



# **Carers'** **Information Pack**

**(for carers of people with a learning  
impairment/autism)**



**Produced by the Life Stages Carers' Network in  
August 2018**



## 1. Introduction - Who is a Carer?

*“A carer spends a significant proportion of their life providing unpaid support to family and potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has a mental health problem or substance misuse problems” (DoH National Carers Strategy, 2008).*

Carers may be caring for their disabled child or young person, their adult son or daughter, or other relatives or friends.

Carers may also be children or young people under the age of 18 who care for a parent or other adult, or a disabled brother or sister.

Many carers do not see themselves as carers, as they think they are only doing what they need to do to keep their relative or friend safe and well and able to take part in everyday life.

### **A carer’s role can include:**

- Keeping an eye on someone to make sure they are safe
- Helping to make their meals, or doing housework or shopping
- Helping someone to pay their bills and to understand and respond to any letters they may receive
- Helping them with washing, feeding or dressing
- Making sure that medication is taken or collected on time
- Supporting someone to go out and use community facilities, such as shops, swimming or other activities
- Providing emotional support for someone in their own home
- Reminding them to do things that they can’t remember to do
- Providing more care for a child or young person than would usually be necessary for a child or young person of the same age

## 2. What support is available for Carers?

**a). Darlington Carers Support** provides information, support and advice to all adult carers, including parents of disabled children and young people under the age of 18. Through them you can make contact with other carers and receive information about other sources of help.

The information available includes:

- A general leaflet about the support they can offer, including how to register as a carer.
- If you register as a carer, you will receive a regular newsletter giving information about services and support. The register also gives a more accurate picture of carers in Darlington, which can be used by Health, Darlington Borough Council and other organisations to plan support for carers in Darlington.
- A number of carers groups and activities, including days out
- Access to funding to help you take a break from caring

The Service is open from Monday - Friday, 9am until 5pm and is based at:

Unit 1F  
Enterprise House  
Valley Street Darlington  
DL1 1GY  
Tel: 0300 0301215

Appointments can also be arranged outside normal working hours to fit with the needs of working carers.

For further information please telephone the Service, or visit the website at <http://www.dccarers.org/>

## **b). Parent Carer Forum**

This group is supported by DAD to enable parent carers to have a voice. Group members are continuing to work in partnership with education, social care and health to influence and develop quality services for children and young people with SEN (Special Educational Needs) and disabilities in Darlington.

Currently there are 3 parents sitting on the Local Authority SEND Steering Group which meets monthly and there are also 2 parents on each of the work streams that come from that to represent the Forum. These groups meet every 4-6 weeks.

The Forum also runs Focus Groups.

For more information, please contact the Forum

c/o DAD, 1P Enterprise House,  
South Entrance, Valley Street North  
Darlington  
DL1 1GY  
Tel: 01325 254848

Email [parentsforum@darlingtondisability.org](mailto:parentsforum@darlingtondisability.org)

## **c). Life Stages Carers' Network**

**The Life Stages Carers' Network** is a small group of carers who meet with each other and members of staff from the Council to talk about issues that are of importance to them. The group would like more carers of people with a learning impairment/autism aged 14+ to join them.

The group's terms of reference are:

- To inform the work of the Darlington Learning Impairment Network (DLIN), and the generic Carers' Strategy Steering Group on the needs and views of parents/carers of people with a learning impairment/autism aged 14+

- To provide a forum for information sharing between parents/carers of people with a learning impairment/autism aged 14+, and paid staff, and to provide the opportunity for parents/carers to raise areas of concern
- To lead on the development of areas of work of importance to parents/carers of people with a learning impairment/autism aged 14+, as these are identified

The group meets every other month immediately before the Darlington Learning Impairment Network meeting.

#### **d). Darlington Learning Impairment Network**

**The Darlington Learning Impairment Network (DLIN)** is a multi-agency meeting, including carers and people with a learning impairment, which seeks to improve the lives of people with a learning impairment/autism in Darlington. A 'Carers Update' is a standing item on the agenda and carers from the Life Stages Carers' Network attend DLIN meetings.

Members of the DLIN decided to use the term 'learning impairment' rather than 'learning disability' as they felt that this reflects the barriers that people with a learning impairment/autism experience in society.

***Substitute care is available if you need this in order to be able to attend the meetings. You can also choose to receive the minutes of the meetings, even if you are not able to attend.***

**e). Age UK Darlington Carers Club** enables both carers and ex-carers to gain comfort and support from other people who've been in similar situations. The group provides information about available services, and carers offer advice and support to each other. For more information, telephone 01325 362832.

**f). Humankind Darlington Young Carers**

Provides services, support and information to young carers under the age of 25.

Telephone: 01325 483038

Email: [dyc@humankindcharity.org.uk](mailto:dyc@humankindcharity.org.uk)

### **3. Help in an Emergency**

#### **a). Carers Emergency Support Service** (for all carers of adults aged 18+)

The Carers Emergency Support Service is a free-of-charge service that makes sure that the person you care for is safe and their care needs are met if you have an emergency situation. For example, if you have an accident, or are admitted to hospital at short notice, or have to deal with a family or emotional crisis.

**You need to register with the service in advance** then, if an emergency occurs, the service will contact the person(s) you have identified as emergency contacts. If they are not available, or you have no nominated contacts, short term support will be provided by the service provider until alternative arrangements can be made by Adult Social Care.

For more information or to register with the service contact:

Human Support Group (HSG)  
Suite B, Eldiss Business Park  
Finchale Road,  
Pity Me  
Durham  
DH1 5HE

Telephone: 03300 882367

**We would recommend that you consider registering with this service**



**b). Darlington NHS Urgent Care Centre, located alongside the A&E Department at Darlington Memorial Hospital**

The Urgent Care Centre is open 24 hours a day, seven days a week, and if people have urgent care needs they are asked to call 111 to make an appointment. However, if someone arrives without an appointment, they will still be seen.

**c). Life Stages Duty Team**

If the person you care for has an allocated worker within the Life Stages Service and you need help in an emergency **during** normal office opening hours and are unable to contact the worker directly, you can contact the Duty Team at:

Central House  
Gladstone Street  
Darlington  
DL3 6JX

Tel 01325 406125  
Fax 01325 406155

If you need help in an emergency **after** normal office opening hours, the Emergency Duty Team can be contacted on 08702 402994

## 4. Caring and Working

Trying to juggle your caring role with paid employment can be challenging, so you may find the following information useful.

### a). Parental leave

- Parental leave gives parents the right to take time off work to look after their children. Parental leave is normally unpaid but some employers have more generous provisions. Check your contract of employment.
- To qualify for leave, parents must have worked for an employer continuously for one year and must give at least 21 days' notice. They must also use the leave time to care for their child.
- Parents who qualify must be allowed at least 18 weeks unpaid leave for each child aged under 18, regardless of whether they are disabled or not.
- Both parents have the right to parental leave so each can take up to 18 weeks leave per child, to be used before the child's 18th birthday.
- Normally you have to take parental leave in blocks of one week or more. However parents of disabled children can take leave a day at a time. This means you could use parental leave for regular hospital visits.
- The maximum amount of leave a parent can take for any one child in one year is normally four weeks, but your employer can let you take a longer period of parental leave each year if they wish.
- You must give at least 21 days notice. Your employer may ask you to postpone your leave if it would cause disruption to their business. Seek further advice if this happens to you.
- If you take four weeks or less parental leave you are guaranteed returning to your same job. If you take more than four weeks and it is not reasonably possible for you to be allowed to return to your old job, you are entitled to a similar job with the same or better status as the previous one.

## **b). Right to request flexible working**

Flexible working patterns can allow employees to manage both work and their caring responsibilities. Flexible working could include flexible starting and finishing hours, compressed working hours, annualised working hours, term-time working, job sharing, part time working, home-working or tele-working.

You have the right to request flexible working if you are an employee with 26 weeks continuous employment at the date you make an application.

The law gives you the right to make one application per year for flexible working. However, your employer may be sympathetic if you find your circumstances have changed and you need to make a further application.

The request to work flexibly must be made in writing and dated and should include:

- an outline of the working pattern you would like
- an explanation of the effect, if any, you think the proposed change might have on your job and, how you think this could be dealt with.
- the date on which you would like the proposed change to start.
- whether you have made a previous request and, if so, the date of that request.

Your employer can only refuse your request if they have good business reasons for it. It is important to consider the needs of your company when you make your request, and to include as much information as you can about how your proposed change will help the business as well as you, or how you can deal with any possible negative impact you think your employer may be concerned about.

Your employer may have a standard form for you to use or you can use a form available from [Carers UK](#)

## 5. Welfare Benefits

Every year billions of pounds of welfare benefits and tax credits go unclaimed, including up to £3½ billion of Housing Benefit and Council Tax Benefit. You may be entitled to more money than you are currently receiving.

To find out, contact these organisations:

If you are over fifty, you can contact **Age UK Darlington** on 01325 357345/362832

### Help with Council Tax

For help with Rent and Council Tax payments, you can contact **Darlington Borough Council** <http://www.darlington.gov.uk/council-tax-and-benefits/> - 01325 405555 or [hbenquiries@darlington.gov.uk](mailto:hbenquiries@darlington.gov.uk)

A reduction to the council tax bill may be given to households with a permanently and substantially disabled resident(s) if specific criteria are met - [https://doitonline.darlington.gov.uk/Viewer-VicForms.asp?user=anon&Form=Council%20Tax%20-%20Disabled%20Relief%20\(1.0\).wdf](https://doitonline.darlington.gov.uk/Viewer-VicForms.asp?user=anon&Form=Council%20Tax%20-%20Disabled%20Relief%20(1.0).wdf)

Carers are one of the groups disregarded for Council Tax in certain circumstances - [https://doitonline.darlington.gov.uk/Viewer-VicForms.asp?user=anon&Form=Council%20Tax%20-%20Careworkers%20Discount%20\(1.0\).wdf](https://doitonline.darlington.gov.uk/Viewer-VicForms.asp?user=anon&Form=Council%20Tax%20-%20Careworkers%20Discount%20(1.0).wdf)

### Citizens Advice Bureau (CAB)

At Darlington CAB you can get general advice on a range of problems and referral (if appropriate) to specialists for advice on money, welfare benefits and employment issues.

Gateway drop-ins are available from Monday – Friday, 10.00am – 12 noon. This means that clients no longer need to book an appointment

in advance. Instead, they can come in for a brief initial assessment, and the adviser will then arrange an appropriate follow-up.

Telephone based Gateway drop-ins are also available from Monday – Friday, 10.00am – 2.00pm, with an extension to 6.00pm on Wednesday. Telephone the Adviceline on 0300 330 1195.



## 6. Education, Health and Care Plans

An **Education, Health and Care plan (EHC plan)** describes your child's special educational needs (SEN) and the help they will get to meet them. An EHC plan also includes any health and care provision that is needed. It is a legal document written by the local authority and is intended to ensure that children and young people with an EHC plan receive the support they need.

EHC plans replaced **Statements of Special Educational Need** and **Section 139 Learning Difficulty Assessments (LDA)** on 1 September 2014.

EHC plans are for children and young people who need more support than their school or other setting can provide. The plans can start from a child's birth and continue into further education and training.

The [SEND Code of Practice](#) says:

*The purpose of an EHC plan is to make special educational provision to meet the special educational needs of the child or young person, to secure the best possible outcomes for them across education, health and social care and, as they get older, prepare them for adulthood.*  
(9.2)

For more information, please see the IASS website

<http://www.darlington.gov.uk/iass>

IASS is the Information, Advice and Support Service (formerly Parent Partnership). It is a service which supports young people who have or may have special educational needs, and parents/carers of children who have or may have special educational needs. The service can provide information and support on a one-to-one basis and provides an advice line.

## **7. Health**

### **a). Health Action Plans**

The Health Action Plan says what services and support the person with a learning disability needs to have a healthy life. It also contains a list of people who may be able to help. The person with a learning disability usually keeps a copy of the Plan, which may have pictures and easy words, or be on tape.

All people with a learning disability aged 18+ should be offered a Health Action Plan, when they first come into the service or when they receive a review. More details can be obtained from Health Action Plan Facilitators Ruth Taylor or Ian Mhlanga on 01325 522050.

### **b) Annual Health Checks**

All people with a learning impairment aged 14+ should be offered an Annual Health Check by their GP practice.

### **c). Community Dental Services**

This service provides specialised NHS dental treatment for children and adults in County Durham and Darlington who have been referred in writing by a medical, dental, health or social care professional. For more information see: <https://www.cddft.nhs.uk/our-services/division-of-clinical-support-services/special-care-dental-service.aspx>

### **d). Dementia**

People with a learning impairment are at increased risk of developing dementia as they age, compared with others without a learning impairment, although the figures vary according to how the diagnosis is made.

About 1 in 5 people with a learning impairment who are over 65 will develop dementia. People with a learning impairment who develop dementia generally do so at a younger age. This is particularly true



for people with Down's syndrome, 1/3 of whom develop dementia in their 50s.

You can obtain more information from the Alzheimer's Society website - <https://www.alzheimers.org.uk>

If you are concerned that the person you care for may be developing dementia (perhaps because you have noticed a change or deterioration in how they think or reason, in the language they use, their behaviour, or their ability to manage daily living tasks), you should raise any concerns with their GP, or their social worker, who can make a referral to the Adult Learning Disability Specialist Health Team.

#### **e). Patient Experience Team**

The team provides information and support for patients, their families and carers and listens to concerns, suggestions and queries about NHS services.

Telephone: 0800 783 5774

Email: [complaints@cddft.nhs.uk](mailto:complaints@cddft.nhs.uk)

Website: [www.cddft.nhs.uk](http://www.cddft.nhs.uk)

## **8. The Life Stages Service (Social Care)**

The Life Stages Service (0-25 and 26+) supports disabled children, young people and adults with a learning impairment in Darlington and undertakes assessment and support planning.

We have changed the traditional system of transferring young adults to another team at 18 as we recognise that young adults and their families value consistency and stability during a time in their life where there is considerable change. In Darlington this will usually mean the allocated worker remains with the young adult as they journey into adulthood. Social Workers in the Life Stages Service have been developing their skills and knowledge to ensure they can assist young adults during this phase of their lives

The Life Stages Services uses a Progression Model. This means that when working with individuals and their families we build on the strengths, skills and support networks that the individual has to promote their independence throughout their life.

To find out if support would be appropriate, the disabled child or adult would require an assessment of their needs.

## **9. Assessing your Needs**

### **a) Disabled Children**

Disabled children have a right to an assessment under the Children Act 1989. If requested, we will undertake an Assessment of Need which is called a Children and Families Assessment (C&F). To request this assessment a referral is made to the First Point of Contact team. A referral is simply a telephone call to the Children's Access Point (CAP) or a completed form being sent by a professional involved with you or the child.

Tel: 01325 406222 (option 1)

When a referral to the team is received, a Social Worker will be allocated to undertake the Assessment of Need. Following this Assessment, a decision will be made as to whether the child or young adult is eligible to receive a service from the team. To ensure that our services are targeting the appropriate children and young adults, we apply an Eligibility Criteria following an Assessment. This criteria is explained within this document and within the accompanying guidance notes. The intention of these criteria is to ensure that we do not simply consider the diagnosis that a child or young adult may have; we will also look at the effects their disability has on their day to day life.

To be eligible for a children's service from the Disabled Children and Young Adults Team, children and young adults must meet the following criteria:

1. Be aged between 0 and 17 and be ordinarily resident in Darlington.
2. Have complex needs (in addition to any behavioural problems that may be present), or have a serious or life threatening illness.
3. There must be evidence that the child or young adult's additional needs impact significantly on their ability to enjoy ordinary day to day activities.

4. The child or young adult must require a much greater level of day to day care to meet their needs than would usually be required for a person of that age.
5. They must require a significantly higher level of support in at least three of the following areas than would usually be required for their age:
  - a) Personal care and supervision
  - b) Education or employment
  - c) Access to social activities
  - d) Communication
  - e) The physical environment
  - f) Condition management
6. The child or young adult's condition is life limiting, or expected to last 6 months or more.

For more information please see the Darlington Borough Council website - <http://www.darlington.gov.uk/education-and-learning/childrens-social-care/disabled-children/>

If you need this information printed out, please let us know.

If you are not eligible we will signpost you to where you could get support from services who already work with you or through community and family support. If you are eligible, the Social Worker/ Care Manager will then work with you to develop a plan of need/support/outcomes called a Child in Need Plan (CIN).

## **b). Adults**

For adults (aged 18 or over) an assessment is carried out under the Care Act (2014). To request this assessment a referral is made to the First Point of Contact. A referral is simply a telephone call or a completed form being sent by a professional involved with you.

[Adult Social Care](#) First Point of Contact: 01325 406111

When a referral to the Team is received, a worker will be allocated to undertake the Assessment of Need. As part of this Assessment, a

decision will be made as to whether the individual is eligible to receive a support.

An adult will have eligible needs if:

- their needs arise from or are related to a physical or mental impairment or illness **and**
- as a result, the adult is unable to achieve two or more of the specified outcomes **and**
- as a consequence of being unable to achieve these outcomes there is, or there is likely to be, a significant impact on the adult's wellbeing

The specified outcomes are:

- managing and maintaining nutrition
- maintaining personal hygiene
- managing toilet needs
- being appropriately clothed
- being able to make use of the home safely
- maintaining a habitable home environment
- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- carrying out any caring responsibilities the adult has for a child

The Life Stages Service will always work with the individual to look at how they can maximise their independence, whether this is through accessing support from universal services in the community, or through funded social care services (whichever is the most appropriate).

**If they do not have any eligible needs** the Service will be able to help by providing information and advice about other ways in which their needs can be met. This might include information about what is

available in the local community and how they might be able to arrange some support in other ways.

**If they do have needs that are eligible**, the Service will still help them to make use of community support networks where feasible but will also provide them with funded help and support, where necessary, to ensure that they are able to do the things that are important to them and help to improve their quality of life. Where services are provided, these will focus on developing skills and maximising independence for the future.

### **c). Preparing for Adulthood (Transition)**

Transition is a term usually used to describe the process of moving from being a child to an adult. The Care Act 2014 requires that for those who are likely to have needs as an adult that a transitions assessment is undertaken. These assessments (a Care and Support Needs “Adults” Assessment) should take place at a time when the local authority can be reasonably confident about what the young person’s needs or support will look like after the young person in question turns 18. There is no set age when young people reach this point as every young person and their family are different, so a transition assessment will take place when it is most appropriate for them. We often find that shortly after their 17<sup>th</sup> birthday works well for a lot of young people.

### **d). Carers’ Assessments**

#### **i. Parent Carer’s Assessment**

This is carried out under the Children and Families Act 2014 to identify the needs of the parent of a disabled child or young person under the age of 18.

#### **ii. Young Carer’s Assessment**

This is carried out under the Children and Families Act 2014 to identify the needs of a young carer under the age of 18. The purpose

of the assessment is to look at whether or not the young carer wishes to continue caring, and whether it is appropriate for them to continue caring. The assessment has to take into account any education, training, work or recreational activities the young carer is or wishes to participate in.

### **iii. Carer's Support Assessment**

Under the Care Act 2014, you have a right to a Carer's Support Assessment 'on appearance of need'. If you choose to have a Carer's Support Assessment, this should take place alongside the Care and Support Needs Assessment of the person you care for.

You are entitled to a Carer's Support Assessment even if the person you care for refuses an assessment or the provision of support.

Your rights to assessment are explained more fully in the leaflet C1 – Helping Carers to Care - <http://www.darlington.gov.uk/health-and-social-care/adult-social-care/caring-for-someone/>.

## **10. Arranging Support**

### **a). Disabled Children**

If the disabled child is eligible for support from the Life Stages Service the Social Worker will work with the child and their family to develop a support plan which is called a Child in Need Plan (CIN plan). This plan will use the progression model in identifying assessed outcomes for the child and the services to meet these needs. This means that when working with individuals and their families we build on the strengths, skills and support networks that the individual has to promote their independence throughout their life. This is equally important when we are working with an individual to prepare for adulthood (people might know that as transition).

Where a disabled child has an EHC Plan/One Plan, we also share the CIN plan with our colleagues in the Special Educational Need (SEN) Team so that they can update this into your SEN or EHC Plan. We will also aim to review our CIN plan within the same meeting that your EHC plan is also reviewed.

For more information about EHC Plans see section 6, or the Darlington Borough Council Website - <http://www.darlington.gov.uk/education-and-learning/darlington-special-educational-needs-service/what-is-an-education-health-and-care-plan-ehc/>

### **b). Adults**

All adults aged 18 and over who are eligible for support following their Care and Support Needs Assessment, will work with their allocated worker from the Life Stages Service to develop a Care and Support Needs Plan using their personal budget (for more information about personal budgets see page 30). The plan needs to be agreed by the council. This plan will use the progression model in identifying assessed outcomes for the individual and the services to meet these needs. This means that when working with individuals and their families we build on the strengths, skills and support networks that the individual has to promote their independence throughout their life.



Support available may include:

- **Support from the Life Stages Service** for both disabled children and adults to maximise their independence and participation within their locality. Wherever possible we will support individuals to use facilities available within their local community. Some of these may be universal services, which are available to anyone, or services which are commissioned by the Local Authority.
- **Advocacy Services**  
The Life Stages Service recognises the need for individuals to have access to advocacy services and support. Darlington Association on Disability is currently commissioned to provide this support within Darlington. <http://www.darlington.gov.uk/health-and-social-care/adult-social-care/more-information-and-advice/advocacy/>
- **Assistive Technology**  
The Council can now provide a range of items that can help people to live more independently within the community. It can include items to help with visual and hearing impairments as well as helping to maintain the safety of those with a learning disability. For more information visit the Lifeline and Telecare webpages - <http://www.darlington.gov.uk/health-and-social-care/adult-social-care/support-to-live-at-home/lifeline-and-telecare/>

## **11. Person Centred Planning and Person Centred Reviews**

### **a). Person Centred Planning**

Person Centred Planning is a way of helping people to make changes in their lives. It does this by finding out what is important to and for the person and what help is needed to make changes. The plan is developed in partnership with those who are important to and know the person well including family and friends, and belongs to the person. Information can be shared with others, if the person agrees to this.

There are many different styles of person centred planning, for example PATH (Planning Alternative Tomorrows With Hope), MAP (Making Action Plans) and Essential Lifestyle Planning.

PATH is a strongly focused planning style and can be used with individuals or organisations. It looks at dreams and goals and plans the progress towards achieving these goals, and who will help to move the person towards this.

MAP is more of a 'picture building' style – looking at the history of the person, who they are and what unique qualities/gifts they possess. MAP helps the individual to express opinions, as well as hopes and fears for the future. MAP is not as focused as PATH and not as detailed as Essential Lifestyle Planning – it is somewhere between the two.

ESSENTIAL LIFESTYLE PLANNING focuses on what is important to the person, and balances this with the things we need to know or do in order to keep the person happy, healthy and safe. Essential Lifestyle Planning should always have an Action Plan. It is a living document and should grow and change with person involved in the planning.

## **b). Person Centred Reviews**

A Person Centred Review looks at what is important to and for a person, as well as what is working and not working from different perspectives. It is a useful way of bringing the person together with all those that know the person and so often includes family, friends and those who support the person, both in paid and unpaid roles. Pictures and photographs can be used to help aid understanding and help the person to participate fully in the process. This style of review meeting allows everyone to contribute what they know about the person and their ideas to be heard.

The information is often used to inform statutory reviews. The information gathered can often inform support planning or other plans and can also be used as a start to developing a full person centred plan.

## 12. Other Services Available

### a). Local Offer – for 0-25 year olds

The purpose of the Local Offer is to ‘offer’ information for parents, in a single place, which helps them to understand what services they and their family can expect from a range of local agencies including:

- what the law says they may be entitled to;
- what is available for their child from early years settings, schools (including Academies and Free Schools), colleges and other services,
- What is available from education, health and social care.

It covers children and young people from birth to 25.

For more information, please see:

<https://livingwell.darlington.gov.uk/Categories/528>

### b). Short Break Statement (for 0-17 year olds)

Sets out how the Council will provide short breaks for disabled children and young people (accessible through the Local Offer webpage above).

### c). Carer Breaks (for carers of adults aged 18+)

There are a number of ways in which you can take time out from your caring role, depending on what suits you and the person you care for. When considering the options available, we will look at how this would support the independence of the person you care for as well as meet your need for time out from your caring role.

Some options include the following:

- **Day time/evening support** - a paid care worker may support the person you care for to take part in a day time/evening activity of their choice, whilst you have a break from your caring role. This may be by the care worker accompanying them to

take part in an activity out of the home, or by providing support for them at home, whilst you undertake an activity of your choice, either within or outside the home.

- **Overnight support in your own home** - a paid care worker may stay overnight with the person you care for whilst you go away for a break, or enable you to stay in bed rather than getting up to provide assistance for the person during the night .
- **Overnight support away from home** - the person you care for may go into a respite home (such as Holicote on Newton Lane), stay with a family living provider, or stay in a caravan or hotel with a personal assistant for one or more nights.

#### **d). Carers Services** (for carers of adults aged 18+)

These are services provided to you in your own right as a carer to enable you to continue in your caring role or to maintain your health and wellbeing. The type of support that can be provided depends on your particular needs.

Examples may include:

- Assistance with domestic tasks such as housework and ironing
- Assistance with gardening
- Help to pay for recreational or other activities eg driving lessons, alternative therapies, gym membership, computer courses

Whilst the Life Stages Service can arrange breaks or Carers Services as described above, you may also want to take your breaks or Carers Services more flexibly. This can be achieved by use of a personal budget.

## **Personal Budgets**

If the person you care for is eligible for support from the Local Authority, we will use the answers from their assessment to work out the likely amount of their Indicative Personal Budget (an estimated amount of money we think their support will cost).

We will then work out how they want to organise their support. This is known as their Support Plan. A Support Plan describes how they will use their Personal Budget to achieve their outcomes. They can provide information for their Support Plan themselves, or ask family, friends or carers to contribute. Local independent organisations are also be able to help them

The Support Plan, when agreed, will set out the actual cost of their support. This is known as their actual Personal Budget.

A Personal Budget can be taken as a Direct Payment for the person you care for, or you as their suitable person, to arrange and manage services yourself, or, if you prefer, you can ask the Local Authority to arrange services on your behalf using your budget. The person carrying out your assessment will explain more about this when they visit you.

A personal budget can be used in three ways:

- As a direct payment to the person cared for
- As a service bought by the council
- Both as a direct payment and a council bought service

Carers can also receive a personal budget for Carers Services.

## **Direct Payments**

Further information about Direct Payments can be found in the direct payments leaflet enclosed.

## 13. Useful national and local contacts

### a). National websites

Alzheimer's Society - <https://www.alzheimers.org.uk/>

CAB Adviceguide - <http://www.adviceguide.org.uk/>

Carers Allowance - [www.direct.gov.uk/carers](http://www.direct.gov.uk/carers)

Carers Direct – <https://www.nhs.uk/conditions/social-care-and-support/carers-direct-helpline>

Carers Trust – [www.carers.org](http://www.carers.org)

Carers UK – [www.carersuk.org](http://www.carersuk.org)

Contact - <http://www.contact.org.uk/>

Down's Syndrome Association - <http://www.downs-syndrome.org.uk/>

Mencap - <https://www.mencap.org.uk/>

National Autistic Society <http://www.autism.org.uk/>

Scope - <http://www.scope.org.uk/>

Transition Information Network - <https://councilfordisabledchildren.org.uk/transition-information-network>

## **b). Local websites and telephone numbers**

Alzheimer's Society, Darlington Dementia Advisor Service

Tel: 0191 389 0400

E-mail: [Darlington@alzheimers.org.uk](mailto:Darlington@alzheimers.org.uk)

Daisy Chain

Tel: (01642) 531248

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

Darlington Borough Council Adult Social Care

Tel: (01325) 406111

<http://www.darlington.gov.uk/health-and-social-care/adult-social-care/>

Darlington Borough Council Lifeline Service

Tel: (01325) 406888

<http://www.darlington.gov.uk/health-and-social-care/adult-social-care/support-to-live-at-home/lifeline-and-telecare/>

Darlington CAB Adviceline

Tel: 0300 330 1195

Darlington Carers Support

Tel: 0300 0301215

<http://www.dccarers.org/>

Darlington Families Information Team

Tel: 01325 406222 (option 4)

<http://www.darlington.gov.uk/education-and-learning/families-information-team/>

Down's Syndrome North East

Tel: 0870 765 2121

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

Humankind Darlington Young Carers

Tel: 01325 483038

Email: [dyc@humankindcharity.org.uk](mailto:dyc@humankindcharity.org.uk)



IASS (Information, Advice and Support Service)

Tel: 01325 405878

<http://www.darlington.gov.uk/iass>

NEAS (North East Autism Society)

Tel: (0191) 410 9974

<https://www.ne-as.org.uk/>

Parent Carer Forum c/o Darlington Association on Disability (DAD)

Tel: (01325) 254848

<http://www.darlingtondisability.org/parentsforum/parentsforum.htm>

## **14. Feedback**

- We would very much like to receive your comments on this pack. If you would like to comment, please use the form enclosed.
- If you would like to comment on any aspect of the services you or the person you care for receive, you can use the compliments, comments, suggestions and complaints procedure enclosed.

## 15. Recommend a friend

If you know a friend who is a carer, who would like a copy of this pack, please send us their name and address and we will send them a copy.

Name.....

Address.....

.....

.....

.....

Tel number.....

Recommended by.....