



# Carers Support Information Pack

**Ambrose  
Avenue  
Group Practice**

 **The Colte Partnership™**  
*At The Heart of Primary Care*



# What Support Is There At Ambrose Avenue Group Practice?

*At some point in our lives most of us will look after someone when they become ill or disabled. This information pack helps you understand what this means, your rights, benefits and support services that are available.*

*We also include information regarding members of staff at the surgery who can also support you*

**Please contact the surgery if you need support or help.**

## Clinical Advice:

Our clinicians can provide support and help to your clinical queries. If you are feeling unwell please inform or remind reception staff that you are a carer, so that we can do our very best to get you an appointment as soon as possible.

## Dispensary Team and Prescription Clerks:

Our dispensary team and prescription clerks can give advice on your current prescriptions and medication queries.

## Care Co-Ordinator:

The Care Co-Ordinator Tara Jones is based at Ambrose Avenue Surgery. She tries to ensure that our patients care, health needs and wellbeing are being met sufficiently and effectively. She can take time with our patients to explore what is important to them and direct them to a clinician within the surgery or to other non-clinical support roles if needed.

## Social Prescriber:

The Social Prescriber can support, guide and advise you with services and help within our communities. They can access further care for a patient, discuss problems the patient is facing and explore what is important to the patient.

## Health and Wellbeing Coach

The Health and Wellbeing Coach offers appointments at the surgery and can help support you if you have concerns about your weight, lifestyle or if you wish to stop smoking. You can make an appointment by ringing our reception team.

### Care Advisor:

The Care Advisor can offer advice, support and information on subjects such as benefits, equipment assessments for your home, occupational therapy assessment for your home aids, contact with appropriate statutory care services, contact with voluntary services and disabled parking badges.

*For the surgery to be able to offer as much support as possible we ask you to let us know you are caring for someone and who that is. We also suggest that you ask the person you are caring for, if appropriate, to complete a third party consent form (which is included with this pack) to allow you to be able to discuss their medical matters with clinicians*

## What it means to be a carer?

### Am I a carer?

Many people look after someone else but don't realise they are carers. If you're helping someone regularly with their daily life because they are ill or disabled, or can't manage without your support, then you may be a carer.

If you tick any of the statements below, you're likely to be a carer.

I help someone get washed, dressed or use the toilet ☐

I make sure someone has enough to eat and drink ☐

I take someone to the GP and hospital appointments ☐

I help someone to get around their home safely (ie navigating stairs) ☐

I help someone keep their home clean and safe ☐

I help someone to see family or friends, or attend social activities ☐

I make sure someone takes their medication at the right time ☐

I help someone with their budgeting and finances ☐

I provide regular and ongoing support for someone ☐

Without my support, the person I help would not manage ☐

The person you look after could be your partner, a friend or a family member and you may just think of it as part of your relationship. You may be a couple who are caring for each other. Whatever your situation, you may be entitled to or need help and support.

It is important to recognise how you're feeling and that it's okay to feel this way. You may feel that your life is no longer your own. You may feel a mixture of emotions such as guilt, resentment, sadness and frustration. It is common to experience stress or low mood. This is ok. Talk with someone or with us to help you through. Another first step to getting help is to ask for a carer's assessment from your local council. You can also ask for a care needs assessment from the council for the person you care for. This will be explained further on.

### **SHARED CARING**

You may be sharing caring responsibilities with other friends or family. It's important to be organised and communicate so you know who is doing what.

A suggestion is to use technology to organise care between you – for example, using shared calendars or the Jointly app ([jointlyapp.com](https://jointlyapp.com)) – this app does have a small set up charge.

### **WHAT HELP CAN I GET AS A CARER FROM THE LOCAL COUNCIL?**

If you provide care for a partner, friend or family member you should have a free carer's assessment by your local council, to talk about what help you need.

It doesn't matter how much care you provide, whether it's practical or emotional or what your financial situation is.

This assessment will look at:

- a) Whether you're willing and able to continue to provide care
- b) The impact of your caring role on your wellbeing

To apply for a carers or care assessment for the person you care for contact Adult Social Care on 0345 603 7630 and ask for an assessment. This can be done over the phone, online, at home or somewhere other than your home if you prefer.

If you need help urgently make this clear to the council and chase them if needed. Sometimes the council can choose to provide urgent help to the person who needs care before carrying out an assessment

### **HELP FROM CHARITIES AND CARERS NETWORKS**

You can get a lot of practical and emotional support from charities and carers networks like these listed below. They understand the challenges you face and can give you the chance to talk to people who are in a similar position.

## **Carers UK**

Carers UK provides advice and information to carers and professionals who support carers. They provide information and advice to carers about their rights. How to get support and how to complain effectively and challenge decisions. They are the only UK national membership charity. To contact Carers UK

**Email** [advice@carersuk.org](mailto:advice@carersuk.org)

**Telephone** – 0808 808 7777 (Weds and Thurs 10am – 12pm and 2pm – 4pm),

**Website** [www.carersuk.org](http://www.carersuk.org)

### **CARERS TRUST**

0300 772 9600

[www.carersorg](http://www.carersorg)

You can find details of your local carers centre on [www.nhs.uk/service-search/carers/locationsearch/1796](http://www.nhs.uk/service-search/carers/locationsearch/1796)

### **LOCAL SUPPORT**

Carers First Essex

0300 303 1555

[www.carersfirst.org.uk](http://www.carersfirst.org.uk)

### **CROSSROADS**

01255 860960 – local organisation that can help support and provide a sitting service, personal care, medication prompting, shopping, light household duties, accessing the community and promoting independence

Community 360, Colchester Tel 01206 505250 An independent Charity offering a range of services including transport to health appointments for those who would be otherwise excluded

[Community360 Provides Support to the Voluntary and Community Sectors](#)

Essex Carers Support - Tel: 01255 474410

<https://www.essexcarerssupport.org.uk/support-services>

### ***EMERGENCY CARE PLAN***

You need to know that care would be put in place quickly in an emergency – for example, if you became ill or were admitted to hospital. There are a few ways of doing this.

You can simply make your own in writing and:

- a) give the name, address and other contact details of the person you care for
- b) who you would like to be contacted in an emergency
- c) any medication the person you care for is taking
- d) any ongoing care or health treatment they need.

There is a national carers ID card which you can apply for at [www.carerscarduk.co.uk](http://www.carerscarduk.co.uk)

This provides you with:

- a) an ID you can carry
- b) Details of your emergency contact details
- c) Online discounts
- d) Access to relevant information resources
- e) Wellbeing hub with useful advice, videos and audiobooks

### **GETTING RESPITE CARE**

You may want to take a break from caring so you can do other household tasks or take some time out. Respite care is replacement care for the person you look after so they're supported whilst you take a break. You can ask your local council to help by contact Adult Social Care on 0345 603 7630 even if the person you care for doesn't currently get any support from them. They will be able to discuss what might be suitable options and discuss if any cost is involved – they will need to look at the finances of the person being cared for. You will not be charged for this as the carer.

### **DAY CARE CENTRES**

Sometimes looking at a local day care centre can provide enough respite for you as a carer and also provide social interaction for the person being cared for

### **ECL COLCHESTER – MARYLANDS DAY CENTRE**

[www.ecl.org/colchester-marylands](http://www.ecl.org/colchester-marylands)

0333 013 5438

ECL Colchester is a forward thinking Day Centre for older people with a range of support needs for people with mental health issues, Alzheimer's and individuals living with Dementia.

### **ECL COLCHESTER – WOODLANDS DAY CENTRE**

[www.ecl.org/colchester](http://www.ecl.org/colchester)

0333 013 5438

Day Centre which offers support and day care for adults with autism and / or learning disabilities. We help our customers lead fulfilling and enjoyable lives through our supportive facilities, providing a friendly environment with a focus on safe and independent living.

***If you have any queries or would like to discuss this, please contact the surgery on 01206 549444 and ask to talk to our Care Coordinator who will be happy to help.***





