



Information, help and advice to support you in your caring role in Bracknell Forest



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Caring in Bracknell Forest

A carer is someone who provides unpaid help and support to family or friends. You could be caring for a partner, child, relative, friend or a neighbour who is ill, frail, disabled or who has mental health or substance misuse problems; anyone can become a carer at any age.



Recognising yourself as a carer can be a way of acknowledging that you have an important role. Your role may be rewarding but one which can also be stressful and demanding. As a carer it is important that you are aware of the range of services available to support you in your caring role and to help you manage the impact caring has on your own health and well-being.

Being a carer can mean:

- **You** risk injury helping someone out of bed
- Physically and emotionally tired when **you** do not get a break
- **You** are socially isolated not having time for friends and family
- **You** lose self-confidence
- Do not have the time to continue with **your** hobbies and interests
- **You** face financial difficulties
- **You** feel guilty, angry or frustrated

As a carer, it is important you are aware of the range of help and services available locally so you can get the help and support you need to continue caring without putting your own health or emotional well-being at risk.

This pack provides information about care and support services in Bracknell Forest, including information about benefits, health and social care services, advocacy and opportunities to take a break. It has been produced by SIGNAL 4 Bracknell Forest Carers and funded by Bracknell Forest Council and East Berkshire Clinical Commissioning Group.

This document is correct at the time of going to print. Please let us know of any amendments, call 01344 266088 or email info@signal4carers.org.uk

SIGNAL 4 Bracknell Forest Carers

From the 1st April 2016 SIGNAL took over from Berkshire Carers Service.



SIGNAL is run by The Ark Trust Ltd, and is funded by Bracknell Forest Council and East Berkshire Clinical Commissioning Group. SIGNAL provides the following free services for unpaid (non-professional) carers who care for someone in Bracknell Forest;

- Support
 - For example; Listening, encouragement and emotional support to help you and directing you to the services you need to help in your caring role
- Information
 - For example; about benefits or health and social care
- Guidance
 - For example; helping to complete forms, planning a break
- Networking
 - For example; meeting other carers
- Advice
 - For example; Mental Capacity Act
- Learning
 - For example; training to help you fulfil your caring role.

SIGNAL's community workers can provide advice and guidance over the telephone, via email, a home visit or from our offices in North Ascot. SIGNAL's office address is Trax, Mill Ride, (off Fernbank Road) North Ascot, SL5 8JW. Our office is open 9am to 5pm Monday to Friday. Please book an appointment in advance with our community workers.

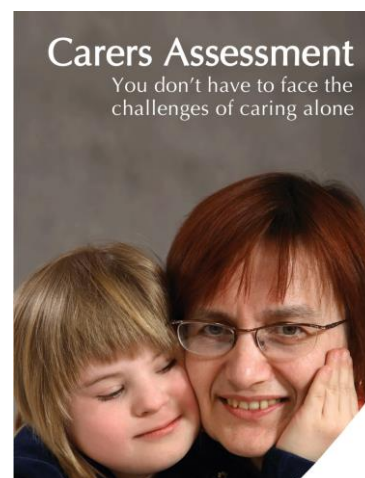
Carers can register for SIGNALs service on our website: www.signal4carers.org.uk email: info@signal4carers.org.uk or call 01344 266 088.

Hard Copies

This document includes a number of web links to further information. If you cannot access the documents online please contact SIGNAL who will print the information and post it to you. Telephone: 01344 266 088.

Carer's Assessment

You are entitled to a carer's assessment if you provide unpaid care, regardless of whether the person you care for is having their needs assessed and/or if Bracknell Forest Council have assessed that they are not eligible for support. If you and the person you are looking after agree a joint assessment of both of your needs can be undertaken at the same time. There is also an opportunity, should you wish, for the social care practitioner to arrange for an advocate for you.



A carer's assessment is an opportunity for you as a carer to look at the impact caring has on you, on your health and well-being, your quality of life, and whether you are willing or able to carry on caring. It is also an opportunity to talk through the services and support that may be needed to support your caring role.

A carer's assessment will identify if you meet the national eligibility criteria. Generally speaking, this identifies that there is likely to be a significant impact on your well-being and quality of life as a result of your caring for another person.

If you are eligible for services and support the social care practitioner will put in place a support plan which will identify how your needs can be met and they will be able to talk to you about the range of support and services available. They will also be able to discuss your entitlement for a Direct Payment, how this is arranged, and how this can enable you to buy services to meet your assessed needs. They will also be able to give you information on, and how to register for the Carers Emergency Card Scheme.

To get a carer's assessment you can ask SIGNAL to request this for you.

Alternatively, you can contact Bracknell Forest Council direct by telephone on 01344 351500 or by email at adult.services@bracknell-forest.gov.uk

There is no charge for an assessment.

Carer's Emergency Card Scheme

Do you ever wonder what would happen if an emergency meant that you couldn't provide the care you usually do? How would people know you were a carer? How would people know WHO to contact?

Having a Carers Emergency Card and making simple plans with family, friends and neighbours who could help in an emergency can help give you peace of mind.

What is the Carers Emergency Card?

The Carers Emergency Card is a small, credit card sized card that lets other people know in an emergency that the person you care for relies on you. The card should be carried with you at all times, for example in your bag or wallet. This provides the reassurance that, in an emergency, there are backup plans in place for the person you care for so they won't be left without support. A card is also given to the person you care for with your information. The cards are FREE.

If you have not received the emergency card with this booklet, please contact us.

For more information visit: <https://www.signal4carers.org.uk/412-carers-emergency-card>

Young Carer's

Support for young carer's under 18 is provided by Bracknell Forest Council. Contact Bracknell Forest Youth Service for more information: 01344 464731.

Supporting carer's of children and young people with additional needs is provided by the Information, Advice and Support Service.

Email: SEND.support@bracknell-forest.gov.uk

Or call: 01344 354 011



Advocacy

Advocacy can help if you need support with:

- Understanding information
- Speaking up for, or acting on behalf of, yourself or another person
- Taking action to say what you want, secure your rights, represent your interests and get the support you need
- Sharing your views, opinions, ideas and feelings to help improve services

An advocate is a person who provides help to someone to speak up and take action. Advocacy must be offered to people who would have substantial difficulty being involved in their care and support, if they do not have someone who can help. For example an advocate might help with an assessment of care and support needs or a carer's assessment.



Seap provide advocacy for:

- Care Act Advocacy (ICAA)
- Military Advocacy
- Independent Health Complaints Advocacy (IHCA)
- Independent Mental Health Advocacy (IMHA)
- Independent Mental Capacity Advocacy (IMCA)
- Deprivation of Liberty Safeguards (DoLS)
- Learning Disability Advocacy

Telephone: 0300 3435702

Email: bracknellforest@seap.org.uk

www.seap.org.uk/local-authority/bracknell-forest.html

Getting help for the person you care for

The person you care for may be able to get help and support from Bracknell Forest Council, such as personal care, adaptations or equipment for the home.

Having their needs assessed is an important step, it will help them to think about what their needs are, what problems they are facing, what help they have now and what help they think they may need.



After an assessment the person will be told how much personal budget they will have available to plan support.

To determine if people can receive social care services, councils have eligibility criteria that they use to identify if people have needs that can be met by social care funding.

Adult Social Care Services in Bracknell Forest will then work with the individual to develop the support which meets that person's needs to keep them as independent as possible.

There is no charge for information, advice or assessments.

To have a needs assessment or find out more visit:

Community Response and Reablement Team

<https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/>
Telephone: 01344 351 500.

Community Mental Health Team (CMHT)

<https://www.bracknell-forest.gov.uk/health-and-social-care/mental-health-and-wellbeing/adult-mental-health>

Adults with mental health needs should contact the Community Mental Health Team (CMHT) on 01344 823 333.

Direct payments

Most people who use Social Care Services from Bracknell Forest Council could get a direct payment. The Council can give you lots of help and support to understand and manage your direct payment.

Direct payments can be used to buy services from an organisation or to employ someone to provide assistance. Direct payments can be used to buy the support or services to meet the assessed needs identified. This can also be support that helps maintain your health and wellbeing if you have been assessed as needing domestic help then you are entitled to a direct payment to buy the support services that you need.

For more information visit:

<https://www.bracknell-forest.gov.uk/health-and-social-care/care-and-support/planning-and-arranging-your-support>

Call the Direct Payments Team on 01344 351 841

Email: direct.payments@bracknellforest.gov.uk

Carers of disabled children should contact Children's Social Care Duty and Assessment Team on 01344 352 020 or their allocated Social Worker.

Financial help for carers

Caring can lead to financial difficulties because carers many have to reduce the hours they work or stop working completely as a result of caring for someone.

Carer's Allowance

The main benefit for carers is Carer's Allowance. You could get £66.15 a week if you care for someone at least 35 hours a week and they get certain benefits. You don't have to be related to, or live with, the person you care for.

To be eligible for Carer's Allowance the person you care for must already get one of these benefits:

- Personal Independence Payment - daily living component
- Disability Living Allowance - the middle or highest care rate
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment

You might be able to get Carer's Allowance if all of the following apply:

- You are 16 or over
- You spend at least 35 hours a week caring for someone
- Have been in England, Scotland or Wales for at least 2 of the last 3 years
- You normally live in England, Scotland or Wales, or you live abroad as a member of the armed forces
- You are not in full-time education
- You are not studying for 21 hours a week or more
- You earn no more than £123 a week (after taxes, care costs while you are at work and 50% of what you pay into your pension) – do not count your pension as income
- You are not subject to immigration control

To apply for Carer's Allowance make a claim online at:

<https://www.gov.uk/carers-allowance>

Personal Independence Payment (PIP)

PIP helps with some of the extra costs caused by long-term ill-health or a disability if you are aged 16 to 64.

You could get between £23.20 and £148.85 a week.

The rate depends on how your condition affects you, not the condition itself.

You will need an assessment to work out the level of help you get. Your rate will be regularly reassessed to make sure you are getting the right support.

PIP is a non-means tested, tax-free payment that can be spent as the recipient chooses. It can be claimed whether an individual is working or not.

Children up to the age of 16 will continue to get Disability Living Allowance.

Find out more about PIP at:

<https://www.gov.uk/pip/overview>

Attendance Allowance (AA)

You could get £58.70 or £87.65 a week to help with personal care because you are physically or mentally disabled and you are aged 65 or over. It is paid at 2 different rates and how much you get depends on the level of care that you need because of your disability.

Personal care means attending to the physical needs of people who are disabled or otherwise unable to take care of themselves, including tasks such as bathing, management of bodily functions and cooking.

The other benefits you get can increase if you get Attendance Allowance.

Find out more about AA at:

<https://www.gov.uk/attendance-allowance/overview>

Council Tax

If you are on a low income, you may be entitled to some help towards paying your council tax. This is called Council Tax Reduction (CTR).

For information about the scheme visit:

<https://www.bracknell-forest.gov.uk/benefits/council-tax-discount>

or call Bracknell Forest Council on 01344 352 010.

For further information about benefits, visit:

Bracknell Forest Council

Telephone: Tel: 01344 352 010

<https://www.bracknell-forest.gov.uk/benefits>

or www.gov.uk

Bracknell & District Citizens Advice Bureau

Telephone 03444 111 306

www.citizensadvicebracknell.org.uk

<https://www.citizensadvice.org.uk/benefits/>

Turn2Us

Telephone 0808 802 2000

<https://www.turn2us.org.uk/>

TV Licence Grant

The TV Licence Grant is available for residents who are either over 65 years old or permanently disabled, who live in wards covered by Bracknell Town Council. These grants are paid for out of that part of the council tax which is collected on behalf of Bracknell Town Council.

This is a scheme operated by Bracknell Town Council. People living in other parts of Bracknell Forest i.e. Warfield, Winkfield, Binfield, Crowthorne and Sandhurst do not qualify as the scheme is paid for out of that part of the Council Tax which is collected on behalf of Bracknell Town Council.

For further information visit:

<http://bracknelltowncouncil.gov.uk/services/tv-licence-grant/>

or call Bracknell Town Council on 01344 420 079.

Health Services



It is important you tell your GP Practice that you are a carer. Telling them may mean they can;

- Ensure you have access to flu jabs and health checks
- Provide information and advice on medical conditions and treatments for the person you care for
- Visit you or the person you care for at home
- Arrange appointments for you and the person you care for at the same time to avoid having to visit the surgery twice
- Arrange for repeat prescriptions to be delivered to your local pharmacy
- Provide information on other NHS services such as the continence service and patient transport to hospital appointments
- Avoid long waits at the surgery
- Provide letters and information to support applications for benefits or help with housing or travel.

Healthwatch Bracknell Forest

Healthwatch Bracknell Forest collects feedback about your experiences of health and social care services and uses your feedback to influence providers and commissioners of services to provide you with what you want and need.

Healthwatch Bracknell Forest will also direct you to existing services and help you to understand the health and social care system. For more information visit: www.healthwatchbracknellforest.co.uk or call 01344 266 911.



NHS 111

If you need medical help fast and your GP surgery is closed, but it is not a 999 emergency, call NHS 111.

NHS 111 will assess you, provide advice and direct you to the most appropriate local service that can help you the best. NHS 111 is available 24 hours a day, 7 days a week and calls are free.

For more information visit: www.nhs.uk/111



GP Out of Hours Service

If you urgently need to see a GP and your GP Practice is closed call NHS 111, who can refer you to the out of hours service.

Patient Advice and Liaison Service (PALS)

NHS Trusts have a Patient Advice and Liaison Service (PALS) which offers confidential advice, support and information on health-related matters.

PALS can:

- Provide advice and support to patient their families and carers
- Help with information about NHS services
- Listen and respond to concerns, suggestions and queries
- Help sort out problems quickly on your behalf
- Advise you if you wish to make a formal complaint

Royal Berkshire Hospital NHS Foundation Trust

www.royalberkshire.nhs.uk

Telephone: 0118 322 8338

Email: Talktous@royalberkshire.nhs.uk

Frimley Health NHS Foundation Trust

<https://www.fhft.nhs.uk/>

Email: fhft.palsfrimleypark@nhs.net

Frimley Park Hospital: 01276 526 530

Wexham Park and Heatherwood Hospitals: 01753 633 365

Email: fhft.palswexhampark@nhs.net

Berkshire Healthcare NHS Foundation Trust

<http://www.berkshirehealthcare.nhs.uk/>

Email: BHT@berkshire.nhs.uk

Telephone: 0118 960 5027

East Berkshire Clinical Commissioning Group

(Including PALS for local GPs)

<http://www.eastberkshireccg.nhs.uk>

Email: scwcsu.palscomplaints@nhs.net

Telephone: 0300 123 6258

Help with health costs



Dental treatment

If you receive certain benefits/Tax Credits you are entitled to free dental treatment. For more information call the NHS Dental Services Helpline on 0300 330 1348.

Eye Tests

If you are over 60 years of age you are entitled to free eye tests. If you receive certain benefits/Tax Credits you are also entitled to free eye tests and glasses.



Travel Costs

If you get certain benefits/tax credits you may be entitled to help with travel costs to and from hospital for yourself and the person you care for.



Prescription Charges

You do not have to pay prescription charges, if you are over 60, in receipt of certain benefits or have a qualifying medical condition. For more information call the Prescription Services Helpline on 0300 330 1349.

Prescription Prepayment Certificate (PPC)

If you do not qualify for free prescriptions and you need more than three prescription items in three months, or 14 items in 12 months you could save money with a Prescription Prepayment Certificate. Telephone 0300 330 1341 for more information.

For more information about help with healthcare costs visit:

www.nhs.uk/healthcosts

Help with going home from hospital

The British Red Cross support at home service offers short-term practical and emotional support at home to help people regain their independence.

Following an illness or injury, trained volunteers smooth the process of settling back into a normal routine and enable people to regain their confidence and independence. Volunteers provide free support for:

- Rebuilding confidence and social networks
- Companionship
- Essential shopping
- Low level practical support
- Accompanying on trips e.g. to the bank
- Signposting to other organisations

People can be referred to this free service by hospital discharge teams, a health professional, GP, hospitals and social workers. For more information call: 01276 522 665 Email: ilcrsouthciadmin@redcross.org.uk

My Care My Home

My Care My Home is an organisation which provides support and guidance to people who pay for their own care. It offers:

- Advice regarding the range of support options available, including options to support people to remain at home
- Advice regarding the various ways in which people can pay for residential care, for example purchasing an annuity product for a one-off cost which guarantees to cover costs for the rest of someone's stay in the residential setting
- A number of additional services including evaluation of support providers according to a person's individual needs and preferences and property management services for those moving to a residential care who choose to rent out their property

Contacting My Care My Home is free as is their initial assessment of someone's needs. Other services are chargeable but this will be explained clearly at the start. Telephone: 0800 731 8470 or visit: www.mycaremyhome.co.uk

Taking a break

Caring can be rewarding but it can also be tiring, both physically and emotionally and it is important for both you and the person you care for that you get a break from your caring responsibilities.

Support with confidence scheme

Whether you get a direct payment from the council to pay for your support, or you buy services privately, the support with confidence scheme can help you find personal assistants you can trust – from people and organisations that have been vetted and approved on grounds of quality, safety and training.

The support with confidence scheme is run by the Family Resource Centre UK funded by Bracknell Forest Council.

For more information visit:

<http://www.bracknellforestsupportwithconfidence.co.uk/>

or contact Family Resource Centre on Telephone: 0118 907 6397 or 0800 328 9148.

Getting out and about

Travelling by bus

The Traveline website provides information about bus routes and timetables in Bracknell Forest. www.traveline.info Call 0871 200 22 33

Concessionary Bus Pass

The concessionary bus pass scheme allows holders to travel anywhere in England on local buses for free during off-peak times and at any time during weekends and bank holidays.

All Bracknell Forest bus passes are e+ cards; which is a wallet sized plastic card with an electronic chip. It can be used throughout the borough by residents and frequent visitors and can be used to get discounts in local shops and attractions.

Find out more at:

<https://www.bracknell-forest.gov.uk/roads-parking-and-transport>

or call Bracknell Forest Council Customer Services on 01344 352 000.

Railcard subsidy

Bracknell Forest Council offers a subsidised railcard as an alternative to a bus pass to the over 65s and disabled people.

These railcards give holders a third off most standard and first-class rail fares across Great Britain for a whole year. To apply for a railcard or to renew an existing one, please call 01344 352000 or apply online at <https://www.bracknell-forest.gov.uk/roads-parking-and-transport>

Disabled Persons Railcard

If the person you care for has a disability that makes travelling by train difficult they may be eligible for the Disabled Persons Railcard.

They will qualify if they:

- receive Personal Independence Payments (PIP)
- receive Disability Living Allowance (DLA) at either:
 - the higher or lower rate for the mobility component, or
 - the higher or middle rate for the care component
- have a visual impairment
- have a hearing impairment
- have epilepsy
- receive Attendance Allowance or Severe Disablement Allowance
- receive War Pensioner's Mobility Supplement
- receive War or Service Disablement Pension for 80% or more disability
- buy or lease a vehicle through the motability scheme

The Railcard allows them to get a third off most rail fares across Britain. An adult companion travelling with them gets the same discount.

To apply, please call 0345 605 0525 or mini-com/textphone 0345 601 0132. See www.disabledpersons-railcard.co.uk/

Bracknell Forest R Bus

The R Bus is a service run by Bracknell Forest Council for people with learning disabilities, individuals access this through the Community Team for People with Learning Disabilities. The R Bus also provides transport to and from school for young people that qualify for the service.

The Blue Badge Scheme

The Blue Badge scheme provides a range of parking concessions for people with severe mobility problems, including children, who have difficulty using public transport. The scheme is managed by Bracknell Forest Council.

For more information visit:

www.bracknell-forest.gov.uk/health-and-social-care/blue-badge-scheme/how-apply

or call 01344 351 464.

Accessible Taxis

Most taxis in Bracknell Forest are fully wheelchair accessible and have features to make travelling easier for people with disabilities, such as induction loops and intermediate steps.

When you are booking a vehicle, make sure you let the operator know of any special requirements you have so they can send the appropriate vehicle.

A list of firms and drivers who have stated they are available for wheelchair booking can be found at <http://www.bracknell-forest.gov.uk/roads-parking-and-transport/travel-and-public-transport/taxis>

Access Information

AccessAble details access information to thousands of venues across the UK including shops, pubs, restaurants, cinemas, theatres, railway stations, hotels, universities, hospitals and more.

Visit: <http://www.accessable.co.uk>

Bracknell Shopmobility

Bracknell Shopmobility provides a mobility service to local residents and visitors who have difficulty walking. The service has a wide range of manual and powered wheelchairs and scooters to enable easier access to facilities and shops in the town centre. They are based on the ground floor of Princess Square.

People do not need to be registered disabled to use them but they do need to register to use the service for the first time. Please allow 15 minutes to complete the registration form and to receive instruction on the safe use of the vehicle. Please bring with you proof of identity confirming your name and address.

For more information visit:

www.bracknellshopmobility.org

Telephone: 01344 861 316

Mobility aids

The British Red Cross provide short-term loans of mobility aids to people in need, including wheelchairs, commodes, walking sticks and frames.

For more information visit:

<http://www.redcross.org.uk/>

Or call 01344 425 176

Keep Mobile

Keep Mobile is a voluntary organisation that provides transport for older people and disabled people, as well as organised day trips out.

For more information visit:

<http://www.keep-mobile.org.uk/>

Call: 0345 544 0850

Email: admin@keepmobile.org.uk

Day centres and respite care

Short breaks of around two to four hours at a time can also be paid for from a Personal Budget.

This might involve a support worker or care worker from an agency, voluntary or private sector organisation, or a personal assistant (PA), who can come and stay with the person you care for; allowing you to go out to do the shopping, have your hair done, play golf or do anything that is important to you.

Respite can also take the form of an activity that is just for the carer.

There are a number of day centres in the Bracknell Forest area in which an older, frail person can enjoy the company of others, activities and a good lunch. This can be another way for the carer to have a break from their caring role.

Age Concern Bracknell Forest

Helps older people of the borough and supports their family and friends. Run Forest Park day centre for elderly people with dementia living in and around Bracknell Forest. Toenail cutting service for over 65's charged per session.

www.ageconcernbracknell.org.uk

01344 862 916

The Ascot District Day Centre

Providing a home from home for the elderly of Sunninghill, Ascot and Sunningdale.

01344 624923

www.ascotdaycentre.co.uk

COATS (Crowthorne Old Age To Teen Society)

Runs a centre in Crowthorne. It provides companionship, lunches, teas, activities, entertainment and services for local elderly people.

01344 773464

www.coatscrowthorne.org.uk

Sandhurst Day Centre

An independent day centre providing a meeting place for the active elderly and care for the less able.

<http://www.sandhurstdaycentre.org.uk/> Call: 01252 877 601

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Useful Contacts

Bracknell Forest Council	01344 352 000
Bracknell Forest Council Social Care	01344 351 500
Bracknell Urgent Care Centre	01344 551 100
Citizen's Advice Bureau (CAB) - Bracknell	03444 111 306
Community Team for People with a Learning Disability	01344 354 466
Community Mental Health Team	01344 823 333
Healthwatch Bracknell Forest	01344 266 911
NHS	111
SIGNAL 4 Bracknell Forest Carers	01344 266 088

Acknowledgements

Bracknell Forest council website www.bracknell-forest.gov.uk

Bracknell Forest Dementia Directory

<http://www.bracknell-forest.gov.uk/Dementia-directory.pdf>

Berkshire Carers Service – Caring in Bracknell Forest

Bracknell Forest helping you Stay Independent Guide

<http://www.bracknell-forest.gov.uk/helping-you-stay-independent-guide.pdf>