

The North East Lincolnshire

Carers' Guide

A carer is someone of any age who looks after or intends to look after a child, relative, partner or friend in need of help because they have an illness, disability, frailty or a substance misuse problem. The care provided may be personal, emotional, practical or supervisory and is unpaid.

Welcome to the

North East Lincolnshire Carers' Guide

This guide is a summary of helpful information about your caring situation and the support available, whatever your caring circumstances. It gives you some ideas for looking after your own health and wellbeing, and outlines the vision of the NEL Carers Strategy Group for how carers in North East Lincolnshire will be supported.

Carers are individuals who need different levels of help and support at different times. Often carers who take on caring tasks ignore their own needs; they do not notice the increasing stresses and strains until it is too late and a crisis has occurred. If you are a carer it is important to remember that there are services available to support you through your caring journey.



Our commitment to North East Lincolnshire's carers

Within North East Lincolnshire, we recognise that carers are an essential part of care in our communities. Without them we would not be able to meet the needs of some of our most vulnerable people.

Carers make up an estimated 10% of our local population. The contribution carers make can leave them experiencing a wide range of health, wellbeing, social, employment and financial inequalities. North East Lincolnshire Clinical Commissioning Group and North East Lincolnshire Council are committed to addressing these inequalities by providing support to carers to sustain their caring role, reduce the impact of caring, and support carers to have a life of their own.

We seek to ensure that carers are respected as individuals, are supported to have a life of their own and are involved directly in the planning and development of services they use. Our vision in North East Lincolnshire is to make carers feel recognised for the contribution they make, valued and supported.



In this guide

1. Introduction

- Am I a carer?
- Carers' rights

2. The North East Lincolnshire Carers' Support Service

- Adult Carers
- Young Carers
- Parent Carers

3. Carers' Assessments

- What is a Carer's Needs Assessment?
- The Care Act and Children and Families Act
- Young Carers
- Where can I find more information on the Care Act?
- How do I get an assessment and find out if I am eligible?

4. Support with Work

5. Support with Education and Training

6. Housing

7. Finances

- Financial support
- Accessing benefits advice

8. Carers' Health

- General health and wellbeing
- Healthcare
- Single Point of Access (SPA)

9. End of Life Care

- General information and planning ahead
- When caring ends

10. Safeguarding

- What is safeguarding?
- What to do if you suspect a safeguarding concern

11. Involving Carers

- Forums in North East Lincolnshire

12. Local Contacts and Information

13. National Contacts and Information



Introduction

Am I a carer?

A carer is someone of any age who looks after or intends to look after a child, relative, partner or friend in need of help because they have an illness, disability, frailty or a substance misuse problem. The care provided may be personal, emotional practical or supervisory and is unpaid. Carers are entitled to seek support and advice from the Local Authority where the person they care for lives.

If you live in Essex, but care for someone living in North East Lincolnshire, in the first instance seek support as a Carer from North East Lincolnshire, not any authority in Essex.

Adult Carers are adults caring for someone aged 18 or over.

Parent Carers care for a child under the age of 18 with additional needs.

Young Carers are under the age of 18 and care for a parent, family member or sibling.

Hidden Carers do not identify themselves as carers. Difficulties in identifying individuals can lead workers to believe, incorrectly, that these individuals do not need or want support. Although we know there are hidden carers across all carer groups, the following groups are acknowledged as being harder to reach:

- Carers from minority ethnic backgrounds.
- Carers who are lesbian, gay, bisexual and transgender.
- Carers who look after someone with mental health problems, including those with dementia.
- Carers who look after someone with a drug or alcohol issue.

***Do any of the above situations sound like you?
You can access information and support by calling
the NEL Carers' Support Service on 01472 242277***

Carers' rights

The Care Act became law in April 2015. This act, along with the Children's and Families Act 2014 and other legislation, identifies the most complete set of rights for carers that has ever existed in law. In summary:

- No rights are lost that were held before April 2015
- Carers are entitled to an assessment where they appear to have need
- Carers are entitled to an assessment, regardless of whether the person they care for has had/wants a needs assessment
- Carers are entitled to support if they meet the national eligibility criteria and have unmet needs.

Who can support me if my rights are being challenged?

The Carers' Support Service can provide you with an advocate and/or arrange an appointment with the Citizens Advice Bureau.

Call 01472 242277

Where can I find out more about carers' rights?

Contact the NEL Carers' Support Service on 01472 242277

Visit the Carers UK website for their full guide on Carers Rights:
www.carersuk.org/help-and-advice/get-resources/carers-rights-guide



The North East Lincolnshire Carers' Support Service

The Carers' Support Service is a "one stop" facility providing a wealth of carers support and services for all Carers of any age. The service also provides support and sign-posting to other services as needed. (i.e. Carer's Needs Assessment), but also provides a whole range of its own community based services that can be accessed without a Carer's Assessment. In addition, it promotes and champions carers' rights.

The NEL Carers' Support Service is an ideal first port of call

TEL: 01472 242277
Drop in: 1 Town Hall Square, Grimsby, DN31 1HY

In North East Lincolnshire, services for carers are free of charge.

Please note: Charges may apply for the person you are caring for if they receive a service.

Services include:

- Information and advice related to caring
- Specialist advice and information, including benefit checks, financial advice and support with employment issues and housing
- Carers groups, social activities and events
- One to one emotional support
- Advocacy support - Advocates deal with a range of issues including social and health care, complaints and support during legal matters
- Training and courses for carers
- Free holistic therapies such as full body or Indian head massage
- Support for carers' health and wellbeing
- A dedicated worker to support carers of people with alcohol and substance misuse issues
- Support to access other services
- The opportunity for carers to identify their needs
- Support when caring ends
- The opportunity to be part of the North East Lincolnshire caring family

Adult carers

Peace of mind -

Carers' Emergency Alert Card -

You can access this support by contacting the Carers' Support Service - 01472 242277

The Carers' Emergency Alert Card gives carers reassurance that in the event of an emergency or personal crisis affecting the carer, the person

being cared for continues to be supported. The card also gives carers the opportunity to claim discounts at certain local businesses, services and leisure facilities.

Support may also be available that is specific to the condition of the person you care for. The Carers' Support Service can point you in the right direction, to help you get the support you need when you need it.

Support provided by the Alzheimer's Society - 01472 359247

Address: 21 Dudley Street, Grimsby, DN31 2AW

Services include specialist advice, information and signposting for all those with dementia and their carers. One to one sessions and befriending services are provided in the centre, home environment or any other private space where the carer and/ or person with dementia are comfortable.

The Alzheimer's Society offers support from a Dementia Advisor, who will be with the person with dementia and the carer throughout the dementia journey. A range of Memory Cafés, social activities and groups are provided to promote peer support for those with dementia and their carers. There is access to the accredited Carer Information and Support Programme (CrISP), and support to Carers throughout this training programme.

Carers Support Worker Service, Care Plus Group - 01472 571120

The Carers Support Worker Service supports carers of older people and people with a learning and/or physical disability. The service offers regular telephone or face to face contact, specialist information, emotional and practical support and social activities. Carers need to have been identified as having a need for the service to access it.

Adult carers

Support provided by NAViGO - 01472 302515

There are services and support for carers of those with mental health problems. Carers of people with dementia may access the Admiral Nurse Service, which includes qualified Admiral Nurses as well as a dedicated Carers Support Worker that can offer one to one support. Both these services can be accessed by calling 01472 302429.

They are able to offer advice, information, education and emotional support to carers of a person with dementia, as long as the person with dementia resides within North East Lincolnshire.

For carers of those with functional mental health problems, advice, information, carers assessments, practical and emotional support, carers' groups and social activities are available.

For more information on services and support you can visit the services4me website.

The website is an online directory of organisations in North East Lincolnshire.
www.services4.me.uk

Carers' breaks

There are a variety of carers' break options available to carers to give them time away from their caring role, i.e. sitting service, respite care and support from universal services (holistic therapies, social activity and day trips).

For more information please call the NEL Carers' Support Service on 01472 242277



Young Carers

Young Carers Project

The Young Carers Project is provided through North East Lincolnshire Council; it works with children and young people under the age of 19 with caring responsibilities, and their families.

The service aims to reduce the caring role through:

- The involvement of other services
- Enablement of the family to find other solutions

Where caring continues, the service aims to reduce the impact of caring by providing:

- Information and advice
- Informal advocacy
- One to one and family support
- Group support
- Time out from the caring role, including a range of activities and events
- The opportunity to have a Young Carer's Assessment

Services and support available also include Counselling and Advocacy. Counselling is provided by the Children's Counselling Access Partnership. Advocacy is often provided by children's charities. North East Lincolnshire Council will also provide advocacy in some circumstances.

The Young Carers' Team and Children's Informal Advocacy

01472 323231

Children's Counselling Access Partnership

01472 326292

The **North East Lincolnshire Carers' Support Service** can provide Young Carers with the option to register for their service, access specialist advice, guidance and signposting to services such as the Young Carers Project and Young Carers' training.

Young Carers



Support for Children affected by parental substance misuse

Call the NSPCC
on 01472 803500

The FEDUP group (family environment drug using parent) offers a 10 week group work programme for children aged 5 to 13 affected by parental substance misuse, alongside a bespoke 8 week programme of work for parents focusing on their substance misuse lifestyle and how this impacts upon their children.

Support for Children with a parent with mental health issues

Call the NSPCC
on 01472 803500

Family SMILES - (Simplifying Mental Illness - Life Enhancing Skills) is a programme of group work with the child, and parallel parent work that looks at the subject of adult mental health and how it affects parenting and subsequently impacts on children's lives. Group work with the child lasts 8 weeks. Parent work is 6 individual sessions. For children aged 8 to 14.



Young Carers

Preparing for Adulthood from age 14

Preparing for Adulthood (also called transition) is a term used to refer to a young person age 14+ (Year 9 onwards) with Special Educational Needs or a Disability (SEND) who is making plans, with the people that support them, about how they will achieve the things they need and want in their adult life.

The changes brought in by the Children and Families Act to SEND legislation, and the Care Act, mean there is a greater emphasis on outcomes and preparing for adulthood from the early years.

This means services that support children and young people with SEND across education, health and care have to work together better to make a difference.

Preparing for Adulthood is also about helping young people and their families to prepare for the changes in the services or support that they may receive.

North East Lincolnshire Council and the Clinical Commissioning Group recognise that good transition planning needs to be based around four key areas (Pathways) so young people achieve paid employment, independent living, good health and community inclusion. These are the things that young people, when asked, have said the process MUST focus on and that will lead to a fulfilling adult life. These have been embedded into our SEND Reforms and Education, Health and Care (EHC) Plans.

The Transition Information Network provides useful information about the transition process

www.transitioninfonetwork.org.uk

Parent Carers

Information about services for children and young people with additional needs 0 - 25 years old:

Website: www.nelincs.gov.uk/resident/family-information-and-children-s-centres/localoffer/

Call: North East Lincolnshire Council

Family Information Service on - 0800 18 303 17



Peace of mind -

Carers' Emergency Alert Card -

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The Carers' Emergency Alert Card gives carers reassurance that in the event of an emergency or personal crisis affecting the carer, the person being cared for continues to be supported. The card also gives carers the opportunity to claim discounts at certain local businesses, services and leisure facilities.

Carers' breaks -

Call the NEL Carers' Support Service for information - 01472 242277

There are a variety of break options available to carers to give them time away from their caring role, i.e. sitting service, respite care and support from universal services (holistic therapies, social activities and day trips).



Parent Carers

Education Health and Care Plans (EHC)

An Education Health and Care Plan is a legal document that describes a child or young person's special educational, health and social care needs. The Plan details the additional help that must be provided to meet those needs and how it will support them to achieve the things they want in life.

EHC Plans are for children and young people whose special educational needs require more help than could normally be provided in a mainstream education setting (nursery, school or post-16 further education). EHC Plans include health and / or social care needs, but your child will not get

an EHC Plan if they have health or social care needs that do not affect their education.

Parents, carers, the education facility or the young person, if over age 16, can ask the Local Authority to carry out an assessment, this is called making an Education, Health and Care Assessment Request (EHCAR). The Special Educational Needs and Disabilities Information, Advice, and Support Service (SENDIASS) or professionals working with your family will be able to advise you. SENDIASS can be contacted on 01472 355365.



Carers' Assessments

What is a Carer's Needs Assessment?

A Carer's Assessment will consider the impact of your caring responsibilities on you, your current and future needs for support, and what you want to achieve in your daily life. You may have someone with you at the assessment to support you.

The Care Act and Children and Families Act:

From 1st April 2015, carers who appear to have any level of need for support must be offered and can also request an assessment. Carers can have an assessment independent of the person they care for, even if the person cared for is not in receipt of care/support, or has refused an assessment of their own needs.

All carers can access universal carer support from the NEL Carers' Support Service without an assessment.

Statutory services have a duty to support carers who have assessed eligible unmet needs. Carers eligibility is defined nationally. For more information please see:

<http://www.carersuk.org/files/section/4630/factsheet-e1029--assessments-and-the-care-act-after-april-2015.pdf>

Carers with eligible unmet need will be supported to put a Support Plan together and access where necessary additional support to meet those needs. Carers with eligible unmet needs will be offered a carers personal budget which can be delivered through commissioned services or a direct payment.

A Carer's Needs Assessment is your opportunity to identify your goals and to talk about the specific things that could be helpful or make life easier for you.

Carers' Assessments

Young Carers

The identification of a Young Carer should result in the offer of a needs assessment for the adult/child with additional needs requiring support. Assessments take place to minimise the impact of caring on a Young Carer and the caring responsibilities a Young Carer has.



Your Young Carer's Assessment will also consider, in addition to the above:

- Whether you have inappropriate levels of caring responsibilities
- Whether you are a child in need
- Whether your development or welfare may suffer if support is not provided
- Why you are caring, and what needs to change in order that you do not take on excessive or inappropriate caring responsibilities
- Any changes to the caring situation that would result from your change in circumstances
- The parenting responsibilities of any adult in need, as well as the impact of their needs on you as a Young Carer

The views of the whole family (adults and children separately) should be sought. Eligibility of the cared for person should take into account the needs of child carers.

Carers' Assessments

Where can I find more information on the Care Act?

The Carers' Support Service can support you to better understand the Care Act. You can also visit: www.gov.uk/government/publications/care-act-2014-part-1-factsheets

How do I get an assessment and find out if I am eligible?

Adult Carers of Adults -

Call Single Point of Access on 01472 256256 or register with the North East Lincolnshire Carers' Support Service and they will support you to make a referral into the Single Point of Access.

Adult Carers of Children -

Call the Family Information Service on 0800 18 303 17 or register with the North East Lincolnshire Carers' Support Service and they will support you to make a referral into the Single Point of Access.

Young Carers -

Call the Young Carers Team (North East Lincolnshire Council) on 01472 326294, option 3 then option 2, or register with the North East Lincolnshire Carers' Support Service and they will support you to make a referral into the Single Point of Access.



Support with Work

Trying to work and care for someone can be difficult - employers can help carers by offering flexible working practices and management support.

Jobcentre Plus personal advisers offer help for carers to find or return to work, by identifying suitable vacancies and explaining the range of work programmes available. Carers can also access the **Work Focused Support for Carers scheme**. For more information please contact the Job Centre Plus.

Job Centre Plus
Main caller number
0845 604 3719

**To arrange a local
appointment**
01472 245400

The North East Lincolnshire Carers' Support Service can also provide information, advice and assistance to carers who are working or who wish to work, and can offer support with employment issues.

Carers who experience difficulties in juggling work and caring should talk to their employer

For more information, refer to the **Local Employers' Guide to Supporting Carers in Their Workplace**, available from the NEL Carers' Support Service.

Carers UK also have a section on their website about your rights as a working carer
www.carersuk.org/help-and-advice/work-and-career



Support with Education and Training

The Carers' Support Service 01472 242277	Franklin College 01472 875004
Grimsby Institute 0800 315 002	Care Plus Employability Services 01472 256730

Grimsby Institute and **Franklin College** offer a range of general courses. **Care Plus Employability Services** offers apprenticeships, internships and supported employment. There may also be opportunities available via the NEL Carers' Support Service.

Housing

There are many housing providers in North East Lincolnshire, including private landlords. A number of housing associations advertise properties on Home Choice Lincs in North East Lincolnshire. You will need to register on the site to bid.

Carers may experience difficulty with housing due to the needs of the person they care for. Your circumstances may mean you are no longer able to afford the home you are currently living in. The NEL Carers' Support Service can support you through difficult situations via their advocacy service. You may also benefit from a Specialist Advice appointment to talk through your situation and discuss your options.

For housing advice contact Shoreline 0345 849 2000, North East Lincolnshire Carers' Support Service (01472 242277) or the Citizens Advice Bureau (01472 252500).



Finances

Financial support

Carers often face reduced income as a result of their caring role. The below organisations help carers to maximise their benefits, give advice about debt issues and provide financial advocacy/representation:

- Citizens Advice Bureau - 01472 252500
- Community Advice Services - 01472 240256
- Jobcentre Plus - 01472 245400
- Pensions Service - 0800 731 7898
- North East Lincolnshire Carers' Support Service (specialist advice and information on benefit checks and financial advice) 01472 242277

Also go to **www.gov.uk** and search for carers' employment.

Accessing benefits advice

As a carer you may be entitled to a number of financial benefits. For example, you may be eligible for Carers Allowance if you are aged 16+ (this can include carers who are older than the pension age) and care for someone for 35+ hours a week who is receiving Attendance Allowance.

The Citizens Advice Bureau via the Carers' Support Service can check your entitlement to a full range of benefits, including means tested and disability benefits and tax credits. They can also check if you are entitled to other kinds of financial support, such as education awards. They will help you to claim your benefits and support you to challenge any incorrect decisions made by other benefits organisations. To make an appointment contact the Carers Support Service on 01472 242277.



Carers' Health

General health and wellbeing

Aside from all the usual reasons to look after your health, people depend on you so it's important to safeguard your mental and physical wellbeing.

- Don't wait for a crisis - access support as early as possible
- Try to eat well - cooking can be daunting, especially when juggled with caring, and preparing a balanced meal can seem impossible
- Try to take regular exercise, even if it's only slight
- Make time for yourself, even if it's only 10 to 15 minutes a day

For signposting or to discuss your options, please call the Carers' Support Service. The Health Trainer (North East Lincolnshire Lifestyles Team) can also offer information and support to anyone wanting to maintain or improve their health and wellbeing.

Healthcare

- Let your GP, dentist or the hospital know that you are a carer (they will be better able to support you as a carer).
- Try to make/ keep appointments regularly, rather than putting them off because of your caring role.
- Some surgeries and pharmacies have arrangements in place to help with the collection and delivery of prescriptions - ask at your surgery or local pharmacy. Some of the larger pharmacy chains also offer this service.

If you have concerns about your health or the health of the person you care for, give your GP a call during office hours. For local GP out of hours services call 01472 256256.

For more information on what to do if the person you care for goes into hospital, you can refer to the **Carers' Hospital Information Guide** available via the NEL Carers' Support Service.

Single Point of Access (SPA) - 01472 256256

SPA provides a health and social care crisis response line, community advice, information and interventions. This line is staffed 24 hours a day, 7 days a week.

End of Life Care

General information and planning ahead

End of life care is the support available for people who are in the final stages of life, to enable them to live as well as possible until they die and to die with dignity. This includes palliative care (the holistic care of people with a progressive, life limiting illness), and support for the whole family and/or carers (i.e. psychological, social and spiritual).

Once everyone is able and ready to do so, consider:

- **Discussing the wishes of the person with them.** For example:
 - How do they want to be cared for in the final months of their life?
 - Who (professionals/family) needs to know that information?
 - Do they want to make/change a will?
 - Do they wish not to be resuscitated?
 - Funeral arrangements
 - **Whether to apply for a Lasting Power of Attorney*** (LPA) - LPA is a legal way to appoint one or more trusted people to make decisions on another person's behalf if they cannot or do not want to make those decisions themselves. There are two types (health and welfare, and property and financial affairs). You can apply for either or both. LPA can also be cancelled if it is no longer needed or wanted.
 - **What other help/information is available** i.e. does your family want to visit a hospice, do you have support for all your collective needs, are the professionals involved being kept up to date?
- A good initial contact is the cared for person's GP or social worker, who can signpost you to useful services and answer any immediate emotional or health concerns.**

*You must be 18+ and have capacity to make and understand your own decisions to make a **Lasting Power of Attorney**. If you need advice/help with this, contact the Office of the Public Guardian: 0300 456 0300 or customerservices@publicguardian.gsi.gov.uk

Information and advice is also available from the NEL Carers' Support Service on 01472 242277.

When caring ends

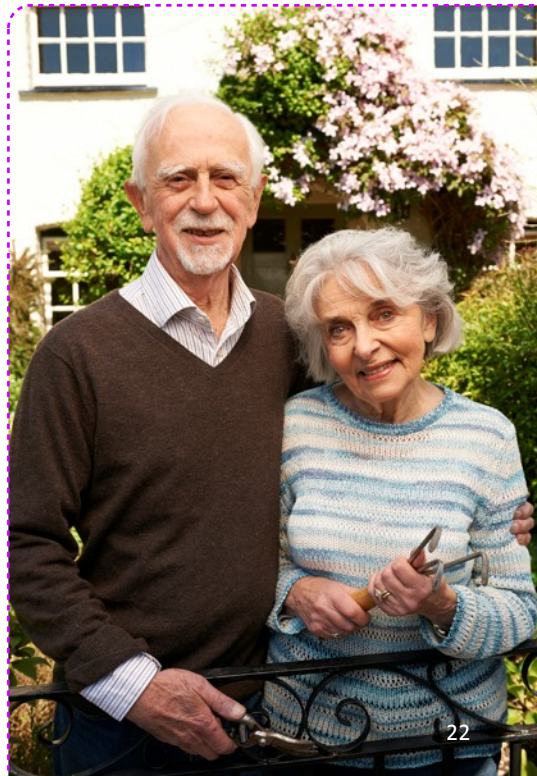
The bereavement process is always one of mixed emotions. You may suddenly feel a lack of purpose without someone to look after, or you may feel relieved. There may be aspects of caring that you'll miss, such as having company every day. You may feel that you didn't do a good enough job. You may have built strong relationships of trust with professionals who you won't see anymore, and this may make you feel isolated. How you coped with caring and how you react to your loss will depend on your personality as much as on events that took place. Now, more than ever, don't be too hard on yourself.

Some carers value talking about their feelings; others experience difficulty openly expressing how they feel and prefer to immerse themselves in a range of activities - hobbies, sport or work. There are a number of support groups available, as well as bereavement services (some targeted, others more general).

You can find out more about what to do when caring ends in the **When Someone Dies** booklet produced by the Care Plus Group, St Andrews Hospice and Northern Lincolnshire and Goole NHS Trust.

The guide is available from the Carers' Support Service

For details of other organisations that provide end of life and bereavement support, visit the Dying Matters page of the Carers' Support Service website:
www.carerssupportcentre.com/north-east-lincolnshire



Safeguarding

What is safeguarding?

Some vulnerable adults may not be able to protect themselves because they have:

- A disability and / or are frail
- A mental health problem
- A serious illness
- Difficulty making their wishes and feelings known

Safeguarding is the process which protects a persons fundamental human, wellbeing and health rights and ensures their ability to live free from harm, abuse or neglect.

Abuse may include instances of: *Physical abuse, domestic violence, sexual abuse, psychological abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational abuse, neglect and acts of omission, self-neglect*

The person carrying out the abuse could be a relative, a partner, someone paid to provide care and services or even a volunteer, a neighbour, a friend or a stranger. Often the person carrying out the abuse is someone close to the adult and could be someone who is loved and trusted by them.

Sometimes people can abuse without actually knowing it; where they may think they are caring for someone, but may not know how to do it properly or some people will deliberately abuse adults they see as an easy target. Abuse can be accidental or a deliberate act, either way advice is available.

What to do if you suspect a safeguarding concern

All you need to do is share your concerns with us - your call could make a difference.

For Adult safeguarding concerns, call 01472 256 256

For Child safeguarding concerns, call 01472 325 474

In the case of an emergency situation, dial 999

Involving Carers

Forums in North East Lincolnshire

Within North East Lincolnshire, we are committed to including carers in the planning, development and on-going monitoring of local services. Local forums promote carers' issues, rights and involvement, acting as independent voices for different carer groups.

You may wish to find out more about how you could be involved, or how the forums can help represent the issues closest to you. Involvement can be anything from receiving information to sitting on decision making groups/boards.

There are a number of Forums available for community members to have their say on local health and social care services:

North East Lincolnshire Carers Forum

01472 242277

Mental Health Service User and Carer Independent Forum

01472 233312

North East Lincolnshire Parent Participation Forum (for Parent Carers)

07583474892

North East Lincolnshire Young Carers Forum

01472 323231



Local Contacts and Information

ACCORD

0300 3000 567

Email: nelccg.accord@nhs.net

Website: www.nelccg-accord.co.uk

Advocacy - Cloverleaf

0303 303 0413

Email: voicestogether@cloverleaf-advocacy.co.uk

Website: www.cloverleaf-advocacy.co.uk

Age UK North East Lincolnshire

01472 344976

Email: admin@ageuknelincs.org.uk

Website: www.ageuk.org.uk/grimsby

27 Osborne Street, Grimsby, N E Lincolnshire, DN31 1EY

Bereavement - NHS leaflet for South Humber

www.rdash.nhs.uk/22479/bereavement-and-grief-information-for-service-users-and-carers/?hide=1

British Red Cross - Support at home

01472 871157

Suite 1 DBC House, Laceby Business Park, Grimsby Road, Laceby, DN37 7DP

Care4all

01472 571100

Website: www.care4all.org.uk

Carelink

01472 312312

Email: admin@care-link.org.uk

Website: www.care-link.org.uk

Centre4, Wootton Road, Grimsby, DN33 1HE

Care Plus Employability Services

01472 256730

Website: www.careplusgroup.org/services/employability-services

The Val Waterhouse Centre, 41-43 Kent Street, Grimsby, DN32 7DH

Carers Support Workers (Care Plus Group)

01472 571120 or **01472 266999** (general number)

Website: www.careplusgroup.org

Carers Direct - access to local care and support service information through search engine
www.nhs.uk/carersdirect

Community Mental Health Memory Service (NAViGO)
01472 255293 or **01472 279617**
Website: www.navigocare.co.uk

Cruse Bereavement Counselling Service
01472 814455
Email: grimsby@cruse.org.uk
Website: www.cruse.org.uk/South-Humber-area
For Grimsby, Cleethorpes & Louth:
Cruse Bereavement Care,
Cleethorpes Business Centre, Jackson Place, Humberston, DN36 4AS

End of Life Care, North East Lincolnshire Council (information)
Website: www.nelcolcare.org

Foresight
01472 269666
Email: info@foresight-nelincs.co.uk
Website: www.foresight-nelincs.co.uk

Friendship at Home Scheme
(befriending, social activities, information & support)
01472 602500
Email: admin@friendshipathome.org.uk
Website: www.friendshipathome.org.uk

Gingerbread (Bereavement and advice/support for single parents)
0808 802 0925
Website: www.gingerbread.org.uk/content/604/Tailored-advice
and click on "Bereavement"

Healthwatch
01472 361459
Email: healthwatchnel@nbforum.org.uk
Twitter at @healthwatchNEL
Website: www.healthwatchnortheastlincolnshire.co.uk

Health Trainer (North East Lincolnshire Council)
0845 603 2166
Email: info@health-trainers.org
Website: www.nel-lifestyleservices.co.uk

<p>Home Choice Lincs Website: www.homechoicelincs.org.uk</p>
<p>Homelessness 01472 326401</p>
<p>Linkage College 01472 372400 Email: transition@linkage.org.uk Website: www.linkage.org.uk</p>
<p>MacMillan Specialist Palliative Care Nurses 01472 250623 Website: www.careplusgroup.org/services/macmillan-specialist-palliative-care-team</p>
<p>Mental Health Service User and Carer Independent Forum (see page 24)</p>
<p>MIND 01472 349991 Website: www.mind.org.uk</p>
<p>NAViGO - Carers Support (functional mental health) 01472 625810 or 01472 583000 (general number) Email: info@navigo.nhs.net Website: www.navigocare.co.uk</p>
<p>NAViGO - Admiral Nurses 01472 302429 Website: www.navigocare.co.uk (general)</p>
<p>North East Lincolnshire Carers Forum (see page 24)</p>
<p>North East Lincolnshire Children’s Services 01472 325 555</p>
<p>North East Lincolnshire Parent Participation Forum (for Parent Carers) (see page 24)</p>
<p>North East Lincolnshire Young Carers Forum (see page 24)</p>
<p>Northern Lincolnshire & Goole Hospitals NHS Foundation Trust 01724 387946 Email: nlg-tr-foundationtrustoffice@nhs.net Website: www.nlg.nhs.uk Enquiry form: www.nlg.nhs.uk/contact/enquiries Scunthorpe Hospital 01724 282282 Goole hospital 01405 720720 Diana Princess of Wales Hospital 01472 874111</p>

Patient Advice and Liaison Service (PALS)

0300 3000 500

Email: NEL-CCG.askus@nhs.net

Website: www.northeastlincolnshireccg.nhs.uk/help-support/patient-advice-liaison-service

Pensions Service

0845 606 0265 (general questions)

0845 300 1084 (for information on State Pension) or

0800 99 1234 (for information on Pension Credit)

Website: www.thepensionservice.gov.uk

Samaritans

01472 353111

Website: www.samaritans.org

SCOPE

01472 34 6131

Email: response@scope.org.uk

Website: www.scope.org.uk

84 Freeman Street, Grimsby, DN32 7AG

St Andrews Hospice

01472 350908

Website: www.standrewshospice.com

Stroke Association

01472 753012

Email: sue.balderson@stroke.org.uk

Website: www.stroke.org.uk

Supporting People (housing related support for vulnerable people)

01472 324865

Website: www.nelincs.gov.uk/resident/health-and-social-care/supporting-people

VANEL

01472 231123

Email: office@vanel.org.uk

Website: www.vanel.org.uk

National Contacts and Information

Admiral Nursing Direct (a Dementia UK service)

This service offers free practical and emotional support and advice

0800 888 6678 or

email direct@dementiauk.org

Alzheimer's Society

0207 423 3500

Email: enquiries@alzheimers.org.uk

Website: www.alzheimers.org.uk

Yorkshire and Humber - **01142 768414**

Email: Yorkshire@alzheimers.org.uk

Bereavement and end of life care (for parents):

Together for short lives

0800 8088 100

Website: www.togetherforshortlives.org.uk/families/familys_journey/bereavement_support

Bereavement and advice/support (for single parents):

Gingerbread

0808 802 0925

Website: www.gingerbread.org.uk/content/731/Bereavement

Carers Direct - Info on assessments, benefits, direct payments, individual budgets, time off and maintaining, leaving or going back to work or education. The advisers can put you in touch with specialist national or local sources of help.

0300 123 1053

Website: www.nhs.uk/carersdirect

Carers UK

0808 808 7777

Website: www.carersuk.org

Gov.uk - carer information on a range of topics

Website: www.direct.gov.uk

Contact a Family

0808 808 3555

Website: www.cafamily.org.uk

Dying Matters (information section)

Website: www.dyingmatters.org

Eurocarers

Website: www.eurocarers.org

Family Fund - Grants to help raise disabled children 17 years or younger

Website: www.familyfund.org.uk

carerstrust

0844 800 4361

Website: www.carers.org

Jobcentre UK

0345 606 0234 (main number) or **0800 055 6688** (new benefit claim) or **0345 608 8545** (employment and support allowance)

Marie Curie support line:

0800 090 2309

Website: www.mariecurie.org.uk

National Autistic Society

0808 800 4104

Website: www.autism.org.uk

Revitalise - provides short breaks/respice care and other services for people with disabilities or visual disabilities

0303 303 0145

Website: www.revitalise.org.uk

The Royal British Legion (For ex - servicemen)

0808 802 8080 (all enquiries from 8am to 8pm, 7 days a week)

Website: www.britishlegion.org.uk

Together for short lives - bereavement support for parents

0800 808 8100

Website: www.togetherforshortlives.org.uk/families/familys_journey/bereavement_support

Turn2us

0808 802 2000

Website: www.turn2us.org.uk

Young Carers' Net, Young Carers' Service

Email: youngcarers@carers.org

Website: www.youngcarers.net

Forum website: www.babble.carers.org/ycnet-ask-question

For additional copies of the Carers' Guide
please contact the
North East Lincolnshire Carers' Support Service
on 01472 242277

You can also download the guide from
www.northeastlincolnshireccg.nhs.uk
www.nelincs.gov.uk or
www.carerssupportcentre.com/north-east-lincolnshire

If you need this information in another language
or in another format, please contact
North East Lincolnshire Carers' Support Service.

The Carers' Support Service

Working with Carers in North East Lincolnshire



NHS

North East Lincolnshire
Clinical Commissioning Group