

**You look after someone**

**A relative or friend who is ill,  
frail or disabled and needs your  
help**

**You are a carer**

**There is support for you**

### **Are you a carer?**

If you look after a relative or friend, adult or child who is ill or disabled and cannot manage without your help, you are a carer. You may be new to caring, or have been a carer for many years. You may live with the person you care for, they may live elsewhere. You may be juggling a job and caring for someone. There are many ways of getting support for yourself.

This leaflet tells you about organisations which may be able to help.

Carers in Hertfordshire is an independent organisation supporting carers of a child or adult who

- Is frail
- Has dementia
- Has mental health problems
- Has a learning disability
- Has a physical disability
- Misuses drugs or alcohol

NHS Direct provide confidential health advice and information 24 hours a day

Hertfordshire County Council provides support to carers in a number of ways. Adult Care Services support carers of adults who are frail or have a physical or learning disability. They work together with the Hertfordshire Partnership Foundation NHS Trust to support carers of adults of any age who have mental health problems. Children, Schools & Families support parents of disabled children and young carers who are under 18.

The County Council has a legal duty to make sure carers who need support know their rights. It is working to promote carers' health and well-being and to ensure they have a life outside caring.

### **The benefits of being in touch with Carers in Hertfordshire**

You may want help to continue in your caring role, or support to make the choice to change or stop your caring. By talking through what you want, a team of carer planning staff can help you decide what to do next.

They can spend time with you planning the support you need. They will tell you where to get help from a range of services.

If you are worried about the cost of caring, ask them to arrange a benefits check to find out whether you are entitled to any financial support.

Your caring may leave you little time for yourself and your own well-being may be affected. They can find ways to help you have time to yourself away from your caring responsibilities.

Caring may affect your health. They can help lessen your stress and anxiety by arranging relaxation or lifting skills and encouragement to take part in activities. You can find out about your rights and receive information that is useful to carers.

- Use the form on the next page to join their information mailing service and receive your copy of their free newsletter ( in English) four times a year

You can have help to plan the practical support you need in your caring role.

- Use the form on the next page to request a carer planning phone call (using LanguageLine)
- Use the form on the next page to get details of how to express your views and have a voice with other carers in the county

You can attend workshops with other carers.

- Use the form on the next page to find out about ways of lessening stress and looking after your health

If you are aged under 18 years and care for a relative or friend who is ill or disabled, call us to find out about information and activities for Young Carers, or visit

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

## Getting in touch with Carers in Hertfordshire

Please ask someone who speaks English to help you complete this form. Please tick all the boxes which apply:

My name.....

My address.....

My telephone number no .....

The person I care for: is an adult  is a child

They: are frail  are disabled  are learning disabled   
have dementia  misuse drugs or alcohol   
have mental health problems  other

Please add my name to the mailing service for free regular newsletters, which are written in English Yes  No

Please contact.....

(name of your English speaking friend/relative/advocate)

on .....

(telephone number/email address

to arrange a meeting for me at .....

(a place in Hertfordshire which is convenient for you)

to meet a member of Carers in Hertfordshire with my friend /relative

or

to meet a member of Carers in Hertfordshire with an interpreter who speaks.....

(language of your choice)

to discuss how I can be supported in my role as a carer.

If you prefer, you can speak to a member of Carers in Hertfordshire on the telephone.

I would like someone who speaks .....(your language) to phone me to arrange a 3 way conversation between me , a member of Carers in Hertfordshire and an interpreter.

Our service is free and confidential.

Return this form in an envelope to the Carers in Hertfordshire office nearest to you (see next page) or fax it. These details will be stored in accordance with the Data Protection Act.

## **Carers in Hertfordshire Centres**

Carers in Hertfordshire  
The Red House  
119 Fore St  
Hertford  
SG14 1AX

tel: 01992 586969  
fax: 01992 586959  
[contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk)

Carers in Hertfordshire  
22a High St,  
Hemel Hempstead  
HP1 3AE

tel: 01442 253344  
fax: 01442 253222  
[west.team@carersinherts.org.uk](mailto:west.team@carersinherts.org.uk)

Carers in Hertfordshire,  
Theobald Business Centre  
Suite 9,  
Knowl Piece  
Wilbury Way  
Hitchin  
SG4 0TY

tel: 01462 456660  
fax: 01462 423377  
[east.team@carersinherts.org.uk](mailto:east.team@carersinherts.org.uk)

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

Registered Charity Number 1085491 Company Limited by Guarantee  
Registered in England & Wales Number 4131036

Registered Office: The Red House, Fore St, Hertford SG14 1AX

### **The benefits of being in touch with Hertfordshire County Council**

An Act of Parliament, the Carers Equal Opportunities Act, sets out what local councils must do to support carers. The Act was passed to try to ensure that, whoever it is they care for, carers have the opportunity to:

- Make informed choices about the extent of their caring role
- Maintain their own health and well-being
- Have sufficient freedom to maintain relationships, employment, other commitments and interests alongside their caring responsibilities

Under the Act, the County Council (HCC) and its partners have to look at the support you may need to carry on caring if:

- Caring has a major impact on your life AND
- The person you care for would be eligible for support from HCC or its partners AND
- You ask HCC or its partners to do so.

They will carry out an assessment to work out what support would be most helpful to you. They will discuss with you:

- The help the person you care for needs
- The help you are giving at the moment
- The services Adult Care Services, Children, Schools & Families or Hertfordshire Partnership Foundation NHS Trust, may provide

The assessment is free, it is not about judging the way you are caring for someone. You can talk about your needs in confidence, away from the person you care for, if you wish.

The County Council gives priority to people who are at greatest risk of losing their independence or becoming more dependent if help is not provided. This may arise if a person's carer is not getting enough support.

Much of the help most useful to carers is in the form of support provided to the person they care for.

## **Getting in touch with Hertfordshire County Council**

Support from Adult Care Services can be requested by phone or email.

If the adult you care for is frail, or has a learning, sensory or physical disability, you can request a community care assessment of their needs which may lead to:

- Help in the home
- A centre or activity for them to go to during the day
- A place for them to stay for a short time (so you can have a break from caring)
- Adaptations and equipment in the home

If caring has a major impact on your life, you can request a carers assessment, which will give you the chance to discuss your needs.

### Contact

Adult Care Services on 01438 737400

Callers from 01923 or 0208 area codes may wish to call 01923 471400 in order to be

charged at local call rates.

### Contact

Children, Schools & Families on 01438 737500

You can also request assessments via the County Council website at

[www.hertsdirect.org/acsgettinghelp](http://www.hertsdirect.org/acsgettinghelp)

The website also contains details of all other County Council services, while specific information for carers can be found at [www.hertsdirect.org/carers](http://www.hertsdirect.org/carers)