



This is your guide to Support for Carers

About this guide

Do you provide unpaid care for an adult family member, friend or neighbour? Does the person you care for have any of the following?

- a disability.
- an illness or health related condition.
- a mental health problem.
- age related difficulties; or
- problems with drugs or alcohol.

Do you need some information and support to help you in your role as a carer? If this applies to you then there is support available.

How do I get support as a carer?

If you provide unpaid care for an adult family member or friend, you might need support to help you look after your own health and wellbeing.

The Council's Adult Social Care Department can arrange for an initial assessment of your needs to help you continue in your role as carer, even if the person you care for does not receive care and support from us. You can request your free assessment by contacting the Council's Adults Access Team on 01642 065070. Alternatively, if you would prefer you can contact one of the organisations, we (the Council) commission to provide Carers Support Services, (contact details are provided in Table 1 below) to carry out the initial assessment for you.

Do I have to live in Redcar and Cleveland to get support?

No, as a carer you do not have to live in the borough as long as the person needing care and support lives in Redcar & Cleveland.

What happens after my initial assessment?

Following an initial assessment, if it is decided that you need further support from the Council, your details will be passed to an Adult Social Care Practitioner to carry out a full carer's assessment. The assessment looks at the impact the caring role has on your wellbeing and the type of support you may need. A plan will then be developed to help with your needs. This may include setting up a Personal Budget to manage your support. This is a sum of money

which may be allocated to you by the council to help to meet your support needs, or support may be available which is provided free of charge

If your assessment indicates that your needs can be met in the community, you will be referred to one of the organisations we commission to provide Carers Support Services (as detailed in Table 1 below).

Table 1: Carer Support Services

Organisation	Address	Telephone No.	Email
Carers Together	Innovation Centre, Vienna Court, Redcar TS10 5SH	01642 488977	carerstgether@btconnect.com
Age UK Teesside	Westfield Farm Dormanstown Redcar TS10 5NA	01642 805500	marie.kerr@ageukteesside.org.uk
Redcar and Cleveland Mind	6-8 West Dyke Road Redcar TS10 1DZ	01642 296052	info@rcmind.org

What type of support is available?

The Carers Support Services can provide you with a range of support including, but not limited to:

- help completing forms or signposting to someone who can help.
- one to one support or group sessions.
- advocacy.
- legal advice.
- activities and events.
- Time Out Service (to enable you to take a break from your caring role).
- bespoke mental health support.
- access to support groups and activities in the community.
- Dementia Advisory Service; and
- training.

What about support for young carers?

There is also support available for young people aged 5-18 who have caring responsibilities for a family member. Support is delivered by the **Junction Foundation**, a Redcar based organisation. To arrange an assessment young people can contact The Junction Foundation themselves or someone else can do it on their behalf. Their telephone number is 01642 756000 or visit www.thejunctionfoundation.com.

What if I care for a child and need support?

If you are a carer for a child with a disability, help may be available through the Council's Children and Families Service, you can contact them on 01642 065070. Support is also available from Carers Together and Redcar and Cleveland Mind, contact details are provided in Table 1 above.

What if I would like to find services myself?

The Council can provide information on services and activities which are available to everyone in your community. These include things like leisure activities, lunch and social clubs and services such as 'handyman', cleaning or befriending (someone to keep you company). You may have to pay for some of these services although some will be free.

The Carer Support Services organisations hold a directory of support groups and activities that may be of interest to you, to access this information you can contact them directly.

There are also many other organisations may be able to help when you need some support or advice, you may wish to look for these services yourself.

Adult Social Care Contact Details:

Address:

Directorate of Adults & Communities
Adult Social Care
Redcar and Cleveland Borough Council
Seafield House
Kirkleatham Street
Redcar
TS10 1SP

Contact numbers, email and website:

Telephone: 01642 065070
Email: contactus@redcar-cleveland.gov.uk
Website: www.redcar-cleveland.gov.uk

Our normal office hours are: Monday to Thursday: 8.30 am - 5.00 pm
Friday: 8.30 am - 4.30 p.m.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team on 01642 524552.

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