YC

For all young carers (8–19 years).

Tel: 0161 881 8116

Web: www.24-7youngcarersproject.org.uk

**MCCR – Manchester Council for
Community Relations (Asian parent carers)**

PC

For parent carers of Asian origin.

Tel: 0161 227 8708

Web: www.mccr.org.uk

Minehead Centre User Committee

ALL

For all carers.

Tel: 0161 446 1111

Mood Swings Network

MH

For carers of people with mental health needs.

Tel: 0161 953 4105

Helpline: 0845 123 60 50 (9.30am–4.30pm,
Monday to Friday – local call rate)

Neesa Well Women Drop-in Project

ALL

For all carers.

Tel: 0161 740 2995/0161 795 9400

Openshaw User Committee

ALL

For all carers.

Tel: 0161 301 1480

Respect for All

LD

PC

YC

For carers of learning disabled people and people with Asperger's syndrome (or an Autistic Spectrum Disorder), including carers who have a learning disability or Asperger's syndrome themselves, and young carers (under 18).

Tel: 0161 643 4257/0790 222 37 43

Somali Carers Forum

ALL

For carers of Somali origin.

Tel: 0798 484 0174

Stroke Association

PD

For carers of people who have experienced a stroke.

Tel: 0161 745 8222

Web: www.stroke.org.uk

Talbot House

LD

PC

For parent carers of children/adults with learning disabilities. City-wide service.

Tel: 0161 203 4095

Web: www.talbothouse.org.uk

Time Out North

MH

For carers of people with mental health needs.

Tel: 0161 355 5550

Tree of Life Centre

ALL

For all carers.

Tel: 0161 437 7623

Web: www.treeoflifecentre.org.uk

Wai Yin Chinese Women Society

ALL

For carers of Chinese origin who are over 50 years old.

Wai Yin Chinese Women Society

Tel: 0161 237 5908

Web: www.waiyin.org.uk

Sheung Lok Day Centre for Older People

Tel: 0161 272 7482

Young Carers (under 16)

Tel: 0161 237 5908

Young Onset Dementia Service

MH

For carers of people with young onset dementia (under 65).

Tel: 0161 273 3049

Web: www.mhsc.nhs.uk

**These services are subject to change.
For an up-to-date directory of services
please visit www.manchester.gov.uk**



Other useful contacts

Age Concern

OP

For the wellbeing of older people and their carers.

Tel: 0800 00 99 66

Web: www.ageconcern.org.uk

Carers UK

ALL

The national voice of carers.

Tel: CarersLine 0808 808 7777 (10am–12 noon and 2–4pm, Wednesdays and Thursdays)

Web: www.carersuk.org

Carer's Allowance Unit

ALL

For information about Carer's Allowance.

Tel: 01253 856 123

Web: www.direct.gov.uk/carers

Deafblind UK

PD

Services for families, friends and carers of people who have a combined sight and hearing loss.

Tel: 01733 358100

Email: info@deafblind.org.uk

Web: www.deafblind.org.uk

Help the Aged

OP

Provide services for disadvantaged older people.

Tel: 020 7278 1114

Email: info@helptheaged.org.uk

Web: www.helptheaged.org.uk

Lifeline – for anyone who cares

SM

Offering support services and family mediation to carers of people affected by drug addiction.

Tel: 0161 839 2054

Web: www.lifeline.org.uk

Macmillan Cancer Support

PD

For information and support for people living with cancer, and their carers.

Tel: CancerLine 0808 808 2020

(9am–9pm, Monday to Friday)

YouthLine 0808 808 0800

(9am–9pm, Monday to Friday)

Hindi 0808 808 0100

(9am–6pm, Monday to Friday)

Punjabi 0808 808 0101

(9am–6pm, Monday to Friday)

Urdu 0808 808 0102

(9am–6pm, Monday to Friday)

Email: cancerline@macmillan.org.uk

Web: www.macmillan.org.uk

Making Space

MH

Support for carers of people with mental health needs in the central east Manchester area.

Tel: 0161 273 8558

Email: ruth.hannan@makingspace.co.uk

Web: www.makingspace.co.uk

Manchester Adult Education Service

ALL

Courses to help adults get a job, get on at work, or for interest.

Tel: 0800 083 2121

Email: adult-education@manchester.gov.uk

Web: www.manchester.gov.uk

Manchester Advice

ALL

Free and confidential advice and information, including benefits, housing, debt, consumer law and basic immigration rights.

Tel: 0161 234 5678 (10am–4pm, Monday to Friday)

Email: man-advice@manchester.gov.uk

Web: www.advicekit.info

Manchester Community Alcohol Team

SM

Confidential advice for people about their drinking, or for people worried about someone else's drinking.

Tel: 0161 223 9641

Web: www.manchestercat.org

Manchester Contact Centre

ALL

For all assessments, including carer's needs assessment and equipment and adaptations.

Tel: 0161 255 8250

Fax: 0161 025 8266

Mini-com: 0161 272 8770

Web: www.manchester.gov.uk

Patient Advice and Liaison Services (PALS)

ALL

For confidential advice, support and information about the NHS and health-related matters for patients and their carers.

Tel: 0161 219 9451

Web: www.manchesterpct.nhs.uk

Carer's Needs Assessments – your first step to support

A Carer's Needs Assessment is the best way to find out about things that could help you in your caring role.

Whether you simply need information or need to recharge your batteries on a break away, your Carer's Assessment will let you know how life as a carer can be made easier.

The Carer's Needs Assessment is not a test – it is simply some dedicated time for you and a care manager to discuss your needs. You can express exactly how caring impacts on your life and work out what things could help you to care, some of which are only available through a Carer's Needs Assessment.

Your assessment will look at everything from health and wellbeing to work and training, as well as your leisure time and family commitments. It will also be a great opportunity to think about what would happen in situations where you found yourself, for whatever reason, unable to care.

A Carer's Needs Assessment acknowledges you as an individual, so you can request yours even if the person you care for has refused all services, or maybe they haven't even been assessed at all. An assessment can be booked in at your own convenience and you can have it on your own, without the person you care for being present.

There are three easy ways to get on board:

1. Pick up the phone and call the **Contact Service** to book your assessment on **0161 255 8250**. Manchester Contact Service will take your details and pass them on to the relevant team, which will then call you back. The assessment will then be carried out at your convenience within four weeks.
2. Just ask your care manager about booking your Carer's Needs Assessment.
3. Come along to one of Manchester City Council's Carer's Needs Assessment events. Contact the **Carers Strategy Team** on **0161 234 4254** for more details.

If you have any queries along the way or would like any further information, please call the **Carers Strategy Team** on **0161 234 4254**.

Carers of working age

Eighty per cent of carers in the UK are of working age. Holding down a job while you care is a challenge in itself and many carers have to give up work altogether.

Juggling work and care

Many carers of working age juggle a job as well as their caring role, which can create difficulties at work and often limit opportunities for promotion.

It is important for carers to access the support they need outside the workplace, but carers also have statutory rights within the workplace. These rights are in place to help you to manage work and your caring role:

- **Flexible working**

Flexible working allows carers to alter their work pattern to meet their needs as a carer. This may mean, for example, changing your starting and finishing times, working compressed hours, or job sharing. A good business reason must be given for a carer's flexible working request to be declined.

- **Time off for dependants**

Carers have the right to time off work to deal with an emergency involving a dependant. Whether the time off is paid or unpaid is at the discretion of your employer.

Your employer may also have further policies in place to support carers. It is important to ask about these policies so that you have a clear understanding of your rights as a carer and as an employee.

For more information about carers' rights in the workplace, call **Carers UK's CarersLine** on **0808 808 7777** or visit **www.carersuk.org**

Returning to work

One in five carers gives up work to care. This can have a negative impact on finances, takes away an opportunity to socialise, and can really knock your confidence.

If you have been out of the workplace for some time, it can be very difficult to think about returning to work and hard to know where to start. In Manchester, there is a range of courses for carers, giving you a great opportunity to learn new skills and recognise skills you already have, many of which you will have gained through caring.

For information about other employment and training opportunities, and information for carers of working age, contact the **Carers Strategy Team** on **0161 234 4254**.

Also, find out about the **Working Carers Network** by calling **0161 234 4254**, which provides information, events and training for working carers.

Carer's Allowance and other benefits

If you have given up work or reduced your hours, you may be entitled to benefits, or entitled to increase the benefits you were already claiming. The main benefit for carers is Carer's Allowance.

To claim Carers' Allowance you must:

- Care for someone who gets Attendance Allowance or Disability Living Allowance (at the middle or highest rate for personal care), or Constant Attendance Allowance (at or above the normal maximum rate with an Industrial Injuries Disablement Benefit, or basic (full day) rate with a War Disablement Pension)
- Be aged 16 or over
- Look after someone for at least 35 hours a week
- Earn £95 a week or less (after certain deductions)
- Not be in full-time education for more than 21 hours a week
- Satisfy UK residence and immigration rules.

Other factors will also need to be considered. For more information contact the **Carer's Allowance Unit** on **01253 856 123** or go to **www.direct.gov.uk/carers**

Carers may also be entitled to Carer's Premium, Income Support, Housing Benefit and Council Tax Benefit, Working Tax Credit and Child Tax Credit, or National Insurance Credits.

These are by no means the only benefits you may be entitled to as a carer in Manchester. To find out more about what you can claim contact **Manchester Advice** on **0161 234 5600** or log on to **www.advicekit.info**

Don't miss out on the benefits you are entitled to.



Planning for emergencies

Over 95 per cent of carers worry about what would happen if something unexpected meant they were unable to care. Because of this, Manchester has a number of services to give carers priceless peace of mind.

Carers Emergency Card

Problem: Many carers are reluctant to take a break from their caring role in case something happens to them while they are away from the person they care for.

Solution: Manchester's Carers Emergency Card scheme acts as an alert system so that you can be identified as a carer. In the event of an emergency when you are out and about, the card allows information about your needs, as well as the needs of the person you care for, to be accessed by services that can help. Contact details of friends or family who could step into your caring shoes are stored too.

Access: All carers can get their own emergency card. For more information contact **Manchester Carers Centre** on **0161 835 4090**.

Carers Emergency Plan

Problem: In some cases, where a carer is caring for a high number of hours per week or has very little support from friends and family, any change to routine can become an emergency situation; for example, if you are ill and need to leave the person you care for to visit the GP or dentist, or if you need to leave the area to visit family members due to bereavement or family crisis.

Solution: In these cases, your care manager will complete an Emergency Plan as part of a Carer's Needs Assessment. In the event of an emergency, by looking at the plan, the person providing replacement care will have all the essential information they need in order to minimise disruption for the person you care for. This service gives you more of a voice regarding what you and the person you care for would like to happen in an emergency.

Access: Carers access the Emergency Plan via a Carer's Needs Assessment. To request an assessment, call the **Contact Centre on 0161 255 8250.**



Young carers

A young carer is a carer who is aged under 18. Many young carers are happy to help look after their mum, dad, sister, grandma etc, but when a young carer takes on things that an adult would normally do, they can struggle to keep up at school; friendships can also suffer and their general health may be affected.

As a young carer you may be taking on extra household chores, sorting out medications, helping someone to wash, or comforting someone, to name but a few tasks. No young person should have to miss out because they are a carer, and with the great services in Manchester, you don't have to!

If you are caring for somebody, you may not realise there are other young carers who regularly meet up to relax and take a break, as well as take part in some great activities, such as breaks away, trips to theme parks, and sports. In Manchester, there are also specialist workers who understand the things young carers experience, and they are on hand if ever you need a chat.

So what are you waiting for? Call one of the numbers below and get involved!

Manchester Carers Forum 'Young and Unique'

For all young carers (under 18).

Tel: 0161 819 2226

Web: www.youngcarers.org

MAP (Multi-Agency Partnership) 24/7 Young Carers Project

For all young carers (8–19 years).

Tel: 0161 881 8116

Web: www.24-7youngcarersproject.org.uk

Barnardo's

For young carers who are asylum seekers (under 16).

Tel: 0161 273 2901

Wai Yin – Young Carers

For young carers of Chinese origin (under 16).

Tel: 0161 237 5908

Web: www.waiyin.org.uk

Respect for All

For young carers of learning disabled people and people with Asperger's syndrome, including young carers who have a learning disability or Asperger's syndrome themselves.

Tel: 0161 643 4257/0790 222 37 43



Carers' information in other languages

تقديم النصائح بالعربية - اتصلوا برقم الهاتف: 245 7070
Arabic

廣東話諮詢—請致電 245 7058
Chinese

Pour demander des renseignements en français,
veuillez appeler le 255 8250.
French

Dla informacji po Polsku dotyczących oceny,
zadzwoń pod 255 8250.
Polish

ਪੰਜਾਬੀ ਵਿਚ ਸਲਾਹ ਲੈਣ ਲਈ ਟੈਲੀਫੋਨ ਨੰਬਰ 245 7060 ਤੇ ਫੋਨ ਕਰੋ
(Monday to Friday, 10am–1pm)
Punjabi

Talo af Soomaali - wac 245 7059
Somali

اردو میں مشورہ لینے کے لئے 245 7060 پر فون کیجئے
(Monday to Friday, 10am–1pm)
Urdu

**For audio information in other languages visit
www.manchester.gov.uk**

**If you require this booklet in another format,
please contact the Carers Strategy Team
on 0161 234 4254.**