Brent

Brent Carers Offer

Living your best Life

Foreword

Brent Council recognises the struggles that many Carers face and seeks to support them better.

We hope to make the lives of carers easier, through listening and responding to their needs, so that they can continue to support the people they care for. This booklet aims to provide details of organisations that can provide support, advice and information to carers.

We would also like to thank those who have been involved in the development of this guide and once again extend our appreciation to Brent's carers who go above and beyond to help others.

We know that working closer together with carers, communities and partners we can reach more people.

We aim to do this through the 6 commitments listed below and throughout this booklet.

- **Access to information**
- **Partnership working**
- **Supporting Wellbeing**
- **Carer awareness**
- **Reaching into communities**
- **Supporting young carers at the start of their caring journey**

If you are a carer in Brent, this book provides information on:

- **What the Brent Council Carers offer is**
- **Where is the offer**
- **How you can access the offer**

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Who is a carer?

A carer is someone of any age who provides unpaid support to a family member, relative, partner or friend who may be ill, frail, disabled or has mental health issues, and could not otherwise manage without this help.

Three out of five people will become carers at some point during their lifetime, and every day another 6,000 people take on a caring responsibility and start to care for a family member or friend.

Caring can be extremely rewarding, and, if you are new to caring, you may already be starting to discover that it can come with its challenges. People who have been caring for some time often say they need help with things like a break from the caring they do, someone to talk to confidentially about how they are feeling.

Advice about services, benefits and support for them and the person they are caring for, alongside some extra financial help, will help carers to cope with the increased costs they experience due to caring for someone. Extra advice on housing needs, adaptations and training courses can all help aid independent living.

Caring responsibilities can have an adverse impact on physical and mental health, supporting carers with their health and wellbeing is key to maintaining a person's ability to provide care.

As a carer there is lots of help, advice and support available, the problem is knowing where to find the information. This guide will outline your rights as a carer, give you details and information and guide you to where you can get practical help and support in Brent. Getting the right advice and support as soon as you start caring can make all the difference. Even if you have been caring for a long time it's important to make sure you are aware of all the help and support you are entitled to.

Who are young carers?

A young carer is anyone under the age of 18 who provides essential and ongoing care and emotional support to someone who:

- is physically or mentally ill
- has a learning disability
- is disabled
- has an alcohol or drug addiction

Whether it's caring for a mum, dad, brother, sister, or grandparent, young carers are there to lend a helping hand. They do it all, from bathing and dressing their loved one to administering medication and preparing meals. However, they do it with love, patience, and dedication.

It's not an easy job, and often carers have to sacrifice their own needs and desires to ensure their loved one is well-cared for. But they do it anyway because they know how important it is to provide support to those in need.

For further information please visit the Brent
website: www.brent.gov.uk/adult-social-care/caring-for-someone#areyouacarer

What is the offer?

Partnership working

ICP (Integrated Care Partnership)

GPs, primary care teams and wider health and Social Care services have a major role to play in identifying and formally recognising carers, initiating discussions about carer support needs and in supporting and maintaining carer health and wellbeing.

Brent ICP is the name of the Borough Based Partnership in Brent, which is a partnership of organisations that support the health, care and wellbeing of the citizens in Brent – NHS providers, including General Practice services, social care, other Local Authority services and our voluntary and community sector.

Help you get from your GP

What to expect from your GP surgery for you as a carer.

As soon as you become a carer, it is vital that you inform your GP surgery. This will ensure that you have additional support available to you, so that you are kept well in your caring role. The additional support for you as a carer may include:

- seasonal vaccines – such as Flu / Covid
- an annual health check
- appointments at convenient times or same day for carers
- offering longer appointments for carers
- involving you in the planning of the care for the person you look after

Many carers prioritise the person they are caring for and are at risk of neglecting their own needs. Your surgery will want to support your health. It is important that you are recognised and valued as an integral part of the healthcare system.

Caring for someone can be difficult when trying to access care or find out information on their behalf. You can speak to the GP reception desk about a consent form, which allows you to act on the person's behalf. This should ensure smoother communication when trying to get help.

GP surgeries now function as a Primary Care Team of professionals with broad skills, many of which overlap with each other. When contacting the surgery, it is wise to give the details of your needs to reception. They can then refer you to a range of professionals who may be able to help. The Primary Care Team at your surgery may include;

Advanced Nurse Practitioners (ANP) or Advanced Clinical Practitioners (ACP)

These professionals have studied to an advanced level of care and can manage many of the conditions that GPs have traditionally seen. They can also prescribe medications.

Enhanced Practice Nurses

These are nurses based at your surgery who care for complex cases or those who may be housebound. They connect regularly with the patients known to them and ensure good links with their named GP and can carry out clinical assessments and referrals to other services.

Clinical Pharmacist

These professionals can help with any issues to do with your medicines. Many are trained in managing minor ailments and are able to prescribe and alter your medications to maximise benefits for you and minimise side effects.

Care Co-ordinators

Care Co-ordinators are trained in planning your care and appointments to ensure all aspects of your care are looked after. They can help with social services referrals and with linking you to other organisations. They are also based in the surgery and therefore have easy access to the GP if there is a query.

Social Prescribers

Social Prescribers help you to link with local organisations and schemes to support your non-medical needs i.e., food bank, local luncheon clubs, or other voluntary sector activities that may assist you in staying connected with people.

Many surgeries may also have access to physiotherapists, dieticians and occupational therapists which may be offered to you. To get the best from your Primary Care Team and avoid any unnecessary waiting at your surgery, it is wise to ask to connect to the wider team and not to just request a GP appointment.

Your surgery may provide:

- a designated phone line during opening hours for you to contact reception or an email address of either a care coordinator or enhanced practice nurse
- documented evidence on the notes of the person you care for that states you have consent to act on their behalf when arranging appointments or raising concerns
- the ability to request a longer appointment due to complex needs and to be flexible as possible with timings
- good signposting to other professionals and organisations that can support you
- a 'flag' on your notes that defines you as a carer

Brent Health Matters health inequalities team

Don't know where to turn for help with your health or wellbeing needs? Call the Brent Health Matters advice line 020 8102 3456 (Choose option 4) – open Monday to Friday between 9am and 5pm.

The advice line is open to any resident in Brent. You can ask any non-clinical questions about health and social care, and you will be signposted and supported to access services. You can also receive advice to better manage your health conditions

For further information about the Brent Health Matters programme visit **www.brent.gov.uk/brenthealthmatters** for details of their outreach work, grants programme, events and more. Or email **brenthealthmatters@brent.gov.uk**.

Carers Support Services in Brent

Where can I access the Brent Carers Offer

Access to information

Carer awareness

Brent Carers Centre and Brent Council Partnership

Brent Carers is an independent charity and voluntary organisation and has been the lead carers' support agency in Brent since 1994. Brent Carers Centre provides a comprehensive package of services for carers and is the focal point for carers in Brent to obtain information, support and advice.

Services offered at the Carers Centre include:

- Helping you to identify whether you are a Carer. Brent Carers Centre can help you identify support you may find useful. They can also refer you to Brent Council if you and the person you care for are potentially eligible for support from the Council.
- information and advice
- the completion of a Carers Assessment
- benefit application support including form filling
- home visits / one-to-one help
- advocacy: support & representation to challenge a decision that has been made by other agencies which you feel are not fair or right
- carer support including drop-ins and experienced staff who will listen and understand your situation
- activities such as yoga, with new activities introduced regularly
- training and events including computer classes, first aid and back care
- Respite care
- grants for carers breaks and equipment
- carer Emergency Card & emergency planning
- complementary therapies and Wellbeing sessions, including positive psychology and mindfulness
- access to CNWL Recovery and Wellbeing College courses e.g. understanding mental health Counselling

Brent Carers Centre also supports Young Carers who are aged 18 and below.

This service is available to anyone who provides care and support for a friend or relative in the community, regardless of the amount of care you provide.
Brent Carers Centre can be contacted on **Tel: 0203 8027070** or by **email: email@brentcarerscentre.org.uk**.

Brent Carers' Needs Assessment: What is a Carer's Assessment?

As a carer, you have a right under the law to discuss your caring role, and to receive support. In law this is called a Carers assessment. However, it may be more helpful to consider it as a conversation about the impact that the care you are giving is having on your emotional and physical health, accommodation, finances, ability to work, relationships and friendships.

You are legally entitled to have this conversation if:
- you give up your time, without pay, to look after someone who cannot cope without your support
- the person you look after is a family member, partner, friend, neighbour who is ill, frail, has a disability, or has an alcohol or substance dependency
- you support the person you care for with things like emotional support, cooking, cleaning, helping to get dressed, paying bills, managing correspondence

What you need to know
- Brent Council's Adult Social Care Team or Brent Carers Centre will complete a Carer's Assessment form
- the information collected in the form gives an idea of how your caring role may affect your emotional and physical health, accommodation, finances, ability to work, relationships and friendships
- it helps determine whether you qualify under the Care Act 2014 for preventative or individual support from the council to help you with your caring role
- There will also be a financial assessment.

How do we help you find the right level of support?
- we look at your circumstances against a set of national criteria looking at how your caring role is impacting your life
- from the information provided we will be able to consider what information and/or support you may need
- if you are eligible for support, we will discuss with you the sort of support we can offer and agree on a support plan to put this into place.

How do you complete this form?
Your Adult Social Care Contact will have a discussion with you about the questions in the form.

This can be done in a way that suits you:
at the same time as the cared for person's assessment
- with your social services contact in private away from the person you care for
- by yourself or with a friend or family member
- with the help of Brent Advocacy services if you need more help
- with independent support from a carers support

If you require a translator during your assessment, please tell your allocated worker.

You can also complete an online self-assessment, using the Better Care Self-Assessment Tool.
Please visit: **https://support.brent.bettercare.org.u**k for further information.

What happens after you've completed the carers assessment form:
After you've completed the form, your Adult Social Care contact might then ask for further details. All the information you provide will be kept confidential. If we do need to share your information with third parties, such as a health advisor or GP, we will obtain your consent before doing so.

If you complete the form on your own, please return it to your social services contact:
- email it using the details on the form
- Post it using a clearly addressed envelope to:
  Adult Social Care, Brent Civic Centre, Engineers Way, Wembley HA9 0F

Break for Carers

Following your conversation, or Carers Assessment with Adult Social Care, you may be entitled to services that allow you a break from your caring responsibilities. These services are called respite services. They come in different forms.

The person you look after could access activities in the community. This would allow the person you care for to engage with other people and participate in activities they are interested in.

You may wish to have someone be with the person you care for at home for a short period of time whilst you have a break.

For longer breaks the person you care for may enter a residential or nursing care home for a short period so you can go on holiday.

There may be a cost to some of the services provided by Adult Social Care. We will confirm any costs before making any arrangements. However, please ask about costs when having a conversation with Adult Social Care.

Adaptations, Aids and Grants

A variety of grants are available to residents in Brent to help you, or loved ones, remain independent and live safely in your home.

These can be used to adapt a property, or to get help and support to repair a home or make it safer to live in.

We strongly advise you not to start any work before your application for assistance is approved.

For more information, please see:
www.brent.gov.uk/adult-social-care/staying-independent/changes-to-your-home

Mental Health and Wellbeing

Supporting Wellbeing

Brent Family Wellbeing Centres
Provide a wide range of support services from pregnancy until your child is 18 (or up to 25 for young people with additional needs). Support for young carers is available at the centres, and this includes drop-ins with a range of fun activities. For more information on what's on offer, or to register, please go to
www.brent.gov.uk/children-young-people-and-families/support-for-parents-and-families/family-wellbeing-centres.

Dementia Cafes Brent
Dementia Cafes Brent is an umbrella organisation which includes a number of dementia cafés and memory lounges in Brent. These are places for people living with dementia and their carers, family and friends to come together to socialise, get information and support.

Dementia Club UK
People with Alzheimer's and other forms of dementia can join this club with their carers, friends and families. Also, people who have lost someone with dementia and are now lonely can join the club. Dementia Club UK provides people with another lifeline, giving care and support, professional advice, fun activities daily and above all hope. Their services can be accessed through their website: **www.dementiaclubuk.org.uk**.

Community Action on Dementia
CAD-Brent's mission is to support Brent's residents and businesses to create a dementia friendly borough which enables improved wellbeing for people living with dementia.

There are a range of services provided by CAD including, information and advice, Peer Support Clubs and Dementia cafes across the borough. Contact details are below for further information.
07848 743000
info@cad-brent.org.uk
https://cad-brent.org.uk

Brent outdoor gyms
Carers can maintain their physical health by using the free gym equipment in Brent parks. Find your nearest outdoor gym at:
www.brent.gov.uk/parks-leisure-and-healthy-living/sports-clubs-and-activities/outdoor-gyms

Befriending services for Carers from CNWL
www.cnwl.nhs.uk/patients-and-carers/check-chat

Carers UK
Carers UK offers a daily telephone advice line dedicated to carers offering advice, information and guidance to unpaid carer. The telephone Helpline is available on **0808 808 7777** from Monday to Friday, 9am – 6pm or you can contact them by email at: **advice@carersuk.org**.

Talking Therapies
Brent Talking Therapies is a service that people can refer themselves to by phoning **020 8206 3924**. You can also make a self-referral online by visiting our CNWL Talking Therapies Service website. A referral can also be made by a GP or any health or social care professional.

NHS talking therapies - NHS talking therapies or psychological therapies are effective and confidential treatments delivered by fully trained and accredited NHS practitioners. They can help with common mental health problems like stress, anxiety and depression.

You can access talking therapies for free on the NHS. You can do self-referral to an NHS talking therapies service without a referral from a GP, or a GP can refer you. You can also refer yourself directly to an NHS talking therapies service online. If your first language is not English, talking therapies can be delivered in your chosen language through multi-lingual therapists or confidential translators. Talking therapies are also available in British Sign Language (BSL) through Sign Health Psychological Therapy Service.

Children and young people who are not able to access adult talking therapies can get support with mental and emotional problems from their local children and young people's mental health service (CYPMHS).
www.nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/nhs-talking-therapies/

The Belonging Project
Run by **Ashford Place** and Funded by **Brent Council**, The Belonging Project is a borough-wide initiative to combat loneliness and social isolation by linking vulnerable adults with support, vital services, community networks and activities.
wellbeing@ashfordplace.org.uk
https://www.ashfordplace.org.uk/our-work/promoting-social-inclusion/belonging-project

Emergency Contact

Emergency Duty Team (SMART 24)
The Emergency Duty Team (EDT) provides a range of emergency social care services out of hours to members of the public and other agencies. The team provides a service response to Social Care emergencies involving clients from Children and Families, Adult Social Care and Mental Health, which occur out of hours, and which cannot be safely left until the next working day. This service is for situations that are an emergency or have an element of urgent distress.
Tel: 020 8863 5250

Financial Support for Carer

Money and Benefits
The benefits system can be complicated and confusing. Finding out what you are entitled to can often be difficult to understand and many people may miss out. You can get further information on benefits including the criteria from the Department of Works and Pension (DWP), or contact a carers support organisation, who can guide you through the process. website: **www.gov.uk/browse/benefits/help-for-carers**

For the Carer

Carer's Allowance
Carer's Allowance is the main benefit for carers and is extra money for you to use as you want or need to:
- you could get Carer's Allowance if you care for someone for at least 35 hours a week
- the person you care for must be in receipt of a relevant disability benefit
- you don't have to be related to, or live with, the person you care for. You won't be paid extra if you care for more than one person

Carer Premium
You may be able to get extra money added to your existing benefits or credits if you claim Carer's Allowance (or have an underlying entitlement to it). This is called the Carer Premium. This is part of the calculation that works out how much money you are entitled to and it is added to the other amounts.

Carer's Credit
Carer's Credit is a National Insurance credit that helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record.

For the person you care for
If you are caring for someone, they may be entitled to disability benefits.

Attendance Allowance
Attendance Allowance is a benefit for those over state pension age that helps with the extra costs of living with a long -term illness or disability.

Personal Independence Payment (PIP)
PIP is a benefit paid to those who are between 16 years old and state pension age, who have daily living and/or mobility needs, to help with the extra costs of living with a long-term illness or disability.

Disability Living Allowance (DLA)
Disability Living Allowance (DLA) is a benefit for children and some parents, which may help with the extra costs of looking after a child who is under 16 and has difficulties walking, or needs much more looking after than a child of the same age who does not have a disability.

Other Benefits
If you had to give up work to care, or are in receipt of a low income, then there are other benefits that you and your partner may be able to claim.

Universal Credit
Universal Credit is a means-tested benefit for people of working age who are on a low income.
It replaces existing means-tested benefits:
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance (ESA)
- Housing Benefit
- Child Tax Credit Working Tax Credit

Universal Credit is intended to be simpler than the current system of benefits and tax credits and is paid on a monthly basis. Entitlement is worked out by comparing your basic financial needs that the government says you need to live on with your financial resources. Universal Credit is still in its roll-out phase and there are some exceptions to claiming Universal Credit, and you may instead be required to claim one of the existing means-tested benefits.

Pension Credit
Pension Credit is an income-related benefit to give you some extra money in retirement, if you are on a low income. You can claim pension credit as soon as you reach state pension age.

Other Benefit Help
If you are in receipt of any means tested benefit, then you may also receive assistance or additional payments such as:
- support for mortgage interest if you are a homeowner (SMI)
- a christmas bonus payable if you are in receipt of some benefits cold weather payments

And other benefits:
Including: free eye tests, free dental check ups, traveling expenses, free prescriptions

Council Tax
Depending on your circumstances you may be eligible for a discount or reduction on your council tax bill, for example if you are:

- In receipt of benefits or a low income
- A single person living alone (25% reduction)
- Living with someone who has a severe disability such as Alzheimer's (25% reduction)
- Reduction if certain adaptations have been completed in the home (reduced to a lower band).

For more information, please see:
www.brent.gov.uk/council-tax/reductions-and-discounts#carers

Careline Personal Alarm Service
Telecare services that can provide an alarm and pendant for use in an emergency, can give you peace of mind when you are away from the person you care for.

Transport

Blue Badge
A Blue Badge enables people whose ability to walk is seriously impaired, or those registered severely visually impaired, either as a passenger or driver, to park close to their destination.

For more information, please see:
www.brent.gov.uk/adult-social-care/travel-and-transport/blue-badge-parking or telephone the Independent Travel Team on: **020 8937 5796**

Freedom Pass
A Freedom Pass gives people with disabilities or visual impairments and older people (state pension age) free travel on buses, underground, trains, trams and DLR services.

For more information, please see:
www.brent.gov.uk/adult-social-care/travel-and-transport/disabled-persons-freedom-pass or telephone the Independent Travel Team on: **020 8937 5796**

London Taxi-card Scheme
The Taxicard is a London-wide door- to-door licensed taxi and private hire vehicle service. Brent members can take a maximum of 40 trips per year. It is available for those who have difficulty in using mainstream public transport such as tubes, buses and trains, and serious long-term mobility problems, or severe sight impairment.

For more information, please see: **www.londoncouncils.gov.uk/services/taxicard**

Help at work for carers

Carers have statutory rights and employers have a duty to offer assistance to carers who work.

The statutory rights are:

- The right to request flexible working arrangements, which may include working flexible hours, working from home or a job share
- The right to request time off in emergencies, where there has been a breakdown of care, or to deal with an emergency with the person you care for
- Protection from discrimination; the reason that carers are protected against direct discrimination and harassment is because they are counted as being 'associated' with someone who is protected by the law because of their age or disability
- Carers have statutory rights and employers have a duty to offer assistance to carers who work.
- If you care for a disabled child, you could have up to 18 weeks unpaid parental leave up until they are 18.

The requests above cannot be rejected unreasonably.

Your employer may also offer additional support and benefits to carers above and beyond the statutory rights. Your employer may have a carer's policy. You can find out more from your HR department.

What other Benefits can I get as a Carer?

Cinema Exhibitor's Association (CEA)
The CEA Card is a national card scheme developed for UK cinemas by the UK Cinema Association (UKCA). The Card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema. You can find more information at their website: **www.ceacard.co.uk**

Disabled Persons Railcard
If the person you care for is in receipt of certain benefits, then they may be eligible to apply for a disabled person's railcard, which will entitle them and their carer to up to a third off train tickets.

Free Entrance to Tourist Attractions/Parks
Many tourist attractions or leisure parks will offer free or reduced entrance to carers if they are accompanying the person they care for.

Energy Supply

Priority Services Register for energy supplies e.g. electricity and gas
The Priority Services Register allows customers who need extra support or additional services, such as different bill formats like Braille or advanced warning when there's a planned interruption of power supply.

If the person you care for has a disability, illness or is above state pension age you can apply to your energy providers to be added to the Priority Services Register.

Warm Home Discount Scheme
The Warm Home Discount scheme offers a one off payment towards the energy bills of households that need it most. The discount is provided to eligible customers as a payment credited to their energy account, or as a credit on their prepayment card or key, during the winter.

If you are in receipt of pension credit or in receipt of a low income, then you may qualify. Please contact your energy supplier for further information.

Useful contacts

Reaching into communities

London Fire Brigade
Emergency Services, Home Fire Safety Visits, Person at Risk referrals
Wembley NW Offices
Tel: **07917072485**
Email: **tim.wellman@london-fire.gov.uk**

Brent Family Wellbeing Centre
3 Trees Tiverton Road NW10 3HL
Tel: **07961865312**
Email: **aisha.bepo@brent.gov.uk**

St Mungo's Brent
Rough sleeping outreach team, the Brent rapid Assessment Hub, St Mungo's Brent Housing first service, Chichester Road care home and the west London women's service
Tel: Ryan Fuke **07526173460**
Email: **ryan.fuke@mungos.org**
info@mungos.org
www.mungos.org

Northwest London Integrated Care System
www.brenticp.nhs.uk/your-guide-health-and-care-services-brent

Brent Carers Centre
Tel: **0203 8027070** Email: **email@brentcarerscentre.org.uk**

Ashford place
Tel: **020 8208 8590** Email: **info@ashfordplace.org.uk**

Carers UK Helpline
Tel: **0808 808 7777** Email: **advice@carersuk.org**

Carers Trust Network Partner for local support for unpaid carers on Tel: **0300 772 9600** (Mon–Fri, 9am–5pm) **Email: info@carers.org**

Brent Adult Social Care
Tel: **020 8937 4300** Email: **adultsservices@brent.gov.uk** Website: **www.brent.gov.uk**

Alzheimer's Society
Tel: **0333 150 3456**

Novus Homeshare
Tel: **0330 0882225** Website: **www.novus-homeshare.org.uk**

Brent Community Transport
Tel: **020 8427 6619** Email: **admin@brentct.gov.uk**

Brent Parent Carer Forum
Tel: **07928 577689** Website: **www.brentparentforum.org**

Dial-a-ride
Tel: **08459 991 999**
Brent Concessionary Travel (blue badge, freedom pass and taxi card) Tel: **020 8901 2680**
Email: **concessionarytravel@brent.gov.uk**

NHS Support and benefits for carers
Website: **www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers**

DWP
Website: **www.gov.uk/browse/benefits**

Turn2Us (online benefits calculator)
www.turn2us.org.uk