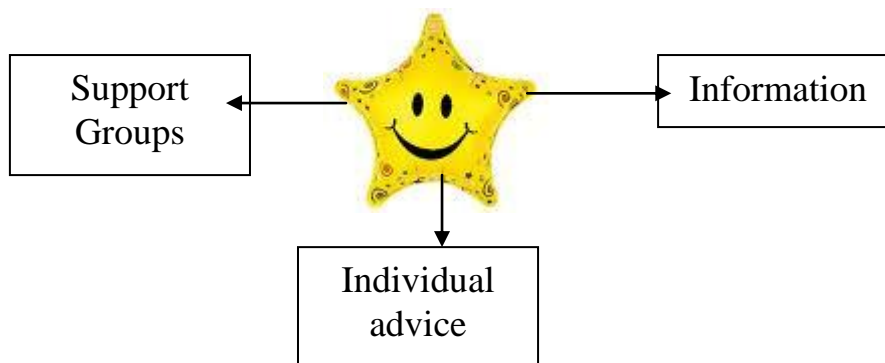


# The Hawthorn Centre's Carer Support Service 2011



**The Hawthorn Centre**  
North West Leicestershire Community Mental Health Team  
Next to Coalville Community Hospital  
Broom Leys Road  
Coalville  
Leicestershire  
LE67 4DE

**Contact Details:**  
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**Voluntary Services Organiser / Carer Support**  
**01530 453800**

Version: April 2011

**Please note that this booklet is regularly updated, as new information is collected and numbers can change. If you have any suggestions about this booklet, please let me know, so that I can improve the information, advice and support given to carers.**

**Thank you,**

**Lisa Goodman**

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### **The Hawthorn Centre's service in relation to older people:**

The North West Leicestershire Community Mental Health Team, for older people (usually 65 years+) is based at the Hawthorn Centre. The team aims to provide a comprehensive assessment of people with mental health needs. This enables us to provide relevant treatment and therapy, practical support and advice.

Our aim is for older people to live as independently as possible in their own homes.

We endeavour to provide a high quality of care, ensuring that individual needs are met, taking into consideration physical, psychological, spiritual, cultural and social well-being.

We are committed also to caring for the carers of older people, offering support, advice and education. Age concern, in association with the team, provides a day and evening carers' support group at the Hawthorn Centre. The person you care for does not need to be registered under the Hawthorn Centre, for you as the carer to be able to attend these groups.

The team members include: Consultant Psychiatrists, a Clinical Psychologist, Community Psychiatric Nurses, a Health Care support worker, an Occupational Therapist, a Voluntary Services Organiser (carer support), Social Workers, a team administrator, a team secretary, and a receptionist.

The team members are able to refer the person with mental health needs to receive services from other health, social and voluntary services, i.e. homecare, day and respite care, District nurses, dieticians, speech therapists, physiotherapists and chiropody.

Your GP will refer you to the Hawthorn Centre if they feel you require input from this service.

### **WHO DO I CONTACT IF I NEED MORE DEMENTIA MEDICATION?**

- The Consultant at the Hawthorn Centre (usually Dr Suribhatla or Dr Neville) may have prescribed the person you care for with medication that are not usually prescribed by the GP. Examples of this medication includes Aricept (Donepezil), Galantamine (Reminyl), Memantine (Ebixa) or Rivastigmine (Exelon).
- It is important to note that under the NICE guidelines, Aricept, Galantamine and Memantine are only licensed for people with Alzheimer's Disease. Rivastigmine is usually prescribed for people with Alzheimer's related to Parkinson's disease. Some people with Alzheimer's may not be eligible for this medication if they have other physical health problems, e.g. atrial fibrillation.

- A minority of people can have side effects such as stomach cramps when they first take the medication. If this persists for more than 5-7 days, or if you have noticed anything else which you think may be related to the medication, please speak to the Consultant for guidance.
- **To order more tablets:** Please contact Dr Suribhatla's secretary on 0116 2252754.

### **The 2011 Aims of the Carers' Support Group:**

- To provide information, support and individual practical advice to carers of older adults with Dementia and other mental health difficulties.
- Giving carers the opportunity to offload in a non-judgemental, supportive and friendly environment, where people can genuinely empathise with your situation.
- Empower carers to feel more confident in their caring role and gain more control and understanding of their situation and reduce their stress levels.
- Sessions are run based on what the carers would like information on.
- Signposting carers to relevant services and encouraging awareness of carer's rights.
- Maintaining links with the voluntary and public sector to ensure holistic carer support.
- Arranging social trips for carers.
- Regular informative newsletter.
- Reaching more carers and informing them of the different options available to support themselves and the person they care for.

### **CORE SCHEDULE OF THE HAWTHORN CENTRE'S CARERS' SUPPORT GROUPS:**

**\*NB: If any dates for the above sessions change, you will receive notification by post. If you do not already receive regular information regarding the Carers' group, please contact Lisa on 01530 453800 to be added to the network. If you are unsure of any dates or have not been to the group before, please feel free to ring Lisa. You do not need to book a place to come to the group. Please also note that we run social outings in addition to these information sessions.**

#### **DAY TIME SESSIONS:**

This group is usually held on a Thursday from 1.30pm to 3.00pm at The Hawthorn Centre.

10<sup>th</sup> February

**Personal Safety and reducing vulnerability** of ourselves and the person we care for. Steve Hastings, Leicestershire Constabulary.

24 <sup>th</sup> February	<b>Telecare Project</b> , Carol Lomas. <b>Assistive technology</b> as well as <b>out of hours response service</b> for people with memory difficulties, aiming to keep people safe and well at home for longer.
10 <sup>th</sup> March	<b>Pensions and Benefits advice.</b> Sam-Hames Pritchard, Pension Liaison Manager.
14 <sup>th</sup> April	<b>Understanding Dementia?</b> Speaker to be arranged.
19 <sup>th</sup> May	<b>Behaviour that challenges us.</b> Speaker to be arranged.
16 <sup>th</sup> June	<b>Understanding memory.</b> Lisa Goodman
14 <sup>th</sup> July	<b>Understanding and recognising signs of anxiety, stress and depression.</b> Colette Robinson, Community Psychiatric Nurse
18 <sup>th</sup> August	<b>Aids and adaptations for people with memory difficulties and / or physical health problems.</b>
15 <sup>th</sup> September	<b>Power of Attorney and Legal advice.</b> Kate Gladwin, Bray & Bray Solicitors
20 <sup>th</sup> October	<b>First Aid</b>
17 <sup>th</sup> November	<b>Care Options and Care Homes.</b> Jane Bateman, Community Outreach Nurse
December	<b>Christmas meal</b> 😊

#### **EVENING SESSIONS:**

This group is usually held on a Monday from 6.15pm to 7.30pm at The Hawthorn Centre.

28 <sup>th</sup> February	<b>Telecare Project</b> , Carol Lomas. <b>Assistive technology</b> as well as <b>out of hours response service</b> for people with memory difficulties, aiming to keep people safe and well at home for longer.
7 <sup>th</sup> March	<b>What is dementia.</b> Lisa Goodman
21 <sup>st</sup> March	<b>Understanding Memory.</b> Lisa Goodman

11 <sup>th</sup> April	<b>Understanding and recognising signs of anxiety, stress and depression.</b> Colette Robinson, Community Psychiatric Nurse.
9 <sup>th</sup> May	<b>Coping with stress and looking after yourselves as carers.</b> Further details to be sent by post regarding this session. Lisa Goodman
13 <sup>th</sup> June	<b>Social Services and Benefits.</b> Speaker to be arranged.
11 <sup>th</sup> July	<b>Power of Attorney and Legal Advice.</b> Kate Gladwin, Bray & Bray Solicitors
15 <sup>th</sup> August	<b>First Aid.</b> Speaker to be arranged.
12 <sup>th</sup> September	<b>Behaviour that challenges us.</b> Lisa Goodman
10 <sup>th</sup> October	<b>Care options and care homes.</b> Jane Bateman, Community Outreach Nurse.
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December	<b>Christmas meal</b> 😊

#### **ABOUT CARERS:**

The following information is taken from the Princess Royal Trust for carers:

#### **WHO IS A CARER?**

A widely accepted definition:

“A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems”.

Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age. Carers don't choose to become carers. Many feel they are doing what anyone else would in the same situation; looking after someone and just getting on with it.

## **WHY DO CARERS NEED SUPPORT?**

- Despite differences in caring roles, all carers share some basic needs.
- Services need to recognise the individual and changing needs throughout the caring journey.
- It is easy to become isolated in a caring role.
- Carers often suffer ill-health due to their caring role.
- To care safely and maintain their own physical and mental health and well-being, carers need information, support, respect and recognition from the professionals with whom they are in contact.
- Improved support for the person being cared for can make the carer's role more manageable.
- Many carers struggle alone and do not know that help is available to them.
- Carers say that access to information, financial support and breaks in caring are vital in helping them manage the impact of caring on their lives.
- Many carers also work outside the home and are trying to juggle jobs with their responsibilities as carers.

## **ISSUES TO CONTEND WITH AS A CARER:**

- Caring poses physical and emotional challenges.
- Being a carer raises difficult personal issues about duty, responsibility, adequacy and guilt.
- Additional energy time and work is entailed plus the emotional demands and wider impact on support systems.
- Balance of demands and resources in major domains of life, including physical, domestic, social and employment/financial aspects.
- There is continual change and adjustment in the caring relationship and role of the carer. Acute disturbances or care is required on a long term basis.
- There may be a change in the relationship between the carer and the care receiver.
- Carers may need to let others step in to share or take over responsibilities.
- The demands of being a carer often not only bring direct stresses, but also have indirect effects: Reduced time, energy and finances available to devote to the other demands of life. This can affect work, social life and other relationships.

## **THE NEW NATIONAL CARERS STRATEGY (updated in 2010):**

The government now “acknowledges that carers need more help and support than has been available in the past”. Its motto is “A caring system on your side; A life of your own”.

By 2011, the strategy promises that the government will:

Find ways of joining up services offered by the NHS, councils and charities.  
Experiment with new ways of GPs supporting carers, e.g. annual health checks for carers.  
Improve the emotional support offered to carers.  
Provide training to help people feel more confident in their caring role.  
Train professionals to be aware of carers' needs.  
Ensure that carer support charities reach more carers.  
Provide carers with local and national information and advice.

By 2018, the strategy hopes that carers will:

Be able to have a life of their own alongside their caring role.  
Be supported so that they are not forced into financial hardship by their caring role.  
Be supported to stay mentally and physically well and treated with dignity.  
Children will be protected from inappropriate caring and be supported to learn, develop and thrive.

### **THE NATIONAL DEMENTIA STRATEGY (2008):**

#### **Demography in the UK:**

- There are approximately 700,000 people with dementia in the UK. However, many people with dementia have not yet been diagnosed. It is estimated that in 2038, there will be 1.4 million people with dementia.
- Most people are over 65 years old, but there are at least 15,000 people under 65 who have the illness.
- Dementia can affect anyone, whatever their gender, ethnic group or class. People with learning disabilities are at particular risk.

#### **Aims of the strategy:**

- The strategy is a 5 year plan aiming to develop services for people with dementia and their carers.
- The objectives of the strategy were based on information from people with dementia, carers, and health and social care professionals.
- Objectives of the strategy:
  - Raise awareness of dementia and encourage people to seek help.
  - Access to early assessment, diagnosis and support.
  - Good quality information.
  - Easier access to care, support and advice.
  - Develop structured peer support and learning networks.
  - Improving community personal support services.
  - Carers will be entitled to an assessment, get better support and have short breaks from caring.
  - Improve the quality of care for people with dementia in hospitals.
  - Improve care for people with dementia at home.

- More consideration of housing support to help people stay in their homes for longer.
- Improve the quality of care for people with dementia in care homes.
- Improve end of life care for people with dementia.
- Provide more support and training to health and social care professionals.
- Health and social care to work together more.
- Improve the checks on care homes to ensure people with dementia are receiving adequate care.
- Improve access to information about dementia research.
- Improving national and regional support to local services to help meet the objectives of the national dementia strategy.

If you would like more information you can ask for either a Full length strategy or an accessible summary booklet from the department of health. The latter is my preference as it is more focused.

### **INFORMATION AND SUPPORT FOR CARERS:**

#### **Information:**

**Are you aware of your rights as a carer?** See page...

- **If you are employed, you have the right to 'ask' for flexible working conditions** and to be able to take unpaid carers' leave.
- Remember that you are entitled to a **Carers' Assessment** by the council, to ensure that your needs are taken into consideration. Social Services as well as Healthcare professionals can guide you as to how to get this assessment.
- Would you be interested in **training courses**, such as first aid, moving and handling, and managing stress? If so, CLASP, the carers' centre run these courses in various areas of Leicester and Leicestershire. (Tel: 0116 2510999)
- **Leicestershire LINK** is an independent Local Involvement Network for local people and voluntary organisations who want to improve Health and Social Care services. LINK works by finding out what people want from their health and social care services - such as hospitals, GPs, care homes and pharmacies. We work closely with the Local Council, NHS Trusts and hospitals to ensure they are aware of people's views and to create lasting improvements. Contact the LINK Officers on 0116 229 3103. They often have workshops and forums to discuss issues related to carers and health and social care.

#### **Support:**

- **The Hawthorn Centre's Carer Support Group:** Broom Leys Road, Coalville, Leicestershire, LE67 4DE. Contact Lisa Goodman on 01530 453800.
- **Care Aware:** 0870 5134925.
- **General Information:** [www.carers.gov.uk](http://www.carers.gov.uk)
- **CLASP, the carers centre** (0116 2510999)
- **Carer's National Association.** 20/25 Glasshouse Yard, London, EC1A 4JS. 0171 490 8818.

- **North West Leicestershire Carers Project.** The Marlene Reid Centre, Belvoir Road, Coalville. Contact Sarah Houlton Ellingworth or Beverley Cowley on 01530 510515.
- **Young Carers in North West Leicestershire:** 0116 283 8221.
- **Carers in Employment:** Help for employers and employees with caring responsibilities. 01222 664854.
- **Carers UK:** Freephone 0808 808 7777. [www.leicscareonline.org.uk](http://www.leicscareonline.org.uk).
- **Carers Emergency Response Service:** If something should happen that means you are unable to provide regular support to your loved one/friend, Claimar Care will organise support detailed in your emergency plan on your behalf. For more information and to find out your eligibility for this scheme, call 0116 2555122.
- **Laurie Woodruff, Dementia Support Worker** for people with dementia and their carers / families. **Tel:** 0116 231 1114 or 07889 604233
- **Derbyshire Carers Association,** White House, The Willows, Slack Lane, Ripley, Derbyshire, DE5 3HF. 01773 743355
- **Carer Support Grant Scheme.** This scheme offers carers the opportunity to take a break from their caring role- carers get funding to meet their own respite needs. Contact: North West Leicestershire Social Services: 0116 3050004 or Sarah Houlton Ellingworth at the Marlene Reid Centre on 01530 510515

**UNDERSTANDING BEHAVIOUR AND SITUATIONS THAT CHALLENGE US, WHEN CARING FOR SOMEONE WITH MENTAL HEALTH DIFFICULTIES, IN PARTICULAR, MEMORY PROBLEMS... A few quick tips:**

- **Factors that influence the presentation of mental health problems (mood, thought, speech and action):**
  1. Social environment (relationships)
  2. Physical environment (of home, places they go)
  3. Biological issues (physical health/changes in the brain)
  4. Psychological aspects (personality, life experience, individual attitudes and habits)
- Avoid confrontation and avoid correcting the person you are caring for.
- Hallucinations (visual, auditory and sensory): At first, try telling the person that they are experiencing hallucinations. If they can logically reason and retain this information that is good. If they are not convinced, **do not argue**. Just tell them that you are not aware of what they are experiencing but ask them more about it. Provide reassurance. Not all people are distressed by hallucinations but if they are and continue to be, contact their GP.
- Walk away before you become stressed and lose your temper. Arguing will only make you and the person you care for, feel worse.
- Encourage social stimulation for you and the person you care for (this is called social buffering and is a good way to reduce the stress of caring as you

can think of other things. The person you care for will be brighter in mood and less bored)

- Try not to take things so personally.
- A problem shared can mean a problem halved. Do not isolate yourself.

### **EMERGENCY SITUATIONS/ SAFETY / PRACTICAL AIDS:**

#### **WHO DO I CONTACT WHEN I AM WORRIED ABOUT SOMEBODY'S PHYSICAL OR MENTAL HEALTH OUT OF OFFICE HOURS?**

Contact your GP or out of hours GP. If required, they can contact an on-call Psychiatrist.

#### **Out of hours GP:**

- If you are not registered with a GP practice or cannot get through to the out of hours service via your GP, you can call 0845 0450411.
- You should call the out of hours GP if you need urgent medical care that cannot wait until the GP surgery opens.
- The service is open from 6.30pm-8.00am Monday to Friday and all day Saturdays, Sundays and bank holidays.
- They will inform you of the most appropriate course of action: health advice over the phone, face to face consultation at a primary care centre, a home visit, to see your GP when they open, or a referral to emergency services.

#### **POTENTIALLY LIFE THREATENING CONDITIONS WHERE YOU SHOULD DIAL 999:**

- Chest pain
- Loss of consciousness
- Choking
- Fitting/convulsions
- Difficulty in breathing
- Severe loss of blood
- Severe allergic reactions
- Road traffic accidents
- Any symptom of a stroke (e.g. slurred speech, weakness of limbs, unresponsiveness, face fallen on one side)

#### **WHAT DO I DO IF THE PERSON I CARE FOR HAS A FALL?**

Call 112 or 999. Do not attempt to lift the person up by yourself, as you can hurt yourself and also injure the person who has fallen if they have broken a bone or if you lift them inappropriately.

#### **TIPS:**

- **First Aid:** Guidelines are constantly changing. If you would like training or would like a mini first aid handbook, please contact Lisa.
- **Lions Message in a Bottle:** This is a tube that you can put in your fridge, in case of an emergency. There is a form you can put in the tube, on which

you list any relevant medical information, such as medication, allergies, health conditions and next of kin. A sticker will come with the tube, which you can put in a noticeable area for emergency services to see. They should know to look in your fridge. The tube is kept in the fridge, as the fridge is usually one of the last things to burn down in an emergency. **Ask your pharmacy**, as they usually stock them.

- **ICE (In Case of Emergency):** If you have a mobile phone or telephone directory. It is useful to list your next of kin under this title, so that emergency services will know who to contact.
- **Medic Alerts:** Pharmacies, the internet and even Argos will have a massive variety of medic alerts cards, pendants and bracelets, etc, to alert others that you have a medical condition. Pharmacies often promote these. Lisa also has access to this information.
- **RADAR key:** This key allows you access to public disabled toilets which are often locked. Disabled toilets are great practically, as they are often more hygienic, have more room to move around, they have grab rails, are more private, and they only have one door, so you won't lose the person you are caring for, if they decide to use a different exit. Go to your district council with evidence of your Blue Badge, Attendance Allowance or Disability Living Allowance. There may be a small charge, e.g. approximately £3.00, but the peace of mind is worth it!
- **URGENT CARDS (Continence):** You can get these from the Bladder and Bowel Foundation. If you or the person you care for has a physical or mental health condition that means you need to use the toilet urgently, these can come in handy to get help quick if you are in a public area, such as a shop. Just show it to a member of staff, and most people are very helpful.
- **HELP CARDS:** There are many help cards now. Cards that may be appropriate for you: You can get a help card from the County Council and list what sort of help you need, whether it is a medical condition or to alert people that you are a carer. The Alzheimer's Society also produce a Help Card for people with memory problems to carry around with them, so that they can alert people if they are lost or need help.
- **Blue Badge:** This enables you to have less parking restrictions and you can park in disabled parking bays. The aim of this is so that you have a shorted distance to walk or travel to your destination. You can get a form from the County Council or download it from the internet.
- **Aid Call Buttons:** You can have pendants, wristbands and pull cords as a way of contacting a relative or emergency service if you need help.
- **Fire Safety:** Have you had your property checked by the Fire Service for carbon monoxide poisoning and any risks? Have you got smoke alarms on all floors in your property?
- **Crime Prevention:** There are lots of gadgets, alarms and notices you can get from the Police Service, to increase your personal and home security.

- **Trading Standards, Telephone and Mail Preference Service:** You can investigate your consumer rights, reduce the vulnerability of the person you care for and reduce the amount of cons, junk mail and nuisance and pressure telephone calls.
- **Wandering:** If the person you care for is at risk of wandering, contact the police in advance so that they know who the next of kin is, should this happen. If this is happening on a regular basis, you need to contact Adult Social Care on 0116 3050004, or a member of staff at the Hawthorn Centre, if the person you care for is seen by somebody there, e.g. Carer Support, a Community Psychiatric Nurse or Social Worker.
- **Aids and adaptations:** Please contact Lisa for information on how to get hold of lots of gadgets for memory, health and mobility.
- **Communication aids: PocketComms...** This is a collection of cards with pictures on so that if the person you are caring for finds it difficult to read, they can try to point at the picture to communicate more effectively. It is also handy if you go abroad and do not know the language! Tel: 07887694007 or 08456029869. The Technocentre, Coventry University Technology Park, Puma Way, Coventry, CV1 2TT. [www.pocketcomms.com](http://www.pocketcomms.com).
- **Home Repairs:** Services are available to assist you in finding approved companies and also applying for grants to financially assist you. Contact Care and Repair.
- **Energy Advice:** You can get grants to improve the efficiency of your heating and for new boilers, to assist with insulation and advise you in many other ways, to help reduce you energy bills. Contact your district council so speak to an energy adviser.

#### **EMERGENCY SITUATIONS / SAFETY CONTACT DETAILS:**

- **Emergency services:** 999 or 112. **112 gives you more access to emergency services and is a worldwide number.**
- **Police:** 0116 2222222.
- **North West Leicestershire Victim Support:** 01530 830708. Free confidential advice and support if you have been a victim of crime.
- **Senior Safety Scheme:** Leicestershire Safe at Home, 2 Mantle Lane, Coalville, Leicestershire, LE67 3DW. Reducing the risk of burglary.
- **PRIDE Alarm:** A 'help call' system, which includes an alarm box with a siren and smoke light fitted to the outside of the house. Free for over 60's. 0116 2483061. [www.pridealarms.org.uk](http://www.pridealarms.org.uk).
- **Safe at home/Help the Aged Handy Van Scheme:** Provides and fits security products such as smoke alarms and door chains, etc. Free of charge. Tel: 01530 837097
- **Office of Fair Trading:** For practical consumer advice, call 08454 040506 or go to [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

- **Telephone Preference Service:** Helps you to make sure your telephone number is no longer available to organisations who may telephone you with offers and information you do not wish to receive. The Telephone Preference Service, DMA House, 70 Margaret Street, London, W1W 8SS. Tel: 0845 070 0707
- **Mailing Preference Service:** 0845 703 4599. The Mailing Preference Service, Freepost 29, LON20771, London, W1E 0ZT.
- **Emergency Dental Care:** 0116 2951278.
- **Age Concern Aid Call:** 0800772266. If you cannot reach the telephone, pressing this button on a pendant, will bring you help 24 hours a day, 365 days a year.
- **Piper Lifeline:** 01530 813756 or 01530 454655. An emergency telephone incorporated into both your telephone and on a pendant/wristband that you can wear. 24hr emergency cover that will also give your next of kin, peace of mind.
- **NHS Direct:** 0845 4647 or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) A confidential service providing health advice and Information over the telephone. They can direct you to the nearest doctor or pharmacist. Translation service available. Textphone for deaf people: 0845 606 4647.
- **Domestic Violence Helpline:** 0808 2000 247

#### **DRIVING:**

- You have an obligation to inform the DVLA if you are being investigated for memory problems. Your car insurance will not be valid if you have an accident and have not informed the DVLA of your memory investigations.
- Informing the DVLA that you are being investigated does not mean that you will be unable to drive. They will write to a medical professional (usually your GP or Consultant) for their opinion.
- Stopping driving is a massive thing to come to terms with, for anyone. It is perceived as an immediate loss of independence. If you, the carer, are concerned that the person with memory problems is not safe to drive and insists on driving, it is worth seeking advice on how to remove the vehicle. The DVLA can also give the person a driving test, to ascertain any risks.

#### **HEALTH- IDEAS THAT COULD HELP YOU:**

- **The Personalised Care Plan:** Have you thought about creating a file for the person you care for, as well as yourselves, including relevant medical and care information. You can take this with you, to appointments with health social work professionals, such as GP's, Psychiatrists, Nurses, and social workers, etc. This ensures that you, as well as any health and social work professionals, have easier access to relevant information. They are also aware of the holistic needs of the person and can signpost you for more support if it is available.

- **Inform your GP that you are a carer.** This could help you to access more support for yourself as a carer. It also helps them know who to contact if the person you care for needs more support.
- **Continence products:** You can get pads on prescription. Speak to your GP or local health centre.
- **Aids and Adaptations:** Grab rails, bath aids, memory gadgets, etc, can come in very useful to **make life easier** and **preserve independence**. Contact Adult Social care on 0116 3050004 for an occupational therapy assessment.
- **TIP: INFECTIONS:** If you notice the person you care for has suddenly started to become more confused, less mobile or not eating, it is worth getting them checked to see if they have a urine or chest infection. Contact your GP surgery to ask advice, or take a urine sample down in a sterile jar.
- **TIP: TOENAILS:** Often people with memory problems forget to cut their toenails, and we wouldn't generally check on this aspect of personal care. Have you noticed that the person you care for seems to be having pain in their feet? Regular chiropody appointments can tackle this issue in a non-confrontational way.
- **TIP: TEETH:** Does the person you care for have false teeth? Are they cleaning them every day? Do they keep losing their teeth? A lot of people put their false teeth in a tissue then put them in their pocket or down the side of the chair, to keep them safe.

#### **HEALTH SUPPORT:**

- **Department of Health:** [www.dh.gov.uk](http://www.dh.gov.uk).
- **Arthritis Care:** 0808 800 4050
- **Diabetes UK:** 020 7323 1531. [www.diabetesuk.org](http://www.diabetesuk.org).
- **Parkinson's Disease Society Helpline:** 0808 800 0303
- **Eating Disorders Association:** 01603 619090. Local contact: Elaine Elton, 01530 457897.
- **Leicestershire Community Health Council:** 92 Regent Road, Leicester, LE2 7DA. 0116 2552517. If you have any complaint about NHS health services.
- **Leicestershire Health Authority:** Arranges services with GP's, dentists, pharmacists and hospitals. 0116 273 1173.
- **Ivanhoe Cancer Information and Support (ICIAS):** Provides education and support for people living with cancer and their carers. Held at Hood Park Leisure Centre, Ashby De La Zouch. 01530 415839.
- **Multiple Sclerosis Society:** 0808 800 8000.
- **Rapid Response:** Hospital Prevention team. Referrals made by GP or medical professionals, to provide therapeutic and practical support .01509 564215
- **HANDSTAND:** Raises awareness of disability issues and works towards improving access to services. Marlene Reid Centre, 85 Belvoir Road, Coalville. 01530 510515.
- **Out of hours District Nurses:** 0845 0450411.

- **Save money with a Prescription Pre-Payment Certificate:** Speak to your GP or pharmacist about whether this option is appropriate for you. If it is, the order line is 0845 850 0030

#### **LOCAL HOSPITALS [www.uhl-tr.nhs.uk](http://www.uhl-tr.nhs.uk)**

- **Patient Advice and Liaison Service (PAL's):** Lakeside House, 4 Smith Way, Grove Park, Enderby, Leicester LE19 1SS.
- 0116 2957500. [www.lcrpct.nhs.uk](http://www.lcrpct.nhs.uk).
- **Leicester Royal Infirmary:** Infirmary Close, Leicester, LE1 5WW. Main switchboard: 0300 3031573.
- **Glenfield Hospital:** Groby Road, Leicester, LE3 9QP. Main switchboard: 0116 2871471. Fax: 0116 2583950
- **Leicester General Hospital:** Gwendolan Road, Leicester, LE2 4PW. Main switchboard: 0116 2490490. Fax: 0116 2584666.
- **Coalville Community Hospital:** 01530 467400. (Thringstone Ward 4: 01530 467404).
- **Loughborough Hospital,** Hospital Way, Off Epinal Way, Loughborough, Leicestershire, LE11 5JY. Tel: 01509 611600.
- **Loughborough NHS walk-in Centre** (By appointment only). Pinfold Gate, Loughborough, Leicestershire, LE11 1BE. Tel: 01509 553998
- **Hinckley and Bosworth Community Hospital,** Ashby Road, Hinckley, Leicestershire, LE10 3DA. Tel: 01455 441800.
- **Burton Hospital:** 01283 566333 or 01283 511511

#### **VISUAL IMPAIRMENT SUPPORT:**

- **Macular Disease Society:** 0845 241 2041. Provides information and practical support.
- **The Royal National Institute for the Blind (RNIB):** 0845 766 9999. The largest organisation for people with impaired sight, providing advice, books, newspapers and magazines on cassette tape.
- **VISTA:** Provides training, services and products for people with sensory impairments. Margaret Road, Leicester, LE5 5FU. [www.vistablind.org.uk](http://www.vistablind.org.uk). 0116 2498819.

#### **AUDITORY CARE:**

- **Services for Deaf and Hard of Hearing People.** Leicestershire County Council, Adult Social Care Services, 135 Welford Road, Leicester, LE2 6BE. Tel: 0116 249 2940 Textphone: 0116 2492950 Fax: 0116 2492960. Email: [servicesfordeafpeople@leics.gov.uk](mailto:servicesfordeafpeople@leics.gov.uk)

#### **CONTINENCE:**

- **The Continence Advisor:** 0116 2502542.

- **Continence Foundation:** 307 Hatton Square, 16 Baldwins Gardens, London, EC1N 7RJ. Tel: 020 7404 6875. Fax: 020 7404 6876.

Helpline: 0845 3450165. Specialist Nurses offer confidential advice and information on the causes and treatment of incontinence and on products that can help manage it. They can direct you to your local continence nurse.

[www.continence-foundation.org.uk](http://www.continence-foundation.org.uk)

- **Incontact:** United House, North Road, London, N7 9DP.  
Tel: 0870 770 3246. Fax: 0870 770 2149. [www.incontact.org](http://www.incontact.org).
- **Vera Macdonald, Specialist Continence Nurse: Coalville Health Centre,** Market Street, Coalville, LE67 3DX. Tel: 01530 468581.
- **District Nurses:** 01530 468590
- **Care Shop:** Products designed to assist in the management of incontinence. [www.allaboutinco.com](http://www.allaboutinco.com). Care Shop, Slater Street, Bolton, BL1 2HP.  
Tel/Orderline: 0845 600 1204. Fax: 01204 395 367.

#### **FOOT CARE:**

- If you are diabetic you should be receiving treatment from a chiropodist.
- If you feel you need a chiropodist, contact your GP to be referred.
- **Lisa also has a list of local Chiropodists.**
- **The Society of Chiropodists and Podiatrists:** 0845 450 3720
- **[www.feetforlife.org.uk](http://www.feetforlife.org.uk)**

#### **SUPPORT FOR PEOPLE WHO HAVE HAD STROKES:**

- **The Stroke Association,** Stroke House, 240 City Road, London, EC1V 2PR.  
[www.stroke.org.uk](http://www.stroke.org.uk). Helpline: 0845 3033 100.
- **Local: The Marlene Reid Centre,** Coalville. 01530 510515.
- **Glenfield:** 0116 2919197
- **Ibstock:** 01530 450452

#### **MENTAL HEALTH SUPPORT:**

- **Depression Alliance:** 020 7633 0557
- **MIND:** Granta House, 15-19 Broadway, London, E15 4BQ. 0345 660 163.  
Help for people affected by mental health problems.
- **MIND West Leicestershire, Independent Living Advice Service:** 01455 890168. (Offers information and support in all aspects relating to Direct Payments).
- **Manic Depression Fellowship-** a national advice line: 020 7793 2600.
- **Leicestershire Action for Mental Health Project (LAMP):** Advice, support and information for carers of adults with mental health difficulties. 0116 2556286.
- **Mencap:** Provides information, support and advice to carers of adults and children with a learning disability and respite support to carers of children with a learning disability. 0116 2422740.
- **Rethink:** Carer respite service. 01530 836289.

### **COUNSELLING:**

- **Counselling Service, Age Concern Leicester:** 0116 2220545.
- **British Association for Counselling:** 01788 578328.
- **Samaritans:** 0845 790 9090

### **WHAT TO DO WHEN SOMEONE DIES?**

- Ring 999 or call a doctor. Ask them for appropriate advice depending on the situation you find the person in.
- You can obtain a checklist of what to do when someone dies from [www.direct.gov.uk](http://www.direct.gov.uk). If you do not have access to the internet, **you can ask Lisa** for this information or can contact your local citizens advice bureau. The list will include things like registering a death, documents you need, wills, arranging funerals and arranging finances.

### **BEREAVEMENT:**

- **CRUSE Bereavement Care:** 0870 167 1677
- **The Marlene Reid Centre:** Contact 01530 510515.

### **CARE:**



### **IMPORTANT information about CHANGES TO CARE SERVICES in Leicestershire:**

**PERSONALISATION:** Social care in Leicestershire in Leicestershire is changing to give people more choice and control over the services they have. Social care aims to promote people's individual needs for independence, well-being and dignity.

**Personalisation has 4 main aims:**

1. **Universal services:** The same advice and information for everyone
2. **Prevention and early intervention:** Doing things early before an emergency happens
3. **Social Capital:** Making use of things in your local community
4. **Choice and Control:** More choice and control over the services you receive.
  - The changes made are due to a government agreement made in October 2007, called, '**Putting people first**'. The agreement is aiming to change services throughout the country to help people receive the quality care and support services they need.
  - If people are eligible for support, they can access what support they want through **Self directed support**.
  - **More information?** Ask the Social Care Institute for Excellence, for a copy of their publication, "Personalisation: a rough guide", REP 20. Contact: 020 7089 6840

**WHO DO I CONTACT IF I NEED HELP AT HOME WITH PERSONAL CARE, MEAL PREPARATION, MEALS ON WHEELS (ICARE) , CLEANING, SHOPPING, COMPANIONSHIP OR ANY OTHER HELP?**

- **Contact the Leicestershire Adult Social Care Customer Service Centre on 0116 3050004.** Tell them what help you would like and what you are struggling with.
- If you need support at home, the Home and Reablement Team (HART) will provide support to you for 6 weeks to make sure you are doing as much as you can for yourself and identify any other needs you have.
- Adult Social Care will help you develop a Support Plan, to try to assist you in achieving the things that you would like to be able to do in your life (homecare/daycare/leisure).
- You will then be means tested for a Personal Budget, which is money given to you, to pay for the support you need.

**How to use the Personal Budget:**

- Direct Payment: The money is paid to you, for you to pay for services.
- Individual Service Fund: The money can be paid to an organisation or charity who will look after it for you.
- Managed Budget: The council will manage the money.
- For more information, contact Leicestershire County Council on 0116 305 7404 or look online: [www.leics.gov.uk/Personalisation](http://www.leics.gov.uk/Personalisation)

**How is the Charge Calculated?**

- From 4/10/10 all services provided to Service Users and Carers will be chargeable except transport.
- You will need to be assessed. When your Services at Home and in the Community are arranged you will be told how much you will have to pay for your care. The amount is called your temporary assessment and will apply until a full assessment is completed and a check has been made that you are receiving all the benefits that you are entitled to.

**From 4/10/10 you will pay the lower of:**

- Your temporary or full assessment.
- 83% of the cost of your care if you receive an Individual Budget or Direct Payment.
- The chargeable cost of care if you do not receive an Individual Budget or Direct Payment i.e. hourly services at £13ph and sessional service at £10 per half a day.

- If you receive Direct Payments and also have care or day care you will be charged 83% of the Direct Payment and £13 on home care and £10 on day care.
- If you have savings over £23,250 (£46,500 for couples) you will be assessed as being able to pay the full charge for your Services at Home and in the Community and you will not need to provide details of your income and expenditure.
- You will be given a letter and a breakdown of how the charge has been calculated.
- When completing the assessment we will ask a number of questions about income, benefits, and savings and also about costs you may have as a result of your disability.

### **Free Services**

- You may be entitled to a free service if you:
- Are assessed as not having to pay towards the cost of your care
- Have services under Section 117 of the Mental Health Act (MHA) 1983 (it provides aftercare services free of charge, to people who have been detained under certain sections of the MHA).
- Have services as a result of a Child in Need Assessment
- Have Creutzfeld-Jacob Disease
- Are receiving care at home as an alternative to you being in hospital. This includes active therapy provided by the Health Service.

If you would like **information on care providers**, you can contact the customer services centre (**0116 3050004**) to ask for a 'Directory of care providers'. **Lisa also has a list of these services, as well as local companionship services.**

### **OTHER CONTACTS IN RELATION TO CARE:**

- **North West Leicestershire Social Services:** 3 High Street, Coalville, Leicestershire, LE67 3EA. Tel: 01530 275200.
- **Hinckley & Bosworth Social Services:** 01455 636964. Leicestershire County Council, County Hall, Glenfield, Leicestershire, LE3 8RL. Tel: 0116 2323232
- **Direct Payments:** You can be assessed to see if you qualify for "money to be given directly to you to arrange your own care or employ personal assistants". Tel: 0116 2657404. [www.leics.gov.uk](http://www.leics.gov.uk).
- **The Age Concern Intermediate Care Plan:** Is designed to provide regular benefit payments, to help pay for long term care: 0800 7838300.
- **Age Concern Residential & Nursing Homes Advisory Service.** 0116 2992274. Information and Advice on care homes, day care, respite care and sheltered accommodation.
- **Local Hospices:** Contact LOROS on 0116 2502542.
- Information about the **National Institute for Health and Clinical Excellence (NICE):** [www.nice.org.uk](http://www.nice.org.uk). Includes information on the treatment and care

for medical/psychological conditions. MidCity Place, 17 High Holburn, London, WC1V 6NA. [www.nice.org.uk](http://www.nice.org.uk)

- **Action on Elder Abuse:** Astral House, 1268 London Road, London, SW16 4ER. 020 8765 7000.
- **Care Quality Commission (CQC):** 03000 616161. 7<sup>th</sup> Floor, New Kings Beam House, 22 Upper Ground, London, SE1 9BW [www.cqc.org.uk](http://www.cqc.org.uk)
- **Better Caring:** A source of information on care for older people and people with learning difficulties. [www.bettercaring.com](http://www.bettercaring.com)
- **Care Home Advocacy Project, Age Concern,** Phillipa Stanbridge. Tel: 01455 847666
- **Alzheimer's Society Advocacy Service:** 0116 2510366

#### **RESPITE/BEFRIENDING SERVICES:**

##### **For your information:**

- You can speak to social services or Lisa about different respite options, whether it is befriender related, daycare, or a stay in a care home.
- **The cost of respite** is means tested, but sometimes funding can be available from a respite charity.
- **Homecare:** Would the person you care for as well as yourself benefit from having a homecare package, to assist with bathing, shopping, medication prompts, meal preparation, etc?
- **Lisa has a list of local public, voluntary and private respite/companionship organisations. Only voluntary sector and local authority organisations are listed in this category.**

##### **Contacts:**

- **People in Action:** Assistance with personal care, household chores, paying bills, shopping, community and leisure support, 24 hour support with sleeping in staff or waking night staff. You can use direct payments and individual budgets. 02476 643776
- **Alzheimer's Society Side by Side Project:** 0116 2627933
- **Age Concern Community Dementia Respite Service:** Contact Amy Doyle on 0116 2992240, based at the Leicester Age Concern Office. Lisa can refer you to this service.
- **North West Leicestershire Befriending Scheme,** The Library, High Street, Coalville, Leicestershire, LE67 3EA. 01530 833000. The Befriending Scheme offers social contact, somebody to chat to/to support them. Some volunteers may be able to take you out, help you with shopping.
- **The Befriending Scheme for Mental Health** (01530 817411)
- **Castle Donington Carers/Befriending Group:** Castle Donington Volunteer Bureau, 25A Borough Street, Castle Donington, Derbyshire, DE74 2LA.
- 01332 850526.

- **Age Concern Residential and Nursing Care Advisory Service:** Based at the Leicester Age Concern Office. Tel: 0116 2992233.
- **Ryder Cheshire Befrienders:** Contact the Marlene Reid Centre on 01530 510515
- **Rethink:** Carer respite service. 01530 836289.

#### **HOLIDAYS/ LEISURE:**

- [www.infolinx.org](http://www.infolinx.org) has information on thousands of activities and organisations in Leicestershire. If you do not have access to the internet, ring any of the organisations below, or ask Lisa for more details.
- **MOSAIC:** 0116 251 5565. Concerned with the welfare and representation of disabled people. They offer information and advice on a selection of specialised holidays- group holidays, outings and day trips, for disabled people and their carers.
- **Coalville Tourist Information Centre:** Snibston Discovery Park, Ashby Road, Coalville. 01530 813608.
- **Ashby Tourist Information Centre.** North Street, Ashby De La Zouch. 01530 411767.
- **Disabled Living:** Organised group holidays and outing throughout the year for people with physical disabilities and their families/friends. Information available on accessible hotels, leisure pursuits, activities, restaurants, theatres, pubs and transport. Redbank House, 4 St Chad's Street, Cheetham, Manchester. 0161 8323678.
- **Holiday Care:** Information on accessible holidays in the UK and abroad. Information on respite facilities within the UK, with or without carers. 2<sup>nd</sup> Floor, Imperial Buildings, Victoria Road, Horley, Surrey, RH6 7PZ. 01293 774535.
- **Vitalise:** Essential breaks for disabled people and carers. 12 City Forum, 250 City Road, London, EC1V 8AF. Tel: 0845 3451972. Fax: 0845 3451978. [www.vitalise.org.uk](http://www.vitalise.org.uk).
- **The Great Outdoors/Guided Walks:** Parks, Walks and Wildlife projects within Leicestershire, with access for disabled people. Contact the local council on 01530 454545 or DIAL (Disablement Information & Advice Line) on 0116 2515565.
- **John Storer House:** A huge array of activities, facilities and services, including: luncheons, fitness, dancing, socialising, bridge, and plenty more. Contact Wendy Smith, Loughborough Voluntary Action Centre Manager. 01509 631759.
- **Luncheon Clubs and Day Centres:** Age Concern 01530 833000. Saltersford Lunch Club, Oakthorpe Leisure Centre, Measham Road.

#### **TRAVEL INSURANCE:**

There are specialist insurers that cater for people with special needs. Contact Alzheimer's Society for more details. You might also consider making sure you are covered for travel delay.

#### **TRANSPORT:**

- **The Busline:** Information of bus services and timetables. Tel:0116 2511411.
- **The Blue Badge Scheme:** Offers parking concessions for disabled and blind people. Social Services Department, County Hall, Glenfield, Leicestershire, LE3 8RL.
- **National Express Coach Services:** discount on fares for over 55's: 0990 808080.
- **Concessionary carers.** Based at the Marlene Reid Centre, 85 Belvoir Road, Coalville, Leicestershire, LE67 3PH. 01530 510515.
- **Train, Bus and Coach Timetable Hotline:** 0891 910910.
- **Travel for Disabled/Older People:** Department of Planning and Transportation, Leicestershire County Council, County Hall, Glenfield, Leicestershire, LE3 8RJ. Tel: 0116 2657177.

#### **ASSISTIVE DEVICES:**

- **North West Leicestershire Telecare Project:** The project links in with 'lifeline' equipment and has a built in response service (also out of hours). Examples of equipment available includes temperature extremes sensor, property exit sensor, smoke detectors, pill alarms, chair and bed occupancy sensors and fall detectors. For more information, contact Tracy Prentice on 0116 3056046, or ask Lisa to see if you are eligible for a referral.
- **British Red Cross Disabled Living Centre:** Aquis House, 211 Belgrave Gate, Leicester, LE1 3HT. 0845 3730217
- **British Red Cross Equipment Distribution Service:** 11 Euston Street, Freemans Common, Leicester, LE2 7ST. 0116 2544547. They provide equipment for hire such as commodes, walking frames and wheelchairs. The service also provides equipment on behalf of social services. Another Helpline is: 0870 739 7391.
- **British Red Cross Medical Aid Department.** 76 Clarendon Park Road, Leicester, LE2 3AD. 0116 2449049. Sells items such as scooters, wheelchairs, bath lifters and back supports, etc.
- **Shopmobility:** Based in **Coalville Market**. Hire of scooters and wheelchairs, etc, available. Contact Peter Lacey on: 01530 810744. Loughborough Shopmobility: 01509 634706.
- **SIGNAL Project:** Equipment which makes daily life easier for those with memory loss to stay safely in their home. Tel: 01530 275200.
- **Dial a Wheelchair, British Red Cross:** 244 London Road, Leicester, LE2 1RN. 0116 2700210

- **Disability Services Centre, Leicester General Hospital:** Assessment for equipment such as wheelchairs. Requires referral from GP, Physiotherapist or Occupational Therapist. 0116 2584695

#### **WINTER AID:**

Insulation and Heating Systems are available to people on the following benefits: Pension Credit, Income Based Job Seekers Allowance, Housing Benefit, Council Tax Benefit, Working Tax Credit, Child Tax Credit, Disability Living Allowance, Attendance Allowance, Industrial Injuries Disablement Benefit, or a War Disablement Pension.

- **The Warm Front Program:** A government funded scheme, offering grants to make your home warmer and more energy efficient. 0800 3166011. [www.eagagroup.com](http://www.eagagroup.com). Warm Front, Freepost, ANG 8305, Ipswich, IP1 11Y. 0800 9521555.
- **The Home Heat Helpline:** 0800 336699.
- **The Winter Fuel Payment:** An Annual payment made to households with someone aged 60 or over, to help with heating costs. Helpline: 08459 151515.
- **Efficiency Advice Centres:** 0800 512 012
- **Energy Saving Trust:** 0845 7277 200. Free, impartial advice on how to make your home more energy efficient. Make people aware of local grants for energy efficiency.
- **National Energy Action (NEA):** A charity campaigning for affordable warmth for those vulnerable to the cold. NEA, St Andrew's House, 90-92 Pilgrim Street, Newcastle, NE1 6SG.

#### **RESOURCES FOR HELP IN THE HOME:**

- **Care and Repair:** Offers wide ranging advice and practical assistance with home repairs for people who are over 60 years old. Care and Repair, 2 Mantle Lane, Coalville, Leicestershire. 01530 510031.
- **Age Concern Handyperson:** 0116 2992233
- **Community Careline Ltd:** Provide services such as domestic help, shopping, DIY, decorating and personal care.
- **Community Careline,** The Springboard Centre, Mantle Lane, Coalville, Leicestershire. 01530 830034.
- **Safe at home/Help the Aged Handy Van Scheme:** Provides and fits security products, e.g. smoke alarms, door chains, etc. Free of charge. 01530 837097.

- **Age Concern Home Help Services:** Providing help and support to people in their homes with tasks such as: Cleaning, food preparation, laundry, ironing, collecting/prompting medication, shopping, escorting to hospital appointments, respite care, pet care, social outings. -Age UK Leicestershire & Rutland. Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA. 0116 2992266.

#### HOUSING:

- **Anchor Trust:** a not for profit provider of housing, support and care for older people. 2<sup>nd</sup> Floor, 25 Bedford Street, London, WC2E 9ES. 0207759 9100. [www.anchor.org.uk](http://www.anchor.org.uk)
- **Contact your local council if you need help with alternative housing or require repairs.**

#### BENEFITS, FINANCES, MANAGING SOMEBODY ELSE'S FINANCES AND LEGAL

##### ADVICE:

##### The Basics:

- **Benefits and Council tax:** You or the person you care for could be entitled to various benefits. You can find out which benefits you may be entitled to by speaking to Welfare Rights, the council, the pension service, citizens advice and information and advice services. Lisa can guide you in letting you know the eligibility criteria and in applying for non-means tested benefits, such as Disability Living Allowance (under 65's) and the Attendance Allowance (over 65's), as well as Carer's Allowance and Council tax exemption for people with mental health problems.
- **Power of Attorney:** This is usually the most appropriate way of managing someone else's finances, as it is the best way to protect the person you care for, as well as yourself. Speak to a solicitor or your local citizen's advice bureau.
- **3<sup>rd</sup> party bank mandate:** If someone is deemed not to have mental capacity, then this is made invalid.
- **Appointeeship:** You can manage somebody's pension by becoming their appointee through the pension service.
- **Protecting some of your capital, if permanent care could be an option in the future:** Speak to an adviser/solicitor about "Joint tenancy in common", as well as other ways to protect your finances.

##### LEGAL AND FINANCIAL ADVICE (Contact Details):

- **Office of the Public Guardian:** (For Power of Attorney) Archway Tower, 2 Junction Road, London, N19 5SZ. Tel: 0845 330 2900.
- **Local Age Concern Information and Advice Service** (they can assist with benefits advice and support: Speak to Jackie Haines at Coalville Library: 01530 833000

- **Age Concern Helpline:** 0116 2992233.
- **The Benefit Enquiry Line:** 0800 882200.
- **Benefit Entitlement Agency:** This service is for people who privately rent or own their house and is run through the Warm Front Grant. 080007290026
- **The Pension Service:** 0845 6060265. [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk).
- **Local Pension Service:** DWP, PO Box 7645, Leicester, LE1 6BR.
- **Leicestershire County Council Pension Section, New Walk Centre, Welford Place LE1 6ZG.** 0116 2527000 [pensions@leics.gov.uk](mailto:pensions@leics.gov.uk).
- **Local Welfare Rights Advice Line:** 0116 2779496.
- **Local advice:** Marlene Reid Centre benefits advice: 01530 453800
- **The Pension Credit Helpline:** 0800 991234. If your income is less than £119.05 per week for a single person, or £181.70 for a couple, you will receive pension credit to get your income up to this level.
- **The Post Office Helpline:** 08457 223355.
- **Tax Help for Older People (TOP):** Pineapple Business Park, Salway Ash, Bridport, Dorset, DT6 5DB. 0845 6013321.
- **Leicester Money Advice:** 0800 389 1701.
- **Attendance Allowance:** 08457123456. Unit 2, Warbreck House, Warbreck Hill Road, Blackpool, FY2 OYE.
- **Carer's Allowance:** 01253 856123. Carer's Allowance Unit, Palatine House, Lancaster Road, Preston, PR1 1HB
- **Disability Living Allowance:** 08457123456
- **Leicester Charities Link (0116 222200).** Help with purchasing necessities for people on low incomes.
- **Homestart:** Help for families with children under school age. Tel: 01530 812327
- **Credit Union:** 01530 452332
- **County Debt Line:** 08709000939.
- **British Legion:** Provides grants to ex-service men and women, among other support. 0116 2616582.

### **AN INTRODUCTION TO BENEFITS YOU MAY BE ENTITLED TO:**

#### **Attendance Allowance:**

- For people of 65 years and above
- Must be a UK resident
- Doesn't depend on National Insurance contributions
- Isn't affected by savings or income.
- Is not taxable.

An individual must meet the following day and/or night conditions:

**DAY CONDITIONS:** Help is required with normal bodily functions, i.e. seeing, hearing, washing and dressing, eating, getting in and out of bed, going to the toilet, communicating, needs continual supervision.

**NIGHT CONDITIONS:** An individual requires periods of 20 minutes or repeated attention during the night because they need help with bodily functions. Another person may need to stay awake for a prolonged period or at frequent intervals to make the individual safe.

**There are two weekly rates:**

**Higher rate: £73.60**

**Lower rate: £49.30**

“You will receive the lower rate if you fulfil either the day or the night conditions. You will get the higher rate if you fulfil both day and night conditions”.

**Disability Living Allowance:**

- For people under 65 years old.
- They need help with personal care; need supervision during the day or night.
- It is paid on top of benefits and pensions and is not taxable.
- Doesn't depend on National Insurance contributions.
- Eligibility and rates depend on various care and mobility conditions.
- More information available on request.

**Carer's Allowance:**

- For people who are unable to work full time because they are caring for a severely disabled person for at least 35 hours per week.
- It is taxable.
- Doesn't depend on National Insurance contributions.
- In some situations, the person you care for could lose money if you start to receive the carer's allowance (i.e. if they receive pension credit, income support, housing benefit or council tax benefit).
- In order for a carer to receive the Carer's Allowance, the person they are caring for must receive one of the following allowances: Attendance Allowance, Disability Living Allowance, Constant Attendance Allowance.
- You cannot get a Carer's Allowance if you earn more than £100 per week after the deduction of allowable expenses, such as tax.
- **Current rate is £55.55.** A new carers credit (a new National insurance credit rather than a benefit payment was introduced in April 2010. It is paid to those caring for disabled people for 20 hours or more per week, who receive Attendance Allowance or the middle or higher rate of the Disability Living Allowance. This will enable carers to build up their basic state pension.

**Blue Badge Scheme:**

- For severely disabled or blind people.
- Allows parking with some limitations but without charge at meters or where waiting is restricted.

- Eligibility:
- In receipt of the higher rate of Disability Living Allowance (DLA).
- Registered blind.
- In receipt of a War Pensioner's Mobility Supplement.
- If an individual has a permanent sustainable disability that makes walking very difficult.
- If an individual is severely disabled in both arms and would find it extremely difficult to operate a parking meter.

**Council Tax Discount:**

- If there is only the carer and the person with dementia living in a property: If you live with somebody who is severely mentally impaired, they will be 'disregarded' from paying council tax. Because this individual is not counted, the carer will therefore be given a 25% discount on their council tax.
- If you do not meet the above criteria for council tax discount, it is worth contacting the council to see if you are eligible for any other discounts, e.g. if you have had bathing equipment fitted as a result of physical disabilities.

**This information was correct in April 2011. We recommend that you always seek advice from benefit specialists. Benefit rates and conditions can change every April.**

**We will be able to help you fill in forms for some of the non-means tested benefits listed above.**

**We will direct you to appropriate services for other benefits.**

**ACCESSING INFORMATION:**

**LOCAL & GENERAL INFORMATION SOURCES:**

- **The Internet** is fantastic for accessing information. Just type a subject into [www.google.co.uk](http://www.google.co.uk) and it will give you lots of options. Many people still do not use the internet and are scared that they will not be able to use it. You will! ☺. There are many places offering free training such as libraries and the Marlene Reid Centre. If you would like further advice please contact Lisa.
- **Access4age:** [www.access4age.org](http://www.access4age.org). Tel: 0800 622 6565. This service is your link to support and advice for older people and those who care about them. It includes information about health concerns, money matters, welfare benefits, housing and property, Residential and Nursing care, social care,

your rights, local services, family and personal matters, leisure and social activities.

- **Coalville Library:** High Street, Coalville, Leicestershire, LE67 3EA. Tel: 0116 305 3565. **Free computer access**, disabled access, **computer taster sessions**, supplies books on caring, rent out DVD's, a newly expanded health section, Information on holidays and leisure. **Free to join.**
- **Age Concern Leicestershire and Rutland Office:** 0116 2992233. Lansdowne House, 113 Princess Road East, Leicester, LE1 7ZA.
- **Local Age Concern Information and Advice Service:** The Library, High Street, Coalville, Leicestershire, LE67 3EA. 01530 833000.
- **Alzheimer's Society:** 0845 300 0336. [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- **Alzheimer's Society**, Leics & Rutland Branch, The Lodge, 48 Humberstone Gate, Leicester, LE1 3PJ.
- **Coalville & District Citizen's Advice Bureau:** 01530 450220.
- **Hinckley & Bosworth Citizen's Advice Bureau:** 0844 8269710
- **Adviceguide:** The Citizen's Advice bureau online service, providing information, including factsheets, on benefits, employment, housing, financial and legal issues. [www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- **North West Leicestershire District Council:** 01530 454545.
- **Hinckley & Bosworth District Council:** 01455 238141
- **National Service Framework for Older People:**  
<http://www.doh.gov.uk/nsf/olderpeople.htm>
- Help the Aged, Advice and Information. 207-221 Pentonville Road, London, N1 9UZ, 02072781114.
- **MOSAIC:** Information and Services for those with disabilities. 0116 2515565. Email: [mosaic@totalise.co.uk](mailto:mosaic@totalise.co.uk).
- North West Leicestershire Council for Voluntary Services (NWL CVS): Based at The Marlene Reid Centre, 85 Belvoir Road, Coalville. A Local Development Agency working with and on behalf of local voluntary and community groups. Wide variety of services including: Information and advice, REACT (furniture recycling scheme) and various ongoing projects. 01530 510515.
- **Leicester Lesbian, Gay & Bisexual Centre:** 0116 254 7412.
- **Leicestershire LINK:** Local involvement network. 0116 2293103 or [info@leicestershirelink.org.uk](mailto:info@leicestershirelink.org.uk). Leicestershire LINK Office, CCP, Beaumont Enterprise Centre, Boston Road, Leicester, LE4 1HB

#### **SUPPORT:**

- **The Marlene Reid Centre: 01530 510515**
- **CISWO for miners and their families** 01530 830160
- **Women's Royal Voluntary Service:** Work with families/ disabled people in need. Coalville Business Centre, Vulcan Way, Hermitage Industrial Estate, Coalville, Leicestershire. 01530 811560.
- **SCARF, Senior Citizens Retirement Forum:** (01530 458464 or 832077)

## **FACTSHEETS:**

**\* Below are a list of factsheets available from AGE UK and The Alzheimer's Society. You can download these from the internet, or ask Lisa to send you them.**

### **Age UK information guides and factsheets**

#### **Information sheets**

IS2: Moving back to the UK (PDF 70 KB)

IS6: Planning a Holiday (PDF 135 KB)

IS22: Information about telephones (PDF 94 KB)

IS29: Digital switchover (PDF, 155 KB)

Information guides

ACIG01: Help with care in your own home (PDF 248 KB)

ACIG05 - Planning your retirement income (PDF 380 KB)

ACIG06 - Help with legal advice (PDF 203KB)

ACIG07: Adapting your home: Your guide to services and equipment (PDF 219 KB)

ACIG19: Managing your money (PDF 3.35 MB)

ACIG11: Your employment choices (PDF 169KB)

ACIG12 - Your guide to healthy living (PDF 341KB)

ACIG15 - Putting your affairs in order (PDF 214KB)

ACIG16 - Planning to live abroad (PDF 217KB)

ACIG24: Make the most of the internet: Save time and money (PDF 481KB)

ACIG34 - Save more, pay less (PDF 415KB)

ACIL25: Care home checklist (PDF 102 KB)

AgeUKIG01: Staying Safe (PDF 670 KB)

AgeUKIG02 - Lesbian, gay or bisexual (PDF 517KB)

AgeUKIG03 - When someone dies (PDF 538KB)

AgeUKIG04 - Going solo (PDF 785KB)

AgeUKIG05 - Avoiding scams (PDF 495 KB)

AgeUKIG06: Care homes (PDF 645 KB)

AgeUKIG07 - Going into hospital (PDF 567KB)

AgeUKIG08: Housing options (PDF 670 KB)

AgeUKIG09 - Health services (PDF 629KB)

AgeUKIG10 - Useful contacts (PDF 4MB)

AgeUKIG11 - Claiming benefits: a guide for people over State Pension age (PDF 2MB)

AgeUKIG12 - Claiming benefits: a guide for people of working age (PDF 1MB)

AgeUKIG13 - Advice for carers (PDF 2MB)  
AgeUKIG14 - Staying Steady (PDF 538 KB)  
AgeUKIG15 - Managing incontinence (PDF 538 KB)  
AgeUKIG16 - Tax Guide (PDF 2 MB)  
AgeUKIG19 - Managing your money (PDF 3 MB)  
AgeUKIG27 - Winter wrapped up (PDF 793KB)  
AgeUKIL1 - Staying cool in a heatwave (PDF 101 KB)  
AgeUKIL2 - Tracing lost money (PDF 2MB)  
ID6804 - Managing your medicines (PDF 144KB)  
ID7589 - Healthy eating (PDF 273KB)  
ID7811 - Bereavement (PDF 211 KB)  
ID8164: Home Safety Checker (PDF 601 KB)  
An introduction to scanners (PDF 27 KB)  
Better hearing (PDF 167 KB)  
Better sight (PDF 280 KB)  
380 0309: Buying a computer (PDF 200 KB)  
Chat sites (PDF 24 KB)  
Digital cameras (PDF 29 KB)  
Fitter feet (PDF 363 KB)  
Healthy bones (PDF 181 KB)  
Make surfing easier (PDF 53 KB)  
Setting up an email account (PDF 32 KB)  
Strength and balance exercises for healthy ageing (PDF 699KB)  
Ten hints for silver surfers (PDF 54 KB)  
Factsheets

FS1: Help with heating costs (PDF 205 KB)  
FS2: Buying retirement housing (PDF, 191 KB)  
FS3: Television licence concessions (PDF 146 KB)  
FS4: Rights at work (PDF, 262 KB)  
FS5: Dental care – NHS and private treatment (PDF 178 KB)  
FS6: Finding help at home (PDF, 246 KB)  
FS7: Making a will (PDF 178 KB)  
FS8: Council and housing association housing (PDF 188 KB)  
FS9: Anti-social behaviour in housing (PDF 188 KB)  
FS10: Paying for permanent residential care (PDF 258 KB)  
FS11: Help with looking for work or starting your own business (PDF 110KB)  
FS12: Planning for retirement: money and tax (PDF 275 KB)  
FS13: Funding repairs, improvements and adaptations (PDF 113 KB)  
FS14: Dealing with an estate (PDF, 198 KB)  
FS15: Income tax (PDF 212 KB)  
FS16: Transgender issues in later life (PDF 279 KB)  
FS17: Housing benefit and council tax benefit (PDF 232 KB)  
FS19: State pension (PDF 243KB)  
FS20: NHS continuing healthcare and NHS-funded nursing care (PDF, 316 KB)

FS21: Council tax (PDF 163KB)  
FS22: Arranging for someone to make decisions about your finance or welfare (PDF, 312 KB)  
FS23: Help with continence (PDF 188KB)  
FS24: Self-directed support: Direct Payments and Personal Budgets (PDF 361 KB)  
FS26: Public transport and concessions (PDF 224 KB)  
FS27: Preparing for a funeral (PDF 291 KB)  
FS29: Finding Care Home Accommodation (PDF 353 KB)  
FS30: Leisure and learning (PDF 272 KB)  
FS33: Crime prevention (PDF 167 KB)  
FS34: Attendance allowance (PDF 182 KB)  
FS35: Tenants rights: rent (PDF 151 KB)  
FS37: Hospital discharge arrangements (PDF 284 KB)  
FS38: Treatment of property in the means test for permanent care home provision (PDF 199 KB)  
FS39: Paying for care in a care home if you have a partner (PDF 93 KB)  
FS40: Deprivation of assets in the means test for care home provision (PDF 98 KB)  
FS41: LA assessment for community care services (PDF, 337 KB)  
FS42: Disability equipment and how to get it (PDF 248 KB)  
FS43: Getting legal advice (PDF 167KB)  
FS44: NHS services (PDF 271 KB)  
FS46: Paying for care and support at home (PDF, 231 KB)  
FS48: Pension credit (PDF 538KB)  
FS49: The social fund and other sources of financial help (PDF 161KB)  
FS52: Disability living allowance (PDF 229 KB)  
FS53: Capital, income and means-tested benefits (PDF, 215 KB)  
FS55: Carer's allowance (PDF 152KB)  
FS56: Guide to benefits for people under state pension age (PDF 167KB)  
FS58: Paying for temporary care in a care home (PDF 71 KB)  
FS59: How to resolve problems and make a complaint about the local authority (PDF 228 KB)  
FS60: Choice of accommodation (PDF 691 KB)  
FS61: Help with health costs (PDF 165 KB)  
FS62: Deprivation of liberty safeguards (PDF, 225 KB)  
FS63: Finding private rented accommodation (PDF 163 KB)  
FS64: Retirement (sheltered) housing (PDF 164 KB)  
FS65: Equity release (PDF, 204 KB)  
FS66: Resolving problems and making a complaint about care (PDF 188 KB)  
FS67: Tenants rights: repairs (PDF 168 KB)  
FS68: Tenants rights: Security of tenure (PDF 161 KB)  
FS69: Water advice (PDF, 154 KB)  
FS70: Dealing with disputes at work (PDF, 185 KB)  
FS71: Park Homes (PDF 159 KB)  
FS72: Advance decisions, advance statements and living wills (PDF, 181 KB)  
FS73: Driving and parking (PDF 253 KB)

FS74: Challenging welfare benefit decisions (PDF 238KB)  
FS75: Debt management (PDF 160KB)  
FS76: Intermediate care (PDF 172 KB)  
FS77: The law on age discrimination (PDF 198 KB)  
FS78: Safeguarding older people from abuse (PDF, 271 KB)

### **FACTSHEETS FROM THE ALZHEIMER'S SOCIETY:**

Alzheimer's Society factsheets cover a wide range of dementia-related topics. You can download these or ask Lisa to send you the factsheet.

To purchase printed copies of any of the sheets\*, please contact Xcalibre on 01628 529240 or [alzheimers@xcalibrefs.co.uk](mailto:alzheimers@xcalibrefs.co.uk)

Causes of dementia, progression and drug treatments

What is dementia? (400)

What is Alzheimer's disease? (401)

What is vascular dementia? (402)

What is dementia with Lewy bodies (DLB)? (403)

What is fronto-temporal dementia (including Pick's disease)? (404)

Genetics and dementia (405)

Aluminium and Alzheimer's disease (406)

Drug treatments for Alzheimer's disease (407)

Dementia: drugs used to relieve depression and behavioural symptoms (408)

The later stages of dementia (417)

What is Creutzfeldt-Jakob disease (CJD)? (427)

Learning disabilities and dementia (430)

Complementary and alternative medicine and dementia (434)

What is Korsakoff's syndrome? (438)

Younger people with dementia (440)

Rarer causes of dementia (442)

Depression (444)

What is HIV-related cognitive impairment? (446)

Am I at risk of developing dementia? (450)

The brain and behaviour (456)

The progression of dementia (458)

Mild cognitive impairment (470)

What is posterior cortical atrophy (PCA)? (479)

New! Hallucinations in people with dementia (520)

New! Visuo-perceptual difficulties in dementia (527)

Emotional and practical support

Volunteering for research into dementia (409)

Brain tissue donations (410)

Voluntary organisations (412)

Adaptations, improvements and repairs to the home (428)

Equipment to help with disability (429)  
The Mini Mental State Examination (MMSE) (436)  
Assistive technology (437)  
Driving and dementia (439)  
Counselling: how can it help? (445)  
Dental care and dementia (448)  
Festivals, holidays and celebrations (455)  
Respite care (462)  
After a diagnosis (471)  
Travelling and going on holiday (474)  
Frequently asked legal questions (475)  
Selecting a care home (476)  
Understanding and respecting lesbian and gay people (480)  
Choosing residential accommodation for lesbian and gay people (482)  
Communicating (500)  
Moving and walking about (501)  
Coping with incontinence (502)  
Safety in the home (503)  
Washing and bathing (504)  
Keeping active and staying involved (505)  
Grief and bereavement (507)  
Dealing with aggressive behaviour (509)  
Dressing (510)  
Eating and drinking (511)  
Pressure sores (512)  
Sex and dementia (514)  
Dementia and children or young people (515)  
Dealing with guilt (516)  
Living alone (517)  
What if I have dementia? (518)  
Maintaining everyday skills (521)  
Staying healthy (522)  
Carers: looking after yourself (523)  
Understanding and respecting the person with dementia (524)  
Unusual behaviour (525)  
Coping with memory loss (526)  
Health and social care  
Community care assessment (418)  
How the GP can help (425)  
Diagnosis and assessment (426)  
What standards of care can people expect from a care home? (451)  
Assessments for NHS-funded nursing care (452)  
Hospital discharge (453)  
How health and social care professionals can help (454)  
Choices in care (465)

Care on a hospital ward (477)  
Legal and financial information  
Benefits (413)  
Council tax (414)  
Benefits rates and income/savings thresholds (431)  
The Mental Health Act 1983 and guardianship (459)  
Mental Capacity Act 2005 (460)  
Advance decision (463)  
Financial and legal affairs (467)  
Paying care home fees (468)  
When does the local authority pay for care? (469)  
Enduring power of attorney and lasting powers of attorney (472)  
Direct payments (473)

Legal issues for lesbian and gay people (481)  
Deprivation of Liberty Safeguards (483)  
\*Up to six sheets are free; further copies cost 20p each.

**FURTHER INFORMATION:**

**Below is a list of topics that carers frequently ask about. If you would like additional information, even if it is not listed below, please feel free to contact me as this is a basic list. I can also signpost you to the relevant organisations. Please contact Lisa on 01530 453800**

Carer support  
Carer's Project at the Marlene Reid Centre  
Carer Support Grant  
Benefits  
Power of Attorney  
Dealing with somebody else's finances  
Council Tax  
Blue Badge  
RADAR key-access to public disabled toilets  
Home Safety  
Fire Safety  
Homecare packages  
Continence  
Personal Care  
Coping with Stress  
Understanding the person you care for  
Communication methods  
Challenging behaviour  
Memory  
Home Repairs  
Help cards/medic alerts

### **Books you may find useful:**

‘Caring For The Person With Dementia’, Alzheimer’s Society, 2002, ISBN 1-872874-66-5

‘Introducing Dementia: Essential Facts And Issues Of Care’, by David Sutcliffe, 2001

‘Caring for a Parent in later Life’  
Help the Aged, 2008, ISBN 978-1-84598-027-6

‘Caring for Loved Ones in Old Age: Being a Carer, paying for Caring and Choosing a Care Home’  
Lawpack, 2007, ISBN 978-1-905261-49-9

‘The Carer’s Handbook: Essential Information and Support for All Those in a Caring Role’ by Jane Matthews.  
How to Books, 2007, ISBN 978-1-84528-194-6

‘The Complete Carer’s Guide’ by Bridget McCall  
SPCK Publishing, 2007. ISBN 978-1905140077

‘The 36-Hour Day’ by Nancy L.Mace and Peter V Rabins (4<sup>th</sup> edition)  
John Hopkins University Press, 2006, ISBN 978 0801885099  
(A family guide to caring for someone with dementia or memory loss).

‘The Selfish Pig’s Guide to Caring’ by Hugh Marriott Little, Brown, 2004, ISBN 9780751537093.

‘Your Guide to Alzheimer’s Disease’, by Alistair Burns, endorsed by the Alzheimer’s Society, 2001, ISBN 0-340-90501-8

‘Dementia Reconsidered, The Person Comes First’, by Tom Kitwood, 1999, ISBN 0-335-19855-4

‘Caring For Someone With Dementia’, by Jane Brotchie, Age Concern, 2003, ISBN 0-86242-368-6

‘The Essential Dementia Care Handbook’, by Graham Stokes & Fiona Goudie, 2002, ISBN 0-86388-244-7

**Please note that Lisa has some books on caring at the Hawthorn Centre. If you would like to borrow one, please enquire about a list of books to see which one would suit you.**