

# Universal Services for Carers in Derby



citizens  
advice

Mid Mercia

# What is an unpaid/informal carer?

A carer is anyone who looks after - unpaid - a family member, friend or neighbour who, due to disability, physical or mental health condition, illness, or addiction, cannot cope without their support.

# How we can support unpaid carers:

\*We support adult unpaid carers caring for an adult residing in Derby City.\*

The service provides the following -

- ▶ Carers Conversations
- ▶ Emergency Planning Service
- ▶ Well-Being activities and events
- ▶ Training
- ▶ Stakeholder and Promotions work
- ▶ Peer Support
- ▶ Monthly Newsletter

## Bookable in-depth CARERS CONVERSATIONS, should an enquiry require more hands-on support:

- ▶ A **Carers Conversation** is designed to offer carers a more person-centred approach to support. Our advisors will have ‘conversations’ with a carer to best understand what is happening in their caring role and how it is impacting on their health and well-being.
- ▶ The Carers Conversation is designed to understand what really matters to the carer and to connect the carer to resources and support that can help them to continue with their caring role independently.
- ▶ Carers can self refer or get a professional organisation to make referral on their behalf for a Carers Conversation. This can be over the phone or by using our referral form.
- ▶ A Carers Conversation is the first step to a Carers Assessment in Derby City and is available to people who care for someone who is over 18.
- ▶ Carers can apply for a personal budget which is not means tested and can support carers in their caring role. Carers have used personal budget for cleaning service, gardening service, short breaks and respite care.

# Emergency Planning Service:

- ▶ It's important for unpaid carers to be prepared for the future best they can and to have a plan in place should something happen to them.
- ▶ This is why our service offers FREE emergency planning.
- ▶ We will work with a carer to create a bespoke emergency plan that contains essential details about their caring role, the person they care for, and the names and contact details of people that can help should something unexpected occur.
- ▶ Along with the plan, each carer is also given a Carer Emergency Card that they can carry in their wallet or purse. This identifies them as a carer and contains the details of their cared for and someone who can help in an emergency situation. The emergency services know to look for this card if they ever need to come out to a carer.



**ATTENTION!**  
**CARER EMERGENCY CARD.**

My name is:

I care for:

I look after someone who depends on me. If I have been involved in an accident or if it's an emergency, please contact:

*The above person will be able to help you ensure the person I care for is safe.*

## A full calendar of free WELL-BEING activities to help carers stay mentally and physically well:

- ▶ We offer carers a calendar of **FREE well-being classes**.
- ▶ We offer face to face activities and are still running some virtual activities to accommodate as many carers as possible.
- ▶ We collaborate with other charities and organisations to provide high quality activities.
- ▶ Examples: Theatre tickets, Relaxation master classes, yoga, Sleep clinic, Walk and Talk in Darley Abbey park and lots more!

## Free TRAINING opportunities:

- ▶ We currently offer face to face workshops
- ▶ Examples of workshops held - First Aid, falls prevention, benefits entitlements, carers preparing for the future making a Will & Fire and safety awareness in the home.
- ▶ For those carers that can't attend we offer zoom options
- ▶ We are constantly identifying new training needs of carers and we are able to make **bespoke** training available to them and offer support in various forms such as: 1-2-1 support online or via telephone, online groups and printing materials.

# PEER SUPPORT:

- ▶ Carers will be provided with support and advice for setting up their own peer support groups, including sourcing money to support with activities and the hiring of venues.
- ▶ We provide support to carers groups and help with their development of peer support.
- ▶ We can help existing peer support and self-help groups to provide safe spaces for people to meet in their local community, acting as an on-going point of contact of support for the group.



# Stakeholder and Promotion work:

- ▶ Part of our service is to work closely with GP practices in Derby City when they identify a carer accessing their local GP practice.
- ▶ We are starting work with **GP clinics** across Derby City to provide support.
- ▶ To promote the Service through a variety of Social media and meet with organisation to raise the profile of carers and the service we provide.

# Monthly NEWSLETTER:

- ▶ Our carers newsletter is released monthly giving carers the latest news and information from our service and other organisations in Derby city. Carers can sign for our free newsletter online or by contacting the help-line.
- ▶ The newsletter features:
- ▶ Latest news and important updates
- ▶ Information on well-being
- ▶ Forthcoming training courses and information sessions
- ▶ Information about support groups.
- ▶ Advice and information

# How to contact us:

- ▶ Our help-line number is **01332 228777**
- ▶ We are open 09:00-17:00, Mon-Fri,
- ▶ There is an answerphone should the line be busy
- ▶ Website: <http://www.citizensadvicemidmercia.org.uk/carers/>
- ▶ Twitter: [@Carers\\_Derby](https://twitter.com/Carers_Derby)
- ▶ Facebook: [Universal Services for Carers in Derby City](https://www.facebook.com/UniversalServicesforCarersinDerbyCity)
- ▶ YouTube: [https://www.youtube.com/channel/UCAfzoD\\_ZoFKabMxYxU\\_aWlw](https://www.youtube.com/channel/UCAfzoD_ZoFKabMxYxU_aWlw)
- ▶ If you are a professional, you can refer a carer to our service using our REFERRAL FORM - please contact the help-line or visit our website for a copy of this.