

A guide for unpaid carers

Finding support as a carer





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Wherever you see this icon we have an online and printed factsheet available. To get hold of copies of our printed factsheets please call **0800 181 4118**. For online factsheets visit our website at **www.carersupportwiltshire.co.uk/information-hub**



You are not alone

In the UK 3 in 5 people will be carers at some point in their lives.

A carer is anyone who cares, unpaid, for a family member or friend who could not always manage without their support. They might look after someone with a physical disability, learning disability, autistic spectrum disorder, long term health condition, mental health issue or a problem with substance misuse

You could be helping with household tasks such as cleaning or cooking, administering medication, organising and transporting someone to medical appointments, providing personal care or providing emotional support.

You could be doing it once a day, a couple of times a week or all the time. There are no time limits to being a carer.

Looking after someone can be a positive and rewarding experience. It can also be exhausting, stressful and isolating.

This guide is here to let you know what support is available to you as an unpaid carer.

TOM'S STORY

A lot of people don't actually realise they are carers until they're called a carer. I think I was made aware of it at the doctor's surgery. They brought along someone from Carer Support Wiltshire who explained what they did and I thought, gosh I've been doing this for a few years. They're an organisation that can point you in the right direction for all sorts of help and gadgets and all sorts of things like that.

I don't think it crossed my mind really. It was just a fact of life. My wife became disabled with muscular dystrophy. It was a gradual process – it didn't happen overnight. She lost the muscle power to do things like walking and lifting things like kettles – simple things like that. Then you suddenly realise that you're doing these things. It creeps up on you, quietly, gradually.

A photograph of a woman with brown hair, smiling warmly at a young child with blonde hair. The child is looking down at something in their hands. The background is slightly blurred, showing what appears to be a kitchen or home setting.

Who we are

We care because you do

Carer Support Wiltshire is a registered charity (no. 1092762) working across Wiltshire to support all unpaid carers.

We recognise each person's circumstances are unique to them and it's really important you receive the right support for your situation. Call us now for a conversation with one of our support team about the impact your caring role is having on you. We can then guide you to support that is right for you.

To access our free services you need to be caring for someone who lives in Wiltshire or who is registered with a Wiltshire based GP practice.

You can contact us for advice or register for support

- At **www.carersupportwiltshire.co.uk**
- By ringing us on **0800 181 4118** (Monday-Thursday 9.00am – 4.30pm; Friday 9.00am – 4.00pm)

“ When all your energy goes into caring for your family member, neighbour or friend you often don't stop to reach out or know what to ask for. Carer Support Wiltshire can provide you with that direction and help focus your efforts giving you the resource you might need. ”

Anne-Marie, caring for her parents

For more information on how we can support you or for general advice and information on your caring role our website is available 24/7, 365 days a year.

www.carersupportwiltshire.co.uk



Where to start

Here's a few things you can do right now to help you in your caring role:

- If you are 16 or over, contact us and register yourself as a carer to keep up to date with the latest information and support that is available to you;
- Register as a carer with your GP surgery and ask about what support they offer to carers (turn to page 15);
- If you are caring for an adult, Wiltshire Council's Advice and Contact team can offer information and advice about support that may be available to the person you care for. They can also arrange a Care Act assessment for the person you care for, even if they are not eligible for support funded by adult care. This can help identify any support service or equipment that would help both you and the person you care for. You can contact them:
 - On **0300 456 0111**;
 - By emailing **adviceandcontact@wiltshire.gov.uk**;
 - Or by completing an online referral form at **<https://adultslas.wiltshire.gov.uk/web/portal/pages/referrals/acreferral>**
- If you have a child aged under 18 who helps to care for someone, speak to the Wiltshire Council Families and Children's Services Integrated Front Door on **0300 456 0108**. They can arrange a young carer's assessment which will look at what support can be offered to you and your family;
- If you are a parent carer and you look after a child under 18 with special educational needs and/or a disability, speak to the Wiltshire Parent Carer Council on **01225 764647** and they will be able to talk to you about support and information you might be able to access.
- Think about what plans you might need to make for the future, including whether or not you may need to manage your loved one's health and financial affairs (turn to page 32);
- Consider how you are going to manage financially - there may be benefits and financial support available to you (turn to page 24);
- Plan for an emergency by signing up for a Carers Emergency Card (turn to page 19).





Getting help and support

JULIE'S STORY

Retirement years were ahead of us; plans to travel were at the top of the list. Paul had always remained active, he travelled to London to work each day and walked across London instead of catching the tube to achieve exercise and keep fit. Weekends were spent doing his favourite hobby, renovating the house.

Suddenly our life changed with blue lights and sirens to Bath hospital. The doctor said, "He has had a stroke". I replied, "but he can't he was working in the attic yesterday". This event changed our lives and that of our family. After ten weeks in hospital Paul was sent home now classed as disabled. The right side of his body was paralyzed and he has a condition called aphasia where there is a problem with communication. Seven years later he is still unable to speak two words in a row.

I felt very alone and I can't remember how Carer Support Wiltshire got involved in my life, but they have been lifesavers on many occasions. At the beginning of this journey a volunteer came to help me with benefit forms. I had many roller coaster days. I regularly received phone calls to make sure I was coping. Last year I joined a carer's support café in Bradford on Avon. A lady called Sam organised this event.

She was easy to relate to and she encouraged the carers who attended to talk to one another. One day when things were getting on top of me and I left early Sam walked out after me to talk and to check I was okay. She has a sixth sense!

One day the phone rang and it was Sam. She saved my sanity then and helped me with a problem that I had been worrying about. Her phone call was perfect timing. There is now an opportunity to attend a Virtual Carer Café which I will be attending.

It's not easy for a carer to ask for help. However Carer Support Wiltshire have someone answering the phone and a good website and regular newsletters. Having an organisation that checks up on you from time to time is worth its weight in gold.

Join our friendly Facebook group or come along to our cafes and support groups where you can chat to others in a similar situation.
www.facebook.com/groups/carersupportwiltshiregroup
www.carersupportwiltshire.co.uk/whats-on/

Looking after yourself

Taking time out for yourself, perhaps to go shopping or have coffee with friends, to go to the hairdressers, have a massage, go walking or attend an exercise class is an important aspect of carer wellbeing. Taking a break is likely to help you cope with caring, give you necessary time for yourself and to recharge your batteries.

How you do this will be different for everyone. You might just need an hour here or there, perhaps you'd prefer a regular break each week or a couple of weeks so you can take a holiday.

Cafes and support groups

We offer regular carer cafes and support groups across the county; a variety of trips and days out; and pampering sessions. All free of charge. Visit our website to find out more www.carersupportwiltshire.co.uk/whats-on or call the office on **0800 181 4118** to ask for a copy of our What's On Guide.

Wiltshire Short Breaks Scheme

Available to enable eligible children and young people aged 6 to 18 with Special Educational Needs and/or Disabilities (SEND) to access activities, leisure and social opportunities. You can find out more on the Wiltshire Parent Carer Council website wiltshireparentcarercouncil.co.uk/en/Short_breaks or by calling them on **01225 764647**. Information about other support, including respite for parent carers and activities for children and young people with SEND can be found on the Wiltshire Parent Carer Council website: www.wiltshireparentcarercouncil.co.uk or by telephoning them on: **01225 764647**.

Holidays

A holiday, with or without the person you are caring for, can help you recharge your batteries. Carers Trust has a list of useful links, from grants to fund holidays to venues that specialise in hosting carers and their loved ones.

Visit: carers.org/getting-a-break/holidays to find out more.



Taking a break

Your mental wellbeing

If you're looking after someone, it's understandable to feel overwhelmed, anxious or low at times. But it's important to get the help and support you need, no matter what your situation is.

- Talk to your GP and let them know how you are feeling so that they can help support you.
- Call us on **0800 181 4118** for advice, information or support that may be available to you.
- Our Talk and Support service is also available for time to talk and be listened to by a trained volunteer. Call or email us at admin@carersupportwiltshire.co.uk to be registered for Talk and Support.
- You can also talk to us about a counselling service.



Health & wellbeing/
Mental health

Your support needs

If you are a carer, whatever your caring situation, we can help you access support that is right for you.

- You can contact us whenever you need advice and information about your caring role;
- If you are caring for someone aged 18+ then we might recommend that you have a carer support assessment (turn to page 14).

You can call us on **0800 181 4118** or visit our website www.carersupportwiltshire.co.uk to register for support.

Parent carer transition assessment

If you are a parent carer and are caring for a child who is aged 16/17, you can ask us for a carer health and wellbeing assessment. This will include a parent carer transition assessment. The parent carer transition assessment will:

- Support you to explore how the needs of your child may or may not be met differently when they turn 18 and how your caring role may change;
- Support you to consider how these changes may impact on your health and wellbeing and what support you may need for yourself as your child approaches adulthood;
- Offer signposting to other sources of information, advice and support that are relevant to you and your caring role through your child's transition to adulthood.

If your child is aged 16/17, but you are not yet ready to consider their transition to adulthood and how this may impact on you then you can request a carer health and wellbeing assessment, and you will be given information on how to request a parent carer transition assessment at a later date if you wish one.

Carer support assessment

If your carer health and wellbeing assessment or your parent carer transition assessment indicates that you may be eligible for carer support funded by Wiltshire Council Adult Social Care then you will be offered a carer support assessment.

Eligibility will be assessed against the criteria in the Care Act 2014 and a support plan will be developed which outlines how your eligible needs may be met. This will include:

- Whether you are willing and/or able to provide, and continue to provide, care;
- The impact of your caring role on:
 - Personal dignity;
 - Physical and mental health and emotional wellbeing;
 - Protection from abuse and neglect (including self-neglect);
 - Control over your day to day life;
 - Participation in work, education, training or recreation;
 - Social and economic well-being;
 - Domestic, family and personal relationships;
 - Suitability of living accommodation;
 - Your contribution to society.

- The outcomes that you wish to achieve in your day to day life;
- Whether support funded by adult care could contribute to enabling you to achieve these outcomes.

A Care Act assessment

The person you care for doesn't need to be eligible for care and support funded by adult care to request an assessment. This assessment could help you and the person you care for to consider what their care and support needs are and whether some paid care and support may be able to help make your caring role more manageable and sustainable. You can contact them on **0300 456 0111** or email them at **adviceandcontact@wiltshire.gov.uk**

Parent carers

If caring for someone under the age of 18 you can request an holistic assessment through the Children's Integrated Front Door **0300 456 0108** or emailing **mash@wiltshire.gov.uk**. The assessment would consider the needs of all the family and provide an opportunity for further advice and support.

Young carers

If you are under the age of 18 and caring for someone of any age, you can ask your school or GP to refer you for a young carer assessment or you can request one from the Wiltshire Council Families and Children's Integrated Front Door by calling **0300 456 0108** or emailing **mash@wiltshire.gov.uk**. You may then be referred on to us or our partner Youth Action Wiltshire for further young carer support & events.

Young carer transition assessment

If you are a young carer aged 16/17 you can ask us for a young carer transition assessment. The assessment will:

- Support you to explore how your caring role affects you;
- Explore the support you may need for your health and wellbeing after you turn 18;
- Identify what support you may need as you approach adulthood;
- Offer signposting to other sources of information, advice and support that are relevant to you and your caring role.



Have you registered as a carer with your GP Practice?

The majority of Wiltshire's GP Practices have signed up to the Wiltshire Investors in Carers GP Accreditation Scheme and all GP Practices have a carers register. This means they offer:

- Flexible appointments to fit in with your caring role;
- Carer Clinics where you can meet a member of our staff and have a Health Check;
- Carer Health check at a time to suit you;
- Free flu jabs.

If you haven't already registered with your GP as a carer it's a good idea to do so as soon as you can.

Equipment and technology

There is a lot of equipment and technology available that can make your or the home of the person you are looking after safer, putting your mind at ease. It can make it easier for the person you are caring for and in

many cases allow them to live more independently for longer. Some of these things are items that you may already have in your home.

- **Help with managing the home** – these can be smart switches or voice activated controls, like Alexa or Hive, to help manage the heating, appliances, lights or even to close the curtains.
- **Keeping someone safe** – these can include door video systems, entry control and voice prompt systems. This can also include telecare products like lifelines, pendant alarms, smoke detectors, carbon monoxide detectors and many others.
- **Jointly** – a mobile app from Carers UK. It takes some of the stress out of managing your loved one's care. If you are sharing caring responsibilities you can use the app to share information quickly and easily with everyone involved. Find out more at jointlyapp.com
- **Wheelchair Service** – the person you are caring for may be eligible for the Wiltshire Wheelchair service if they have a long term physical condition. To find out more search online for Wiltshire Wheelchair Service or talk to your GP.

- **Incontinence supplies** – if the person you are caring for has problems managing their continence, speak to a healthcare professional about a referral to the Continence Service.

Identifying what equipment is needed

Wiltshire Council's Advice and Contact team can offer information and advice about equipment and technology that might help an adult you care for to stay safe and live more independently even if they pay for their own care.. You can contact them on **0300 456 0111** or email them at adviceandcontact@wiltshire.gov.uk. You may then be referred on to us or our partner Youth Action Wiltshire for further young carer support & events.

Funding adaptations to the home

If you or someone in your property is disabled you may be eligible for a disabled facilities grant. Contact Wiltshire Council's Advice & Contact team on **0300 456 0111**. We can also advise on other external grants available to you. Call us on **0800 181 4118** for advice.

Fire Safety Advice

Dorset & Wiltshire Fire & Rescue Service offers a free home fire safety advice service, including the supply and fitting of smoke alarms if you are: over 65; have children under 5; have physical or mental ill health; live on a low income; live in a mobile home, boat or thatched property or in an isolated rural location. Visit www.dwfire.org.uk/safety/advice-for-carers or call **01380 861191** for more information.

Home Security

The Wiltshire Bobby Van Trust provides a courtesy home security service for older, vulnerable people in Wiltshire. This includes advice and practical help with security and the supply and fitting of a key safe. Visit www.wiltshirebobbyvan.org.uk for more information.

Working with the Disability Living Foundation, Carers UK have created a carer-friendly version of AskSARA, an online tool to help you find the equipment you need: carersuk.livingmadeeasy.org.uk



Equipment and technology

When you are out and about

There are lots of schemes and cards out there that can make your life as a carer easier when you are out and about with the person you are caring for. Here are just a selection that might be of most use.

Motability

The Motability Scheme enables anyone who receives a higher rate mobility allowance to use it to lease a car, scooter, powered wheelchair or Wheelchair Accessible Vehicle. For more information visit **www.motability.co.uk** or call **0300 456 4566**.

Blue badges

If you or the person you care for are disabled you may be eligible for a Blue Badge. This will enable you to park closer to your destination. To apply for a badge visit the Wiltshire Council website **www.wiltshire.gov.uk/parking-blue-badges** or, if you require additional assistance, call **01225 713002**.

Transport concessions for older people and the disabled

If you, or the person you care for, are disabled or you have reached the qualifying age you may be entitled to free travel on local buses and discounts on railway journeys.

- Concessionary bus pass – call **0300 456 0100** or visit **www.wiltshire.gov.uk/transport-public-concessionary-fares**. These can include free travel for a companion.
- Disabled person's railcard – visit **www.disabledpersons-railcard.co.uk** or call **0345 605 0525**.

Hidden disabilities lanyards

The Hidden Disabilities sunflower lanyard is a discreet way of letting staff in shops, healthcare professionals and many others that the wearer needs additional support. It is now recognised across major transport networks, supermarkets, the NHS, police forces and an increasing number of businesses. Find out more by visiting their website **hiddendisabilitiesstore.com**.

Disabled toilets

- Radar keys – these will give you access to locked accessible toilets all over the country. You can order a RADAR key from the Independent Living Centre by calling **01380 871007**.
- Changing Places – completely accessible toilets that provide sufficient space and equipment for people with more complex disabilities. Use the Changing Places map to find a toilet near you **changingplaces.uktoiletmap.org/**.

Entrance ticket discounts

- CEA cinema discount card scheme – enables a disabled cinema guest to get a complimentary ticket for someone to go with them when they visit a participating cinema. Visit **www.ceacard.co.uk** to find out more.
- Many popular venues will offer a complimentary ticket to an adult carer if they are accompanying a guest with a disability. Check their websites to find out more.

Wiltshire Libraries Carers Card

This entitles you to borrow books for 6 weeks rather than the usual 3. You can also request library stock free of charge. Just ask a member of staff next time you are in your local library or enquire online.



Out and about

In an emergency

It is important to plan in advance for emergencies. The Carers Emergency Card is free and offers peace of mind and reassurance that things will be taken care of in case of accident or emergency. The card is available to all carers aged 18 or over including parent carers.

- It provides you with a 24/7 call centre contact number and a PIN;
- Allows you to identify alternative carers who could provide emergency care;
- Allows you to outline the needs of the person you care for and your preferences for alternative care provision which can be accessed by health and care professionals who may need to be involved in making arrangements for alternative care.

Anyone finding the card in the event that you became unwell or were in an accident, is then able to contact the call centre and inform the emergency response team that alternative care is required.

To request an Emergency Card registration form please call **0800 181 4118**, email **carersemergencycardteam@carersupportwiltshire.co.uk**



Carers Emergency Card

Training

As a carer, you will wish to provide your loved one with the best care and support possible. Training may help you to understand the needs of the person you are caring for and how you can best care for and support them. This may be training in manual handling, basic first aid, benefits awareness, managing money and paying for care, computer training, mental capacity act and mental health first aid. Training may increase your confidence as a carer and help you in your daily life.

To find out what training we can provide for you please visit our website **www.carersupportwiltshire.co.uk/training**, email **admin@carersupportwiltshire.co.uk** or call **0800 181 4118**. Courses can be online or in person.



Training and education

A stay in hospital

The hospitals in our area, both acute and community, offer carers a variety of support whilst the person they are caring for is in hospital.

You should make it known to hospital staff on admission that you are the patient's carer and give them your contact details.

John's Campaign – all of our local hospitals have signed up to John's campaign which entitles people looking after someone with dementia to stay with their loved one in hospital.

Carers passports – several of our hospitals offer a carers passport scheme. This may offer you a variety of benefits such as parking discounts and refreshments. Please ask a member of hospital staff for more details.

If you are planning for a stay in hospital and are concerned about how the person you care for will cope, there is help available.

- If the person you care for is an adult and there is not a family member or friend who can care for and support them then Wiltshire Council's Advice and Contact team can offer advice on options for replacement care.
- Make hospital staff aware of your caring responsibilities and speak to them about the implications for your caring role once you leave hospital.
- You can call us to discuss any additional support you and the person you care for may need before, during and after your hospital stay.

A Carers Emergency Card can help you plan for an unexpected admission to hospital. You can find out more about our Carers Emergency Card on page 19.

Coming out of hospital

Whether the person you are caring for has a pre-planned hospital admission or whether it's an emergency, understanding the implications for you when they are discharged is essential. You need to be able to make choices about whether you are willing and able to take on the role of carer if the situation is new or if you can continue caring if the condition of the person you care for has changed or deteriorated.

Patient, Advice and Liaison Service (PALS)

All hospitals have a patient, advice and liaison service. They offer a free, accessible and confidential service for patients, relatives and carers to help you when you need advice, have concerns, or don't know where to go.

Discharge plans

The discharge to assess pathway means the person you care for is discharged from a hospital acute setting to their home or another appropriate setting for the assessment. In exceptional situations the person you care for can also be assessed while they are still in hospital if their care and support needs require specialist intervention.

Assessments should take into account whether you feel able to provide unpaid care and whether you feel you will be able to cope with your caring role when the person you care for has been discharged. It will also identify if the person you care for has any eligible needs for support once they are discharged. This could take the form of:

- Any intermediate or reablement care;
- NHS continuing healthcare or NHS funded nursing care;
- Once they are home, other NHS services and/or community care services from the local authority.

You may also want to contact us about any support needs you might have once the person you are caring for returns home.



Hospital stays and discharge





Money matters

There are a range of benefits and financial support for both you and the person you care for and you should not be reluctant to claim them. As a carer, you may be entitled to some benefits, whether you do paid work or not. Benefits and financial support you may be entitled to include:

- **Benefits for you** – You may be entitled to Universal Credit. This is a payment to help with your living costs that is paid monthly.
- **Carers allowance** – You may be entitled to a weekly allowance if you are not claiming the state pension and care for someone, for at least 35 hours a week, who receives certain state benefits.
- **Carer's National Insurance credit** – this can help protect your pension rights if you are looking after someone but are not working or claiming Carers Allowance, Carer's Premium or Universal Credit.

Wiltshire Citizens Advice can help carers with benefits, debt and money management. You can call them on **0800 144 8848**. Lines are open 9.00am - 5.00pm Monday to Friday.

■ **Disability benefits for the person you care for**

- Disability living allowance (DLA) – if you are looking after a child under 16
- Personal independence payment (PIP) – if person is between 16 and 64 years old
- Attendance allowance - over 65s only

- **Council tax reduction** – there are some circumstances where you may be able to get a reduction on your or your loved one's council tax bill. For more information visit the Wiltshire Council website www.wiltshire.gov.uk/benefits-council-tax-discount-exemption or call **0300 456 0100**.

- Other ways to help manage your household bills:

- Help with household fuel costs – you may be entitled to discounted tariffs, winter fuel payments or cold weather payments. Visit www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/
- Vehicle tax exemption –

if the person you are caring for is disabled and receiving the mobility element of DLA or PIP they may be able to claim a discount or an exemption on their vehicle tax. If you are their nominated driver you may also be exempt. Visit www.gov.uk/financial-help-disabled/vehicles-and-transport

- **NHS health costs** – you may be entitled to free prescriptions, eye tests, dental treatment and vouchers towards glasses/contact lenses. Visit www.nhs.uk/using-the-nhs/help-with-health-costs/
- **Prescription pre-payment certificates** – in effect a prescription season ticket, this could be useful if you have to pay for a lot of NHS prescriptions. Visit www.nhs.uk/using-the-nhs/help-with-health-costs/save-money-with-a-prescription-prepayment-certificate-ppc/

- There are various internal Carer Support Wiltshire grants and some external grants that we can help you access – please call us on **0800 181 4118** to find out more.



Money and benefits



“ I never really thought of myself as a carer. It's so easy to get lost in the process of caring for your child and put all your energy into becoming their support and strength, you forget your own need for support. ”

Shona, parent carer



Work & education

Juggling caring while you are working or in full time education can be difficult. In the UK there are 5 million working carers* and nearly 45,000 carers in further education** so you aren't alone. The first step is to let your employer or school/college know that you have caring responsibilities.

Your rights as an employee

As an employee you have both statutory (legal) and contractual rights. Check your contract or employee handbook for any specific support your employer is willing to give you.

Statutory rights:

- You have the right to ask your employer for flexible working if you've worked there longer than six months and haven't made the same request in the last 12 months.
- The Equality Act 2010 provides carers with some protections against discrimination.

- You have the right to a 'reasonable' amount of time off in the case of an emergency involving a dependant. This is sometimes known as Carers Leave and is unpaid unless your contract states otherwise.
- If you are looking after a child under 18 then you are entitled to 18 weeks' unpaid parental leave per child up to their 18th birthday.



Working and employment

Support for young carers in school

Many of the schools in Wiltshire will offer young carers:

- A carers lead who they know they can talk to;
- A flexible mobile phone policy/assist you to call home during the day;
- Ways to complete homework during school time;
- Clubs or groups at breakfast, lunchtime or afternoons on a regular basis so you can relax and meet others;

- Access to free after school clubs (most young carers are likely to be eligible for Pupil premium);
- Access to food at school in case you don't have time for breakfast;
- Access to mental health/ counselling.

Support for carers in further education

Juggling a caring role with studying can be challenging. To help you with this many universities and colleges have put in measures to support students with caring responsibilities:

- **Academic help** – flexible deadlines, help managing your workload, priority access to academic or job opportunities;
- **Financial help** – some courses will offer bursaries and other financial support to student carers;

- **Health and wellbeing support** – most campuses will offer student support services. Some might also offer induction days to help you settle in and give you time to discuss your support needs;
- **Carer Passport** – some universities run the Carer Passport scheme. This can help connect up departments and make sure you get the support you need. You can find out more www.carerpassport.uk/.

Visit our website for more information on studying and caring
www.yacbook.co.uk/support-with-education





Managing someone's affairs and planning for the future

It is never too early to plan for the future. As a carer, you and the person that you care for may wish to consider discussing now what will happen in the future and putting plans in place for any possibilities. Making these plans now can help ease difficult situations later and ensure that the person that you care for can make known any wishes that they may have.

Ask us for a health and wellbeing assessment where we can help you to consider what plans you might need to make for your future and the future of the person you care for. See page 13 for more information.

Lasting Power of Attorney

If you are a carer you may want to consider talking with the person you care for about obtaining a Lasting Power of Attorney (LPA). An LPA is a legal document that allows the person you care for to appoint someone (over the age of 18) that they trust to make decisions on their behalf when they no longer wish to or lack the mental capacity to do so. There are two types of Lasting Power of Attorney:

- **Property and Financial Affairs** – gives you the power to make decisions about your loved one's finances and property. This could include managing a bank or building society account, paying bills, collecting benefits or a pension, selling your home.
- **Health and Welfare** – gives you the power to make decisions about things like medical care, moving into a care home or refusing or consenting to treatment.

Making a will

You and the person that you care for should consider making a will. A will ensures that your wishes will be met after you die; your savings and possessions (your estate) go to the people and causes that you care about; it avoids disputes between relatives; and protects your assets for future generations.

A will can also be a way to let people know whether you would prefer to be buried or cremated, and the type of funeral service and music you would like.



Managing someone's affairs

Residential and nursing care

At some point on your caring journey you may find that you need to think about residential or nursing care. This might be because the person you are caring for is no longer able to live independently, their needs have increased or you can no longer care for them.

Making the decision about residential or at home nursing care can often create a raft of emotions such as guilt, sadness and relief. Talk to the person you are looking after if you can about what's best for both of you. If that is difficult or not possible then perhaps talk it over with your GP, a friend or family member or a professional who has a good understanding of your circumstances.

Advocacy

Advocates support people to express their views and wishes so that they feel heard and listened to. Advocates support people to speak up for themselves or they can represent them and speak on their behalf. They can help people to get their point of view across and to help them get the services they need and are entitled to.

As a carer, you may need an advocate to support you in having your voice heard when decisions are being made about care and support for the person you care for or you may need support in expressing your wishes when you have your own needs as a carer assessed. This is separate to the right of the person you care for to have an advocate if they need one.

You are entitled to an advocate if you have substantial difficulty advocating for yourself and don't have a friend or family member who is willing or appropriate to be an advocate for you.

Wiltshire Council offer an advocacy service which is provided by The Advocacy People. To contact them visit www.theadvocacypeople.org or call **0330 440 9000**.



Advocacy

End of life care and support

If you are caring for someone who is approaching the end of their life, help is available from your GP, who will guide you through the services available.

Wiltshire Council's Advice and Contact Team can provide guidance and information to help you and the person you are caring for. You can contact the team on **0300 456 0111** or by emailing adviceandcontact@wiltshire.gov.uk.

There are three hospices serving the people of Wiltshire, each providing dedicated end-of-life care for patients and compassionate support for their families and friends. Salisbury Hospice Charity is in the south of the county, Prospect Hospice in Wroughton, near Swindon and Dorothy House in Winsley, near Bradford-on-Avon. See the Directory of Useful Contacts at the end of this guide for their contact details.



End of life care

Coping with bereavement and grief

People can have quite different experiences when they lose someone close to them. There are few opportunities to learn about death and about how people are affected by grief. It can seem difficult to know what is 'normal' and to understand how we or our families may respond when we face a loss. Whilst everyone's response to a loss is a very individual experience, there are some common experiences that many people will share.

Carer Support Wiltshire offers support for up to 18 months to carers who have been bereaved or whose caring role has ended for any reason. There are also a number of other organisations which may be able to help you, as a carer, when the person you care for dies.



Bereavement & loss – where to get help; Bereavement & loss – practical advice

Directory of useful contacts

Alzheimer's Society

Nationwide charity supporting those affected by dementia
www.alzheimers.org.uk
0333 150 3456

Alzheimer's Support

A local charity working with families affected by dementia.
www.alzheimerswiltshire.org.uk
01225 776481

Avon & Wiltshire Mental Health Partnership

Support, advice & guidance for those with mental health difficulties.
www.awp.nhs.uk
0800 953 1919 24/7 support line

Age UK Wiltshire

A charity offering support and services for older people in Wiltshire.
www.ageuk.org.uk/wiltshire
0808 196 2424

British Heart Foundation

Help and advice for those living with a heart or circulatory condition.
www.bhf.org.uk
0300 330 3311, Monday to Friday, 9.00am – 5.00pm, and Saturdays 10.00am – 4.00pm.

Carers UK

A national charity supporting unpaid carers.
www.carersuk.org
0808 808 7777, Monday to Friday, 9.00am – 6.00pm

Citizens Advice

A charity with local offices offering support on benefits, housing and future planning.
www.citizensadvice.org.uk
0800 144 8848, Monday to Friday, 9.00am – 5.00pm

Contact

For families with disabled children.
contact.org.uk
0808 808 3555, Monday to Friday, 9.30am - 5.00pm

Council for Disabled Children

The umbrella body for the disabled children's sector.
councilfordisabledchildren.org.uk
Email: CDC@ncb.org.uk

Cruse

Professional and confidential bereavement support via trained bereavement volunteers.
www.cruse.org.uk
0808 808 1677

Department for Work & Pensions

Help and advice on claiming benefits.
www.gov.uk/browse/benefits

Dorothy House Hospice Care

Offers end of life care to patients and support for their families.
www.dorothyhouse.org.uk
0345 0130 555 24 hour advice line

Healthwatch Wiltshire

The independent champion for people who use health and social care services in Wiltshire.
www.healthwatchwiltshire.co.uk
01225 434218 Monday to Friday, 10am-4pm

Independent Age

A charity offering information, support and advice for older age.
www.independentage.org
0800 319 6789, Monday to Friday, 8:30am - 6:30pm

Independent Living Centre

Free and impartial advice to older people, and people with disabilities helping find practical solutions for easier living.
www.ilc.org.uk
01380 871007

Julia's House

A local children's hospice providing practical and emotional support for families caring for a child with a life-limiting or life-threatening condition.
www.juliashouse.org
01380 562525

Living made easy

Europe's largest online comparison site for daily living equipment. Run by the Disabled Living Foundation.
www.livingmadeeasy.org.uk
0300 999 0004, Monday to Friday, 10.00am – 4.00pm

mencap

UK charity for people with a learning disability, supporting their families and carers too.
www.mencap.org.uk
0808 808 1111 Monday to Friday, 10.00am to 3.00pm.

Mind

Advice and support to empower anyone experiencing a mental health problem.
www.mind.org.uk
0300 123 3393, Monday to Friday, 9.00am – 6.00pm

Motiv8te

Provide advice, guidance and one-to-one sessions for young people who are having problems with drugs and/or alcohol. The service is free and confidential.
www.dhi-online.org.uk/get-help/young-peoples-drug-alcohol-services
0800 1696136

Parkinson's

Free confidential service providing support to anyone affected by Parkinson's.

www.parkinsons.org.uk
0808 800 0303

Prospect Hospice

End-of-life care services for people in Swindon, Marlborough and north Wiltshire.

www.prospect-hospice.net
01793 816109, 24 hour advice line

Relate

UK's largest provider of relationship support.

www.relate.org.uk
0300 0030396

RNIB

Information and support for blind and partially sighted people.

www.rnib.org.uk
0303 123 9999, Monday to Friday,
8.00am – 8.00pm, Saturday
9.00am – 1.00pm

RNID

Information and support for deaf people and those living with hearing loss or tinnitus.

www.rnid.org.uk
0808 808 0123

Salisbury Hospice Charity

End-of-life care services for people in Salisbury and the surrounding area.

www.salisburyhospicecharity.org.uk
01722 425113, Monday to Friday,
9.00am - 5.00pm

Samaritans

There for people who need someone to listen.

www.samaritans.org
116 123 24 hours a day, 365
days a year

Shelter

Advice, support, and legal services for those struggling with bad housing or homelessness.

www.shelter.org.uk
0808 800 4444, Monday to Friday,
8.00am – 8.00pm, Saturday &
Sunday, 9.00am – 5.00pm

Splitz Support Service

Delivering support services to adults and young people experiencing the trauma of domestic abuse and sexual violence.

www.splitz.org
01225 775 276 Monday to Friday,
9:00am - 5:00pm.

Stroke Association

Support for people rebuilding their lives after stroke.

www.stroke.org.uk
0303 3033 100

Turn2Us

Provides information and financial support for those with money difficulties.

www.turn2us.org.uk
0808 802 2000, Monday to Friday,
9.00am - 5.00pm

Turning Point

National charity supporting those with learning disabilities, drug & alcohol and mental health issues.

www.turning-point.co.uk

Wiltshire Council

Advice and contact team

0300 456 0111
Families and Children's Services
Integrated Front Door
0300 456 0108

Wiltshire Parent Carer Council

Information, signposting and support for parent carers of children and young people with SEND.

www.wiltshireparentcarercouncil.co.uk
01225 764647 (Monday – Friday
10.00am-5.00pm excl bank
holidays)

Wiltshire SENDIASS

Support around education for young people and their families.

01225 255266

Youth Action Wiltshire

Young carer service.

www.communityfirst.org.uk
01380 729 813

3 in 5 people will be carers at some point in their lives, looking after family or friends who are older, disabled or seriously ill.

We care because you do.

For free information and support with your caring role, contact us now.

T 0800 181 4118

E admin@carersupportwiltshire.co.uk

W www.carersupportwiltshire.co.uk

 @carerswiltshire

 @carerswiltshire



**Carer Support
Wiltshire**

Working in partnership with

Wiltshire Council



**Bath and North East Somerset,
Swindon and Wiltshire**
Clinical Commissioning Group

A Network Partner of

**CARERS
TRUST**

Registered office: Carer Support Wiltshire, Independent Living Centre, St George's Road, Semington, Trowbridge, Wiltshire, BA14 6JQ

Telephone: 01380 871690

Carer Support Wiltshire is a charity registered in England & Wales (1092762) and a company limited by guarantee registered in England and Wales (4415685).

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